

## FREQUENTLY ASKED QUESTIONS

# Work Hard, Play Hard

Noon, CT, June 1 – Noon, CT, August 1, 2025

### What is the Work Hard, Play Hard incentive?

The Work Hard, Play Hard incentive is a short-term incentive that offers Norwex Consultants the opportunity to earn rewards based on business-building behaviors. For full details please see the [Work Hard, Play Hard incentive flyer](#).

### Who can participate in the Work Hard, Play Hard incentive?

All Norwex Consultants in good standing with Compliance and Norwex Policies and Procedures can participate in the Work Hard, Play Hard incentive.

### How can I earn in the Work Hard, Play Hard incentive?

There are three (3) Paths to Play to earn in the Work Hard, Play Hard incentive:

- **Sell to Stay** – Earn Marriott® gift cards when you sell to first-time customers. First-time customer orders will automatically be captured in your Back Office under Order History. During the week of June 2, you will also begin to see a “First” icon under first-time customer orders in Order History.

Group A	Norwex Consultants who enrolled on or after noon, CT, January 1, 2025	For every \$1,000 in Personal Retail Sales sold to first-time customers, earn a \$100 Marriott gift card
Group B	Norwex Consultants who enrolled prior to 11:59 a.m., CT, January 1, 2025	For every \$2,000 in Personal Retail Sales sold to first-time customers, earn a \$100 Marriot gift card.

- **Grow to Play** – Help two (2) Personal New Consultants achieve \$400 in Personal Retail Sales in their first 15 days (Bright Start 1) and earn your first Day At The Parks. For each additional Personal New Consultant you help achieve \$400 in Personal Retail Sales in their first 15 days, earn an additional Day At The Parks.
- **Promote to Pay** – When you promote to Team Coordinator (TC) for the first time, earn \$100 Work Hard, Play Hard Dollars. When you promote to Sales Leader (SL) for the first time, earn \$150 Work Hard, Play Hard Dollars. When your Personal Consultant promotes to Team Coordinator (TC) for the first time, and you have the same or a higher Leadership title in the same month, earn \$100 Work Hard, Play Hard Dollars. When your Personal Consultant promotes to Sales Leader (SL) for the first time, and you have the same or a higher Leadership title in the same month, earn \$150 Work Hard, Play Hard Dollars.

### Will I receive both the Work Hard, Play Hard Promote to Pay rewards and Promote & Grow bonuses?

YES! You are eligible to receive both the Work Hard, Play Hard Promote to Pay Dollars AND Promote and Grow cash bonuses as outlined in the Success Builder brochure.

### How will rewards be distributed?

Sell to Stay rewards will be provided in the format of a Marriott gift card, which can be used at all participating Marriott properties. To learn more, please visit <https://gifts.marriott.com/faq.html>. A Consultant's total achievement will be cumulative, and a gift card will be awarded for the total sum of all Sell to Stay achievements. Ex: If a Consultant who enrolled in 2025 submitted a total of \$4,073 in Personal Retail Sales from first-time customers in the June and July commission periods, they would be awarded a Marriott gift card in the sum of \$400.

Grow to Play rewards will be provided in the form of a Disney® gift card in the amount of \$225 USD. When a Norwex Consultant has two (2) Personal New Consultants who achieve \$400 in Personal Retail Sales in their first 15 days (Bright Start 1), they will earn their first Disney gift card. For each additional Bright Start 1 achiever who is a Personal Consultant, they will earn an additional Disney gift card. The average cost of a Disney Park admission is \$225 USD. Norwex does not guarantee that Disney theme park admission will cost \$225 USD on the date chosen by the achiever to visit Disney. Disney gift cards can be used at Walt Disney World, Disneyland, on Disney Cruise Line, at Aulani Resort, Disney on Broadway, Adventures by Disney, Disney's Hilton Head Island Resort and online at [disneystore.com](https://www.disneygiftcard.com/info). For a full guide to where Disney gift cards can be used, please visit <https://www.disneygiftcard.com/info>.

Consultant has 2 Personal Consultants achieve Bright Start 1	Consultant will be awarded one (1) Disney gift card in the amount of \$225 USD.
Consultant has 1 Personal Consultant achieve Bright Start 1	Consultant needs one (1) more Personal Consultant to achieve Bright Start 1 to receive reward. No Disney gift card awarded.
Consultant has 3 Personal Consultants achieve Bright Start 1	Consultant will be awarded two (2) Disney gift cards for \$225 USD, one (1) for the first two Personal Consultants who achieved Bright Start 1, and one (1) for the third Personal Consultant who achieved Bright Start 1. Note: Total rewards may be combined into a single gift card in the value the Consultant has earned. In this example, one gift card in the amount of \$450 USD may be awarded.

Promote to Pay rewards will be awarded when a Consultant, or their Personal Consultant, promotes to Team Coordinator (TC) or Sales Leader (SL) for the first time. When a Consultant's Personal Consultant promotes for the first time, the upline Consultant must have the same Leadership title or higher in the same month to be eligible for the award. Disney gift cards in the amount of \$100 for TC promotion and \$150 for SL promotion will be awarded. Gift cards may be combined, and one gift card may be awarded for the cumulative sum a Consultant has earned.

#### **Is there a limit to the amount of rewards I can earn?**

NO! The Work Hard, Play Hard incentive rewards are unlimited! You will receive the reward for as many times as you achieve in each Path to Play.

#### **Do I have to achieve in all three Paths to Play (Sell to Stay, Grow to Play, Promote to Pay) to be eligible to receive rewards in the Work Hard, Play Hard incentive?**

NO! You can earn in any or all of the Paths to Play. So long as you meet the requirement in any given Path to Play, you will receive the associated reward.

#### **How do I know if I am in Group A or Group B for Sell to Stay?**

If you joined Norwex as a Consultant on or after noon, CT, January 1, 2025, you are in Group A. If you joined Norwex as a Consultant prior to then, you are in Group B. If you are still unsure, please reach out to the Consultant Care Center (CCC) and they can help determine which group you are in. In the US, please contact 1-866-450-7499. In Canada, please contact 1-877-766-7939.

#### **What if I have a Personal New Consultant enroll at the end of July? Will they have their full 15 days to achieve Bright Start 1 (\$400 in Personal Retail Sales in their first 15 days) and, if so, will I still earn the Work Hard, Play Hard reward?**

YES! If a Consultant enrolls between noon, CT, July 16 and noon, CT, August 1, 2025, they will have their full 15 days to submit \$400 in Personal Retail Sales. Only enrollments that happen between noon, CT, June 1 through noon, CT, August 1, 2025, will be eligible in the Work Hard, Play Hard incentive, but New Consultants will be given their full 15 days to achieve Bright Start 1, even if those 15 days are outside of the August 1 program end. For questions, please contact the CCC.

#### **Are re-enrolled Consultants considered new for this incentive?**

If a former Norwex Consultant who was Removed (no activity for 12 months) or resigned more than 12 months ago re-enrolls (goes through enrollment process, selects a starter kit, etc.), they will be considered a New Consultant for the purposes of Work Hard, Play Hard. Norwex Consultants who reclaim their former Consultant account, or have a status of Inactive or Dormant, will not be considered new for the purposes of the Work Hard, Play Hard incentive.

#### **Can I earn the Promote to Pay rewards as both a first-time promotion and the upline of a first-time promoter?**

YES! If you promote to TC or SL for the first time in the same month as one of your Personal Consultants, provided you are at least the same title as your Personal Consultant, you will earn both rewards. Example: If you promote to Sales Leader for the first time in the June commission period and your Personal Consultant promotes to Team Coordinator in that same period, you would earn \$150 Work Hard Play Hard Dollars for your promotion to SL and \$100 for your Personal Consultant's promotion to TC.

#### **What if either I or my Personal Consultant advances directly to SL without being TC first? Do I get both rewards?**

YES! If you promote to Sales Leader for the first time, even if you haven't achieved Team Coordinator beforehand, you will earn both the Team Coordinator Work Hard, Play Hard Dollars (\$100) and the Sales Leader Work Hard, Play Hard Dollars (\$150). This is also true if your Personal Consultant double-promotes, so long as you are at the same or higher title in the same commission period.

#### **Can I choose how to receive my rewards?**

No. Rewards will be provided in a single format to all achievers. There will not be an option to select whether multiple or single gift cards are awarded, or whether they are received as physical gift cards or digital. The Norwex Home Office will determine how to distribute rewards based on the number of achievers to expedite receipt of rewards.

#### **Will I have a way to track my Work Hard, Play Hard results?**

YES! You will have a tracker in your Back Office that shows you how you are tracking in the incentive and where to find potential to earn. The tracker will be live on June 2, 2025.

#### **Can I choose cash instead of gift cards?**

No. Cash will not be awarded instead of gift cards.

#### **When will I receive my Work Hard, Play Hard rewards?**

All rewards will be awarded in September 2025.