



*[Question? Answer!]*

“Stable sales. Restart”

**You have Questions. We have Answers!**

**1.**

**Question**

In order to join the new programme, do I have to achieve the specified Personal Turnover for three successive months, if I have been participating in the “Stable sales” programme for a long time?

**Answer**

No, you are automatically a participant of “Stable sales. Restart”. Your level will correspond to the Personal Turnover you achieve in February. This means that if, in January 2016, you were a participant of the promotion at level 2 (Personal Turnover 250-449 points), you will:

- with a Personal Turnover of 150-299 pts in the first month, you will receive a standard set of products at level 1 (Light), and then, if you so desire, you can collect incentive points, checking the appropriate option in the online-office;
- with a Personal Turnover of 300 pts, you will receive 60 incentive points;
- with a Personal Turnover of 400 pts, you will receive 70 incentive points.

You can redeem all the incentive points for gifts, creating your own set from cosmetics eligible for the programme.

**2.**

**Question**

Are there different gift sets at level 1 Light?

**Answer**

There is only one standard gift set planned for level 1 Light. If you would like to create your own set, you must check the “I want to receive incentive points” option in your online-office and redeem the points for any participating product you choose.

**3.**

**Question**

If a participant of level 1 Light achieves a Personal Turnover of 200 points, will they receive +10 incentive points right away, or do they have to maintain the Personal Turnover for three months?

**Answer**

To receive incentive points at level Light, you must check the “I want to receive incentive points” option in your online-office. If you do not check the option, you will receive a standard TianDe product set for a Personal Turnover 150-299 points by default. In order to receive additional incentive points, you do not have to maintain the Personal Turnover for three months.

**4.**

**Question**

What TianDe product sets are available at the 2, 3, 4 and 5th level of the programme?

**Answer**

A standard TianDe product set is planned only for participants of level 1 Light. Programme participants at levels Standard, Expert, Master and Intensive compose their own sets from products eligible for the programme.

**5.**

**Question**

If I have 40 incentive points in my account and I receive two gifts worth 18.7 incentive points each, what will happen with the remaining 2.6 products?

**Answer**

The remaining incentive points stay in your account and you can collect them further to receive more gifts.

**6.**

**Question**

If I participated in the second edition of the “Stable sales” programme in 2014-2015 and I accumulated incentive points, what will happen to them when I move over to the Restart programme?

**Answer**

All the incentive points you accumulated earlier will be preserved and added to the incentive points you earn in the “Stable sales. Restart” programme.

**7.**

**Question**

I participated in the “Stable sales. Part 2” programme and in addition to incentive points, I received level 3 gift. Can I also receive incentive points on levels 1, 2 and 3?

**Answer**

In the “Stable sales. Restart” programme, you can receive incentive points only on levels 4 and 5, and redeem them for even more gifts, selecting any of the company’s products which are eligible for the promotion.

**8.**

**Question**

If I have already redeemed my incentive points for TianDe products, but I have not received them yet, can I cancel the order and keep collecting incentive points?

**Answer**

The order cannot be cancelled. You can collect incentive points again starting next month.

**9.**

**Question**

Can incentive points be redeemed for company products in any month?

**Answer**

Yes, you can redeem incentive points for products in any month, provided that your Personal Turnover  $\geq$  150 pts.

**10.**

**Question**

What are non-expiring points?

**Answer**

The sum of non-expiring points is a specified number of incentive points that remains in your account in the event of you being removed from the programme.

For example, you have collected 350 incentive points. In the next month, your Personal Turnover is less than 150 points. According to the terms of the programme, you are removed from it. All your incentive points exceeding the non-expiring points are cancelled (in this case those exceeding 300 incentive points). Therefore, 50 points

are cancelled and 300 remains in your account. Incentive points may be redeemed for gifts provided you achieve a Personal Turnover  $\geq$  points in any one of three months following your removal from the programme.

**11.**

**Question**

Can I exchange my incentive points for gifts if I didn't manage to reach the non-expiring sum?

**Answer**

Yes, you can exchange the incentive points you collected in any month, but only after you achieve a Personal Turnover of  $\geq 150$  points.

**12.**

**Question**

I'm participating in the "Stable Sales. Restart" programme at a Master level with a Personal Turnover of 1000 points. Can I receive incentive points for Expert level for a Personal Turnover of 500 points? Do I have to achieve a Personal Turnover of 1000 points for 3 consecutive months in order to return to the Master level?

**Answer**

The participants at all levels, apart from the Light level can receive incentive points for Personal Turnover from a level lower than the selected one as long as they manage to achieve a Personal Turnover of  $\geq 150$  points. If your Personal Turnover wasn't lower than 150 points, you will not have to meet the entry conditions to the programme by achieving a selected Personal Turnover for three months in order to return to your previous level.

**13.**

**Question**

Will the Personal Turnover for December and January be taken into account for people who enter the programme now?

**Answer**

Yes, the results from December and January will be taken into account.

**14.**

**Question**

Can I get a trip organised by TianDe Corporation as a prize if I already received TianDe products as gifts?

**Answer**

You can exchange your Incentive Points for TianDe products or collect them in order to receive an exclusive gift - a trip organised by the corporation.

**15.**

**Question**

Where can I see the current number of points to my account?

**Answer**

You can check the number of incentive points credited to your account in your online-office, in the “Stable Sales. Restart” tab.

**16.**

**Question**

If I don't want to receive the standard set of products, where can I select the option “I want to receive incentive points”, and what amount of incentive points do I need to do that?

**Answer**

The standard TianDe product set is only planned for the participants of the level 1 Light, and it is a default gift.

If you would like to receive incentive points as a gift, you must select “I WANT TO RECEIVE INCENTIVE POINTS” in your online-office. You can select that option as soon as an appropriate notification appears in your personal profile. You can collect incentive points starting from the calendar month in which you agreed to it by selecting the aforementioned option.

**17.**

**Question**

Can I give up the standard set of products, awarded at the 1st level?

**Answer**

In the first month of participation in the programme, the product set will be the default gift for you. In order to give up your product set, you should select “I WANT TO RECEIVE INCENTIVE POINTS” in your online-office.

**18.**

**Question**

How will the gifts for participation in “Stable Sales. Restart” programme be distributed?

**Answer**

The gifts for participation in “Stable Sales. Restart” programme will be handed out in the Support Centre, which is responsible for supporting you. An account sheet listing the gifts you have selected will be sent to your Support Centre within a working week from the moment of exchanging the incentive points for gifts in your online-office.

**Do you have any other questions regarding the “Stable Sales. Restart” programme? Send us an e-mail: [promo@tiande.ru](mailto:promo@tiande.ru).**