

BETTER TOGETHER

# Free samples, big growth

Our famous microfiber cloths work better together – and so do we!  
We're teaming up with Office Suite subscribers to help you share Norwex through free samples that spark new connections all summer long.

## Frequently Asked Questions

### **Sending the Mini Basic Package Sampler + customer eligibility**

#### **What's included in the Mini Basic Package Sampler?**

Each Mini Basic Package Sampler features:

1 sample-size EnviroCloth®

1 sample-size Window Cloth

1 coupon code for 10% off the new customer's first order

#### **Do I have to be an Office Suite subscriber to send a free Mini Basic Package Sampler to a new customer?**

Yes. If you are not an Office Suite subscriber, sign up now to take advantage of this amazing offer! <https://www.norwex.com/office-suite>

#### **How do I send my new customer a free Mini Basic Package Sampler?**

Log into your Consultant Back Office, start a new customer order and enter the prospective customer's email address. Claim the Mini Basic Package Sampler "Special Offer" that appears with the side promo offers by selecting "add to cart," then click "Checkout."

#### **Why are the Mini Basic Package Sampler and coupon only available for new customers?**

This campaign is intended to help you gain new customers. While we always want to encourage repeat business and loyalty, we also want to help expand your network and connections to new customers, who eventually become Hosts and Consultants!

#### **What is a "new" customer?**

Any individual who has not placed an order in the new system since January 1, 2024 with you or any other Consultant qualifies as a new customer.

#### **How do I know if a customer is new?**

If a customer is already listed in NORI, the offer will not be available for you to claim on their behalf.

#### **Can I use the Mini Basic Package Sampler to reactivate a previous customer who hasn't placed an order since before NORI?**

Yes. If the previous customer has not placed an order since January 1, 2024, they are eligible to receive the Mini Basic Package Sampler.

#### **Can I send multiple Mini Basic Package Samplers to one new customer?**

No. There is a limit of one Mini Basic Package Sampler per new customer.

#### **Can I send more than five Mini Basic Package Samplers?**

Yes! As long as each sample pack is being ordered for a new customer, this offer is not limited.

#### **Can I order a Mini Basic Package Sampler for myself?**

No. This offer is for new customers only.

#### **Can I order Mini Basic Package Samplers in bulk?**

No. This offer is designed to send one sampler to one customer at a time.

#### **What happens if my new customer received a Mini Basic Package Sampler from another Consultant? (i.e., can two Consultants send a Mini Basic Package Sampler to the same person?)**

New customers can only be sent one Mini Basic Package Sampler. Once a Consultant has placed the sample order, the new customer will not be eligible for this promotion from other Consultants.

### **Can new customers who receive a Mini Basic Package Sampler from me place their first order with a different Consultant?**

If you are enrolled in Office Suite, it will default to you as their preferred Consultant when the new customer redeems their coupon. While they can choose to place their first order with another Consultant, we encourage you to follow up with the new customer to prevent this from happening. Please be sure to follow up with any new customers you send a Mini Basic Package Sampler.

### **Can I use Express Ground Shipping to send this offer in the US?**

No. The discounted shipping rate and Norwex Discount reimbursement is only available using Economy Shipping.

### **How will the Canadian Post potential strike affect this offer?**

At time of offer launch, Mini Basic Package Samplers will be shipped UPS in Canada. If a new customer is in a rural part of the country or uses a P.O. Box, you may need to request an access point from them.

## **Redeeming the 10% off new customer discount**

### **How is the 10% off coupon redeemed?**

All new customers who receive a Mini Basic Package Sampler will receive a card inside with a Norwex-funded coupon code for 10% off their first order! (Code: CLEAN25) If you do not order a Mini Basic Package Sampler for them, they will not qualify for the coupon code (even if they're still new). When placing their order, new customers must use the same email address you used to place the sample order.

### **How does the system know the customer has qualified for the coupon code?**

The coupon code is tied directly to your prospective customer's email address (not name or street address). Important: if you do not use the customer's correct email address when placing their sample order, they will not be able to redeem the coupon code.

### **When does the 10% off coupon expire?**

Noon, CT, November 1, 2025

### **Is there a minimum cart requirement to claim the 10% off coupon?**

No minimum cart amount is required.

### **Can the 10% coupon be used on sale items and with any other promotional discounts?**

Yes! There are no limitations or sales minimums on customer product orders tied to the coupon.

### **Can the 10% coupon be used on starter kits if my new customer wants to become a Consultant?**

No. This offer can only be used on customer product orders.

## **Norwex Consultant follow-up and reimbursement**

### **I've sent a new customer a Mini Basic Package Sampler – how do I know if they've placed an order so I can follow up?**

You can track customer purchases in your Consultant Back Office under Orders. You can search by SKU code IN2697 or "Mini Basic Package Sampler."

### **How does the credit-back process work?**

Consultants will pay out of pocket for the shipping for each Mini Basic Package Sampler sent per order. For every \$5 you pay in shipping, we'll credit you back \$4 in Norwex Discounts! (That's \$20 for every five samples sent!) Credit back will be automatically deposited in your account within 48 hours.

### **If I order the Mini Basic Package Sampler for a new customer and then they place a first-time order, does that order count toward my Work Hard, Play Hard "Sell to Stay" qualifications?**

Yes. The Mini Basic Package Sampler does not have Retail Sales Value and therefore that customer's first product order will count as first-time customer volume and will contribute toward your Work Hard, Play Hard "Sell to Stay" qualifications.

### **Can Share-A-Cart be utilized for this offer?**

No. If you send a Share-A-Cart link that includes this sampler, the new customer will receive an empty cart.

### **Can I still apply the new customer \$10 off \$99 Shop Offer on the customer's first order?**

No. But all other Shop Offers will be available.