



## Brazil

### **Brazil Contact Information:**

**General Manager:** Mauricio Patrocinio

#### **Distributor Support**

Hours (calling from Brazil)

Mon–Fri: 9 a.m.–8 p.m.

Phone: 0800-891-5441

Fax: 0800-891-5448

Email (Portuguese): [brasil@monavie.com](mailto:brasil@monavie.com)

Hours (calling from U.S.)

Mon–Fri: 5 a.m.–4 p.m. MST

Phone: 1(877) 311-0470

Fax: (801) 748-3202

Email (English): [distributorsupportbra@monavie.com](mailto:distributorsupportbra@monavie.com)

Compliance: [normas@monavie.com](mailto:normas@monavie.com)

[compliancebra@monavie.com](mailto:compliancebra@monavie.com)

### **How to Enroll as a New Distributors:**

#### **1. Enroll through the official MonaVie website:**

- a. Log onto [Monavie.com](http://Monavie.com)
- b. Select Country
- c. Select Enroll
- d. Enter **Sponsor's** ID number
  - i. Make sure Sponsor ID number is correct
  - ii. Make sure Placement location is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

#### **2. Enroll through the Virtual Office (VO):**

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click on Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

### 3. Enroll through Distributor Support:

- a. Speak with a Distributor Support representative or fax distributor application form

**Brazil**

Phone: 0800-891-5441

Fax: 0800-891-5448

**U.S.**

Phone: 1(877) 311-0470

Fax: (801) 748-3202

- b. Email application form to Distributor Support

English: [Distributorsupportbr@monavie.com](mailto:Distributorsupportbr@monavie.com)

Portuguese: [brasil@monavie.com](mailto:brasil@monavie.com)

#### Notes:

- On the disclosure/agreement page, enter serial number if pre-paid distributor kit has been purchased (serial number is located on the inside of your pre-paid distributor kit).
- It is highly recommended that you obtain either a CPF or CNPJ; Cadastro de Pessoas Físicas (Natural Persons Registers) or CPF number is similar to a U.S. Social Security number and can be obtained by visiting the following website:  
<http://www.receita.fazenda.gov.br/Principal/Ingles/Versao2/default.asp>. Cadastro Nacional de Pessoa Jurídica (national juridical person registration) or CNPJ number is similar to a Tax Payer ID number and can be obtained through the Brazilian consulate.

## How to Order Product:

### 1. Order through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Place a Personal Order
- c. Fill out Order Form

### 2. Order through Distributor Support:

**Brazil**

Phone: 0800-891-5441

Fax: 0800-891-5448

**U.S.**

Phone: (866) 217-8455

Fax: (801) 748-3202

#### Notes:

- Orders placed in the Virtual Office are entitled to a shipping discount, depending on region.
- Orders placed through Distributor Support are not eligible for a shipping discount.

**AutoShip** is highly recommended and allows distributors to stay active and to generate possible commissions. AutoShip is **activated** through the Virtual Office or by calling Distributor Support.

### Activating AutoShip through the Virtual Office (VO):

1. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
2. Click Manage AutoShip
3. Choose the product you want to receive every 28 days
4. Choose AutoShip Date by colored week
5. Complete Application

**Notes:**

- AutoShip payment is posted to a distributor’s credit card every 28 days.
- Coordinate your AutoShip to go out 28 days after your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

**Shipping Information:** Shipping cost and delivery time is based on quantity and location. Please contact Distributor Support for more information.

**Delivery Time:** Average delivery time is 5–7 business days, depending on region.

Shipping cost is based on quantity and location. Please contact Distributor Support for more information.

**Order Limit:** No limit on quantity (product over \$2,000 must be approved by compliance)

**Available Product:** MonaVie Original™ juice

**Drop Ship:** Available within Brazil

**Return Policy (wholesale):** Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See the Procedures for a full explanation.

**AutoShip:** First AutoShip is 100% refundable on product, minus shipping costs.

**Payment Types:** MonaVie accepts Visa®, MasterCard®, American Express®, and Boletto.



## Australia

### Australia Contact Information:

**General Manager:** Leo Talbot

#### Distributor Support

Hours (calling from Australia)

Tues–Sat (AEST)	Daylight Savings	Non-Daylight Savings
<b>Brisbane:</b>	6 a.m.–4 p.m.	7 a.m.–5 p.m.
<b>Melbourne &amp; Sydney:</b>	7 a.m.–5 p.m.	8 a.m.–6 p.m.
<b>Adelaide:</b>	6:30 a.m.–4:30 p.m.	7:30 a.m.–5:30 p.m.
<b>Perth:</b>	4 a.m.–2 p.m.	6 a.m.–4 p.m.

Phone (toll-free): 1800-104-833

Fax (toll-free): 1800-105-368

Email: [Australia@monavie.com](mailto:Australia@monavie.com)

#### Hours (calling from U.S.)

Mon–Fri: 2 p.m.–midnight MST

Phone: (877) 265-0653

Fax: (801) 748-3202

Email: [Australia@monavie.com](mailto:Australia@monavie.com)

Compliance: [complianceaus@monavie.com](mailto:complianceaus@monavie.com)

### How to Enroll as a New Distributors:

#### 1. Enroll through the official MonaVie website:

- a. Log onto [Monavie.com](http://Monavie.com)
- b. Select Country
- c. Select Enroll
- d. Enter **Sponsor’s** ID number
  - i. Make sure Sponsor ID number is correct
  - ii. Make sure Placement location is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

#### 2. Enroll through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password

- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

### 3. Enroll through Distributor Support:

- a. Speak with a Distributor Support representative or fax distributor application form

#### Australia

Phone (toll-free): 1800-104-833

Fax (toll-free): 1800-105-368

#### U.S.

Phone: (877) 265-0653

Fax: (801) 748-3202

- b. Email application form

Email: [Australia@monavie.com](mailto:Australia@monavie.com)

### Notes:

- On the disclosure/agreement page, enter serial number if pre-paid distributor kit has been purchased (serial number is located on the right side of your pre-paid distributor kit).
- Australian Business Number is optional (ABN is similar to a U.S Business Tax ID number and can be obtained through [www.abr.gov.au](http://www.abr.gov.au)). Distributors earning more than AU\$6,000 per year are subject to a 46.5% tax withholding on commissions by the Australian Taxation Office if ABN is not provided.

## How to Order Product:

### 1. Order through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Place a Personal Order
- c. Fill out Order Form

### Note:

- To Drop Ship (send as gift) click on “gift box” and provide recipient address (only applicable domestically to distributor’s country).

### 2. Order through Distributor Support:

#### Australia

Phone (toll-free): 1800-104-833

#### U.S.

Phone: (877) 265-0653

**AutoShip** is highly recommended and allows distributors to stay active and to generate possible commissions. AutoShip is **activated** through the Virtual Office or by calling Distributor Support.

### Activating AutoShip through the Virtual Office (VO):

1. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
2. Click Manage AutoShip
3. Choose the product you want to receive every 28 days
4. Choose AutoShip Date by colored week
5. Complete Application

**Notes:**

- AutoShip payment is posted to a distributor’s credit card every 28 days.
- Coordinate your AutoShip to go out 28 days after your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three business days prior to next AutoShip date. Requests made after that may not be effective until the following shipment date.

**Shipping Information:**

**Collection Center:** Coming Soon (Location TBA)

**Warehouse:** Australia

**Courier:** AAE (Australian Air Express)

Phone: 13-12-13

Tracking: <http://203.43.1.230/track/inquiry.html>

**Shipping Cost:** 7% for AutoShip; 9% for personal orders

**GST:** 10%

**Delivery Time:** 3–5 business days

**Shipping Method:** Australian Air Express & Australia Post

**Order Limit:** No limit on quantity (product over \$2,000 must be approved by compliance)

**Available Product:** MonaVie Original™ juice and gel; MonaVie Active™ juice

**Drop Ship:** Available within Australia

**Return Policy (wholesale):** Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

**AutoShip:** First AutoShip is 100% refundable on product, minus shipping costs.

**Payment Types:** MonaVie accepts Visa®, MasterCard®, and American Express®. (Diners Club cards are not accepted.)



## New Zealand

### **New Zealand Contact Information:**

**General Manager:** Leo Talbot

#### **Distributor Support**

Hours (calling from New Zealand)

**Tues–Sat:**  
NZDT

**Daylight Savings**  
9 a.m.–7 p.m.

**Non-Daylight Savings**  
10 a.m.–8 p.m.

Phone (toll-free): 0800-44-4164

Fax (toll-free): 0800-44-4668

Email: [NewZealand@monavie.com](mailto:NewZealand@monavie.com)

Hours (calling from U.S.)

Mon–Fri: 2 p.m.–midnight MST

Phone: (877) 331-0503

Fax: (801) 748-3202

Email: [NewZealand@monavie.com](mailto:NewZealand@monavie.com)

Compliance: [compliancenzl@monavie.com](mailto:compliancenzl@monavie.com)

### **How to Enroll as a New Distributors:**

#### **1. Enroll through the official MonaVie website:**

- a. Log onto [Monavie.com](http://Monavie.com)
- b. Select Country
- c. Select Enroll (Placement is placed to sponsor’s default setting)
- d. Enter **Sponsor’s** ID number
  - i. Make sure Sponsor’s ID number is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

#### **2. Enroll through the Virtual Office (VO):**

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

#### **3. Enroll through Distributor Support:**

- a. Speak with a Distributor Support representative or fax distributor application form

## **New Zealand**

Phone (toll-free): 0800-44-4164

Fax (toll-free): 0800-44-4822

- b. Email application form to Distributor Support

[NewZealand@monavie.com](mailto:NewZealand@monavie.com)

## **U.S.**

Phone: (877) 311-0503

Fax: (801) 748-3202

### **Notes:**

- On the disclosure/agreement page, enter serial number if pre-paid distributor kit has been purchased (serial number is located on the right side of your pre-paid distributor kit)
- Internal Revenue Department Number is optional (IRD Number is similar to a U.S. Taxpayer Number and can be obtained through [www.ird.govt.nz](http://www.ird.govt.nz))

## **How to Order Product:**

### **1. Order through the Virtual Office (VO):**

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Place a Personal Order
- c. Fill out Order Form

### **Notes:**

- To Drop Ship (send as gift) click on “gift box” and provide recipient address (only applicable domestically to distributor’s country)

### **2. Order through Distributor Support:**

#### **as a New Zealand**

Phone (toll-free): 0800-44-4164

#### **U.S.**

Phone: (877) 311-0503

**AutoShip** is highly recommended and allows distributors to stay active and to generate possible commissions. AutoShip is **activated** through the Virtual Office or by calling Distributor Support.

### **Activating AutoShip through the Virtual Office (VO):**

1. Steps to activate through Virtual Office (VO):
2. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
3. Click Manage AutoShip
4. Choose the product you want to receive every 28 days
5. Choose AutoShip Date by colored week
6. Complete Application

### **Notes:**

- AutoShip payment is posted to a distributor’s credit card every 28 days
- Coordinate your AutoShip to go out 28 days after your initial order to remain active
- Colored weeks help distributors distinguish AutoShip week
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped

- Cancellation of AutoShip must be done three business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

## **Shipping Information:**

**Collection Center:** Coming Soon (location TBA)

**Warehouse:** Australia

**Courier:** Castle Parcels

Phone: 0800-404-303

Tracking: <http://www.castleparcels.co.nz/tracktrace.html>

**Shipping Cost:** Free

**GST:** 12.5%

**Delivery Time:** 3–5 days

**Shipping Method:** New Zealand Post & Castle Parcels

**Order Limit:** No limit on quantity (Product over \$2,000 must be approved by compliance)

**Available Product:** MonaVie Original™ juice and gel; MonaVie Active™ juice

**Drop Ship:** Available within New Zealand

**Return Policy (wholesale):** Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

**AutoShip:** First AutoShip is 100% refundable on product, minus shipping costs.

**Payment Types:** MonaVie accepts Visa®, MasterCard®, and American Express®. (We do not accept Diners Club cards.)



## Canada

### Canada Contact Information:

**Director:** Connie Ricciardi

#### Distributor Support

Hours

Mon–Thurs: 7 a.m.–7 p.m. MST

Fri: 7 a.m.–midnight MST

Phone: (866) 217-8455

Fax: (801) 748-3202

Email: [distributorsupport@monavie.com](mailto:distributorsupport@monavie.com)

Compliance: [compliancecan@monavie.com](mailto:compliancecan@monavie.com)

#### Canada Distribution/Pickup Center

Hours

Mon, Wed, Thurs, Fri: 9 a.m.–5 p.m. PST

Tues: 9 a.m.–8:30 p.m. PST

Address

Burnaby (Canada) Distributor Center

#102 3855 Henning Drive

Burnaby, BC V5C 6N3

Phone: 778-329-9760

### How to Enroll as a New Distributors:

#### 1. Enroll through the official MonaVie website:

- a. Log onto [Monavie.com](http://Monavie.com)
- b. Select Country
- c. Select Enroll
- d. Enter **Sponsor’s** ID number
  - i. Make sure Sponsor ID number is correct
  - ii. Make sure Placement location is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

#### 2. Enroll through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

### 3. Enroll through Distributor Support:

- a. Speak with a Distributor Support representative or fax distributor application form  
**Canada and U.S.**  
Phone: (866) 217-8455  
Fax: 1(800) 630-8557
- b. Email application form  
[distributorsupport@monavie.com](mailto:distributorsupport@monavie.com)

#### Notes:

- On the disclosure/agreement page, enter serial number if pre-paid distributor kit has been purchased (Serial number is located on the inside of your pre-paid distributor kit).
- Social Insurance Number is optional, but highly recommended. (SIN is similar to a U.S. Social Security number and can be obtained through <http://www.servicecanada.gc.ca/en/sc/sin/>).

## How to Order Product:

### 1. Order through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Place a Personal Order
- c. Fill out Order Form

#### Note:

- To Drop Ship (send as gift) click on “gift box” and provide recipient address (only applicable domestically to distributor’s country).
  - The option of drop shipping to the U.S. is only available through Distributor Support.

### 2. Order through Distributor Support:

#### Canada and U.S.

Phone: (866) 217-8455  
Fax: 1 (800) 630-8557

**AutoShip** is highly recommended and allows distributors to stay active and to generate possible commissions. AutoShip is **activated** through the Virtual Office or by calling Distributor Support.

#### Activating AutoShip through the Virtual Office (VO):

1. Steps to activate through Virtual Office (VO):
2. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
3. Click Manage AutoShip
4. Choose the product you want to receive every 28 days
5. Choose AutoShip Date by colored week
6. Complete Application

#### Notes:

- AutoShip payment is posted to a distributor’s credit card every 28 days.
- Coordinate your AutoShip to go out 28 days after your initial order to remain active.

- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

## **Shipping Information:**

**Pickup Center:** Burnaby, British Columbia

**Fulfillment Centers:** Alberta and Oakville

**Shipping Methods:** Purolator (P.O. Boxes not accepted)

Phone: (888) 744-7123

Tracking: <http://www.pclusa.com/monavie/tracking.asp>

Canada Post

Phone: (866) 607-6301

Tracking: <https://obc.canadapost.ca/emo/basicPin.do?language=en>

**Shipping Cost:** 10% of total order

**Pickup Fee:** 4% of total order

**Delivery Time:** 2–4 business days

**Order Limit:** No limit on quantity (Product over \$2,000 must be approved by compliance)

**Available Product:** MonaVie Original™ juice and gel; MonaVie Active™ juice and gel

**Drop Ship:** Available within Canada and U.S.

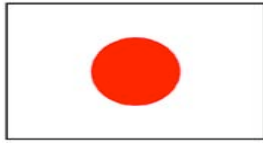
### **Return Policy:**

Wholesale—(Non Terminated Distributors) Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

Retail—Unopened product is returnable for a 100% (plus shipping, if applicable), 30-day, money-back guarantee to all retail customers through their selling distributor.

**AutoShip:** First AutoShip is 100% refundable on product, minus shipping costs.

**Payment Types:** MonaVie accepts Visa®, MasterCard®, and American Express®.



## Japan

### Japan Contact Information:

**General Manager:** Shimizu Tadamasa

#### Japan Office

The Hexagon 5F, 5-4-7 Akasaka,  
Minato-ku, Tokyo Japan  
107-0052

#### Distributor Support

##### Hours (calling from Japan)

Mon–Fri (Holidays Off): 10 a.m.–5 p.m. UTC

Phone (Inquiries): 0570-039-131

Phone (Orders): 0120-756-131

Fax: 0120-596-131

Email (Japanese): [japan@monavie.com](mailto:japan@monavie.com)

##### Hours (calling from U.S.)

Mon–Fri: 4 pm.–9 p.m. MST

Phone: (801) 227-5069

Fax: 0120-596-131

Email (English): [distributorsupportjpn@monavie.com](mailto:distributorsupportjpn@monavie.com)

Compliance: [compliancejpn@monavie.com](mailto:compliancejpn@monavie.com)

#### 1. Enroll through the official MonaVie website:

- a. Log onto [Monavie.com](http://Monavie.com)
- b. Select Japan on country drop-down menu (upper right)
- c. Click Enroll and enter your Sponsor’s ID number
- d. If enrolling a Japan distributor, pick Japan under the Home Country drop-down
- e. Enter Gaiyoshomen number (explained in notes below) and complete online distributor application form

#### 2. Enrolling through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. If enrolling a non-Japan distributor, click on the (Enroll a non-Japan Distributor) link and complete online distributor application form
- d. If enrolling a Japan distributor, enter Gaiyoshomen number (explained in notes below) and complete online distributor application form

### 3. Enroll through Distributor Support:

- a. Speak with a Distributor Support representative or fax distributor application form

**Japan**

Phone: 0570-039-131

Fax: 0120-596-131

**U.S**

Phone: (801) 227-5069

Fax: 0120-596-131

- b. Email application form to Distributor Support

English: [Distributorsupportjpn@monavie.com](mailto:Distributorsupportjpn@monavie.com)

Japanese: [japanes@monavie.com](mailto:japanes@monavie.com)

### Notes (Enrolling Japan Distributors):

- To enroll a Japanese distributor, the sponsor must purchase a Japan Business Information Packet. The Information Packet will include all Japan business information and a Gaiyoshomen. The Gaiyoshomen contains an 11 digit unique enrollment number which must be entered at the top portion of the enrollment page.
- Under Personal Information, if you can't enter Kanji, Romaji will be accepted.
- Bank Account Information must be entered.
- Purchasing Distributor Kit, there are two types: Simplified\* and Complete/Full

### Notes (Enrolling Non- Japan Distributor)

- On the disclosure/agreement page, enter serial number if pre-paid distributor kit has been purchased (serial number is located on the right side of your pre-paid distributor kit).
- National ID may/ may not be required, depending on Country.

## How to Order Product:

### 1. Order through the Japanese Virtual Office (VO)

- a. Log onto [Monavie.com](http://Monavie.com)
- b. Click Japan and select English/Japanese
- c. Click Virtual Office and log onto your VO with your distributor ID number and password
- d. Click Member Info, then click Order Product
- e. Fill out Order Form

### 2. Order through Distributor Support:

**Japan**

Phone: 0120-756-131

Fax: 0120-596-131

**U.S.**

Phone: (801) 227-5069

Fax: 0120-596-131

**AutoShip** is highly recommended and allows distributors to stay active and to generate possible commissions. AutoShip is activated through the Virtual Office or by calling Distributor Support.

### Activating AutoShip through the Virtual Office (VO):

1. Go to [Monavie.com](http://Monavie.com)
2. Click Japan and select English/Japanese
3. Click Virtual Office and log onto your VO with your distributor ID number and password
4. Click Member Info (top right)

5. Click Enroll in/Change AutoShip
6. Choose your product and date

**Notes:**

- AutoShip payment is posted to a distributor’s credit card every 28 days.
- Coordinate your AutoShip to go out 28 days after your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

**Shipping Information:**

**Pickup/Distribution Center:** Coming Soon (location TBA)

**Courier:** Sagawa

Phone (Distributor Support): (801) 227-5069

**Shipping Cost:** 750 (Yen) per order; 750 (Yen) per order of Sales Tools; 650 (Yen) per AutoShip

**Drop Ship:** Available within Japan

**Return Policy:** Upon receiving product, product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

**Cooling Off:** Upon receiving initial order or distributor kit (if only distributor kit is placed), distributorship must be canceled within 20 days for a full refund including shipping and return cost. Product will be picked up by courier when Distributor Support is notified and distributorship is canceled.

**Payment Types:** MonaVie accepts Visa®, MasterCard®, American Express®, JCB® (bank checks), Bank to Bank Transfers and automatic withdrawals.



## Singapore

### Singapore Contact Information:

**General Manager** N/A

#### Distributor Support

Hours (**calling from Singapore**)

Tues–Sat: 6 a.m.–4 p.m. (SGT)

Phone (toll-free): 800-1301-745

Fax (toll-free): 800-1301-746

Email: [singapore@monavie.com](mailto:singapore@monavie.com)

Hours (**calling from U.S.**)

Mon–Fri: 4 pm.–9 p.m. MST

Phone: (801) 227-5069

Fax: 0120-596-131

Email (English): [singapore@monavie.com](mailto:singapore@monavie.com)

Compliance: [compliancesgp@monavie.com](mailto:compliancesgp@monavie.com)

### How to Enroll as a New Distributors:

#### 1. Enroll through the Official MonaVie website:

- a. Log onto [Monavie.com](http://Monavie.com)
- b. Select Country
- c. Select Enroll
- d. Enter **Sponsor’s** ID number
  - i. Make sure Sponsor ID number is correct
  - ii. Make sure Placement location is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

#### 2. Enroll through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

#### 3. Enroll through Distributor Support:

**Singapore**

Phone: 800-1301-745

Fax: 800-1301-746

**U.S.**

Phone: (801) 227-5069

Fax: 0120-596-131

- b. Email application form to Distributor Support  
[Singapore@monavie.com](mailto:Singapore@monavie.com)

**Notes:**

- On the disclosure/agreement page, enter serial number if pre-paid distributor kit has been purchased (serial number is located on the right side of your pre-paid distributor kit).
- National ID# is requested.

## How to Order Product:

### 1. Order through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Place a Personal Order
- c. Fill out Order Form

**Note:**

- To Drop Ship (send as gift) click on “gift box” and provide recipient address (only applicable domestically to distributor’s country)

**AutoShip** is highly recommended and allows distributors to stay active and to generate possible commissions. AutoShip is **activated** through the Virtual Office or by calling Distributor Support.

### Activating AutoShip through the Virtual Office (VO):

1. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
2. Click Manage AutoShip
3. Choose the product you want to receive every 28 days
4. Choose AutoShip Date by colored week
5. Complete Application

**Notes:**

- AutoShip payment is posted to a distributor’s credit card every 28 days.
- Coordinate your AutoShip to go out 28 days after your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

## Shipping Information:

**Pickup/Distribution Center:** Singapore

**Warehouse:** Sagawa

Hours:

Mon–Fri: 9 a.m.–6 p.m. SGT

Sat: 9 a.m.–1 p.m. SGT

Phone: 65-6795-5436

Address: 18 Boon Lay Way, #03-142/143  
Tradehub 21 Singapore 609966

**Shipping Cost:** 10% of Total order

**GST:** (7%)

**Delivery Time:** 3–5 business days

**Shipping Method:** Sing Post & Sagawa

**Order Limit:** No limit on quantity (Product over \$2,000 must be approved by compliance.)

**Available Product:** MonaVie Original™ juice; MonaVie Active™ juice and gel

**Drop Ship:** Available within Singapore

**Return Policy (wholesale):** Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

**AutoShip:** First AutoShip is 100% refundable on product, minus shipping costs.

**Payment Types:** MonaVie accepts Visa®, MasterCard®, and American Express®.



France

Market is limited to distributors for **Personal Consumption Only**, and not for retail sales.

## France Contact Information:

**Contact:** [scotta@monavie.com](mailto:scotta@monavie.com)

### Distributor Support

Email support only: [distributorsupport@monavie.com](mailto:distributorsupport@monavie.com)

Compliance: [compliance@monavie.com](mailto:compliance@monavie.com)

## How to Enroll as a New Consumer:

### 1. Enroll through the Official MonaVie website:

- a. Log onto [Monavie.com](http://Monavie.com)
- b. Select Country
- c. Select Enroll
- d. Enter **Sponsor's** ID number
  - i. Make sure Sponsor ID number is correct
  - ii. Make sure Placement location is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

### 2. Enroll through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

### 3. Enroll through Distributor Support:

- a. Email: [distributorsupport@monavie.com](mailto:distributorsupport@monavie.com)

### Notes:

- On the disclosure/agreement page, enter serial number if pre-paid distributor kit has been purchased (serial number is located on the right side of your pre-paid distributor kit).
- National ID# is not required at this time

## How to Order Product:

### 1. Order through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Place a Personal Order
- c. Fill out Order Form

**Note:**

- To Drop Ship (send as gift) click on “gift box” and provide recipient address (only applicable domestically to distributor’s country)

**AutoShip** is highly recommended and allows distributors to stay active and to generate possible commissions. AutoShip is **activated** through the Virtual Office or by calling Distributor Support.

**Activating AutoShip through the Virtual Office (VO):**

6. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
7. Click Manage AutoShip
8. Choose the product you want to receive every 28 days
9. Choose AutoShip Date by colored week
10. Complete Application

**Notes:**

- AutoShip payment is posted to a distributor’s credit card every 28 days.
- Coordinate your AutoShip to go out 28 days after your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

**Shipping Information:**

**Pickup/Distribution Center:** N/A

**Warehouse:** N/A

**Shipping Cost:** Shipping cost is based on quantity and location. Please contact Distributor Support for more information.

**Delivery Time:** 2–3 business days

**Shipping Method:** UPS

**Order Limit:** 200 PV every 28 Days

**Available Product:** MonaVie Original™ juice and gel; MonaVie Active™ juice and gel

**Drop Ship:** Available within France

**Return Policy (wholesale):** Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

**AutoShip:** First AutoShip is 100% refundable on product, minus shipping costs.

**Payment Types:** MonaVie accepts Visa®, MasterCard®, and American Express®



## Israel

### **Israel Contact Information:**

**General Manager:** Blake Schroeder

#### **Israel Office**

8 Hamenofim St.  
Herzliya, Israel  
Phone: 072-222-3060

#### **Distributor Support**

**Hours (calling from Israel)**  
Sun–Thurs: 9 a.m.–5 p.m. IST  
Phone: 072-222-3062  
Fax: 072-274-0940  
Email: [Israel@monavie.com](mailto:Israel@monavie.com)

**Hours (calling from U.S.)**  
Mon–Fri: 5 a.m.–5 p.m MST  
Phone: (801) 208-1134  
Fax: (801) 748-3190  
Email: [Israel@monavie.com](mailto:Israel@monavie.com)

Compliance: [compliance@monavie.com](mailto:compliance@monavie.com)

### **How to Enroll as a New Distributors:**

#### **1. Enroll through the official MonaVie website:**

- a. Log onto [Monavie.com](http://Monavie.com)
- b. Select Country
- c. Select Enroll (placement is placed to sponsor’s default setting)
- d. Enter **Sponsor’s** ID number
  - i. Make sure Sponsor’s ID number is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

#### **2. Enroll through the Virtual Office (VO):**

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

### 3. Enroll through Distributor Support:

- a. Speak with a Distributor Support representative or fax distributor application form

**Israel**

Phone: 072-222-3062

Fax: 072-274-0940

**U.S.**

Phone: (801) 208-1134

Fax: (801) 253-4030

- b. Email application form to Distributor Support

[Israel@monavie.com](mailto:Israel@monavie.com)

#### Notes:

- On the disclosure/agreement page, enter serial number if pre-paid distributor kit has been purchased (serial number is located on the right side of your pre-paid distributor kit)
- Te'udat Zehut Number is optional, but highly recommended. (Te'udat Zehut is similar to a U.S. Identification Card.)

## How to Order Product:

### 1. Order through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Place a Personal Order
- c. Fill out Order Form

### 2. Order through Distributor Support:

**Israel**

Phone: 072-222-3062

**U.S.**

Phone: (801) 208-1134

**AutoShip** is highly recommended and allows distributors to stay active and to generate possible commissions. AutoShip is **activated** through the Virtual Office or by calling Distributor Support.

### Activating AutoShip through the Virtual Office (VO):

7. Steps to activate through Virtual Office (VO):
8. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
9. Click Manage AutoShip
10. Choose the product you want to receive every 28 days
11. Choose AutoShip Date by colored week
12. Complete Application

#### Notes:

- AutoShip payment is posted to a distributor's credit card every 28 days
- Coordinate your AutoShip to go out 28 days after your initial order to remain active
- Colored weeks help distributors distinguish AutoShip week
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped
- Cancellation of AutoShip must be done three business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

**Shipping Information:**

**Collection Center:** Coming Soon (location TBA)

**Warehouse:** Jacksonville

**Courier:** UPS

Phone: +972-3-5770100

Tracking: [http://www.ups.com/WebTracking/track?loc=en\\_IL](http://www.ups.com/WebTracking/track?loc=en_IL)

**Shipping Cost:** [View price list.](#)

**VAT:** Included in Shipping Cost

**Delivery Time:** 7–10 business days

**Shipping Method:** UPS

**Order Limit:** 2 Cases every 28 days

**Available Product:** MonaVie Original™ juice

**Drop Ship:** Available within Israel

**Return Policy (wholesale):** Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

**AutoShip:** First AutoShip is 100% refundable on product, minus shipping costs.

**Exchange Program:** The initial launch of MonaVie in Israel will offer U.S. non-kosher MonaVie Original™ juice. This option allows you to purchase product with the ability to exchange for kosher product within 90 days, upon availability. (Please note that kosher product, upon availability, will only be available to distributors in Israel at this time.)

**Payment Types:** MonaVie accepts Visa®, MasterCard®, American Express®, and Isracard.



## **Mexico Contact Information:**

**General Manager:** Alfonso Todd

### **Mexico Administrative Office**

Torre Esmeralda III  
Blvd. Manuel Avila Camacho 32, piso 12  
Col. Lomas de Chapultepec, C.P. 11000  
México D.F.

### **Distributor Support**

Hours (**calling from Mexico**)

Mon–Thurs: 8 a.m.–8 p.m. CST

Friday: 8 a.m.–1 a.m. CST

Phone (toll-free): 001-866-984-8398

Fax (toll-free): 011-866-984-2792

Email: [Mexico@monavie.com](mailto:Mexico@monavie.com)

Hours (**calling from U.S.**)

Mon–Thurs: 7a.m.–7 p.m. MST

Friday: 7 a.m.–midnight MST

Phone: (801) 783-2096

Fax: (801) 748-3190

Email: [Mexico@monavie.com](mailto:Mexico@monavie.com)

Compliance: [compliancemex@monavie.com](mailto:compliancemex@monavie.com)

## **How to Enroll as a New Distributors:**

### **1. Enroll through the official MonaVie website:**

- a. Log onto [Monavie.com](http://Monavie.com)
- b. Select Country
- c. Select Enroll (Placement is placed to sponsor’s default setting)
- d. Enter **Sponsor’s** ID number
  - i. Make sure Sponsor’s ID number is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

## 2. Enroll through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

## 3. Enroll through Distributor Support:

- a. Speak with a Distributor Support representative or fax distributor application form

### Mexico

Phone(toll-free): 001-866-984-8398

Fax (toll-free): 011-866-984-2792

### U.S.

Phone: 801-783-2096

Fax: (801) 748-3190

- b. Email application form to Distributor Support

[Mexico@monavie.com](mailto:Mexico@monavie.com)

## Notes:

- On the disclosure/agreement page, enter serial number if pre-paid distributor kit has been purchased (serial number is located on the right side of your pre-paid distributor kit)
- CURP Number is optional, but highly recommended. CURP (Clave Unica de Registro de Poblacion) number is the National ID Number and can be obtained through <http://curp.troyaestrategias.com/directorio.htm>
- Distributor Kit fee is \$299 peso (VAT-inclusive)

## How to Order Product:

### 1. Order through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Place a Personal Order
- c. Fill out Order Form

### 2. Order through Distributor Support:

#### Mexico

Phone (toll-free): 011-866-984-8398

#### U.S.

Phone: (801) 208-1134

**AutoShip** is highly recommended and allows distributors to stay active and to generate possible commissions. AutoShip is **activated** through the Virtual Office or by calling Distributor Support.

### Activating AutoShip through the Virtual Office (VO):

13. Steps to activate through Virtual Office (VO):

14. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
15. Click Manage AutoShip
16. Choose the product you want to receive every 28 days
17. Choose AutoShip Date by colored week

18. Complete Application

**Notes:**

- AutoShip payment is posted to a distributor’s credit card every 28 days
- Coordinate your AutoShip to go out 28 days after your initial order to remain active
- Colored weeks help distributors distinguish AutoShip week
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped
- Cancellation of AutoShip must be done three business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

**Shipping Information:**

**Pickup Center: UBICACIÓN**

Torre Esmeralda III  
 Blvd. Manuel Avila Camacho 32, piso 12  
 Col. Lomas de Chapultepec, C.P. 11000  
 México, D.F.

**Horario de Oficina:** Lunes–Viernes, 9 a.m.–6 p.m.

**Horario del Will-Call:** Lunes–Viernes, 10 a.m.–9 p.m.; Sábados, 10 a.m.–1 p.m.

**Warehouse:** Mexico

**Courier:** Estafeta

Phone: 001-866-984-8398 (toll free from Mexico)

Fax: 001-866-984-2792 (toll free from Mexico)

Tracking: [Estafeta.com](http://Estafeta.com)

**Shipping Cost:** 10% for personal order; 8% for AutoShip; 4.5% for Pickup orders.

**VAT:** Included in Shipping Cost

**Delivery Time:** 3–5 Business days.

**Shipping Method:** Mexico Ship, and Mexico pickup

**Order Limit:** Not available.

**Available Product:** MonaVie Original™ juice/Active.

**Drop Ship:** Not available.

**Return Policy (wholesale):** Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

**AutoShip:** First AutoShip is 100% refundable on product, minus shipping costs.

**Payment Types:** MonaVie accepts Visa® and MasterCard credit cards only (Debit cards with Visa® and MasterCard logos are not accepted)

**Note:** Distributors need to call the credit card company to get authorization for international charges if it’s a Mexico credit card. (AMEX may be accepted in the future.)



## United Kingdom

(England, Wales, Scotland and Northern Ireland)

### United Kingdom Contact Information:

**General Manager: John Doughty**

#### Distributor Support/ Services

Hours (calling from United Kingdom)

Mon–Fri: 2 p.m.–10 p.m. BST (local time)

Phone: 08-082343565

Fax: 08-082343566

Preferred Customer: 08-082343569

Email: [unitedkingdom@monavie.com](mailto:unitedkingdom@monavie.com)

Hours (calling from U.S.)

Mon–Fri: 7 a.m.–3 p.m. MST

Phone: 1-866-217-8455

Fax: 1-801-748-3202

Email: [unitedkingdom@monavie.com](mailto:unitedkingdom@monavie.com)

### How to Enroll as a New Distributor:

#### Option 1 - Enroll through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

#### Option 2 - Enroll through the official MonaVie website:

- a. Log onto [Monavie.com](http://Monavie.com)
- b. Select Country
- c. Select Enroll (Placement is placed to sponsor’s default setting)
- d. Enter **Sponsor’s** ID number
  - i. Make sure Sponsor’s ID number is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

#### Option 3 - Enroll through Distributor Support:

- a. Speak with a Distributor Support representative or fax distributor application form

**United Kingdom**

**U.S.**

Phone: 08-082343565  
Fax: 08-082343566

Phone: 1-866-217-8455  
Fax: 1-801-748-3202

**Notes:**

- VAT Number is required for distributors registering as a business.
- All VAT numbers must be verified by MonaVie prior to receiving treatment as a VAT registered business. Please submit documentation to [eu-vatsupport@monavie.com](mailto:eu-vatsupport@monavie.com) or via fax at the U.K. Distributor Support number listed above.

## How to Order Product:

### 1. Order through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Place a Personal Order
- c. Fill out Order Form

**Note:**

- To Drop Ship (send as gift) click on “gift box” and provide recipient address (only applicable domestically to distributor’s country)

**AutoShip** is available 7 days after enrollment and is an optional, stress-free program which allows you to establish a standing monthly order with MonaVie. Your product will be delivered to you every 28 days.

### Activating AutoShip through the Virtual Office (VO):

1. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
2. Click Manage AutoShip
3. Choose the product you want to receive every 28 days
4. Choose AutoShip Date by colored week
5. Complete Application

**Notes:**

- AutoShip payment is charged to a distributor’s credit card every 28 days.
- Coordinate your AutoShip to go out 28 days after your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

## Shipping Information:

**Shipping Cost:** Shipping cost is based on product quantity. Please contact Distributor Support for more information.

**VAT:**

PV Products- 15%

Non PV- 15%

**Delivery Time:** 4-7 business days

**Shipping Method:** UPS

**Order Limit:** No limit on quantity after seven days from enrollment. (Orders within the first 7 days of enrollment cannot be over 200 GBP.)

**Available Product:** MonaVie Original™ fruit drink.

**Drop Ship:** Available within United Kingdom (England, Wales, Scotland and Northern Ireland)

**Return Policy (wholesale):** Generally, unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

**AutoShip:** First AutoShip is 100% refundable on product, minus shipping costs.

**Payment Types:** MonaVie accepts Visa®, MasterCard®, Direct Pay by MonaVie Commissions (Direct Pay not available for AutoShip).

**Currency:** Pound Sterling (GBP)



## Poland

### **Poland Contact Information:**

**General Manager: John Doughty**

#### **Distributor Support**

**Hours (calling from Poland)**

Mon–Friday: 3 p.m.–11 p.m. CEST (local time)

Distributor Support Phone: 0-800-1213738

Fax: 0-800-1213740

Preferred Customer : 0-800-1213737

Email: [polska@monavie.com](mailto:polska@monavie.com)

**Hours (calling from U.S.)**

Mon–Fri: 7a.m.–3 p.m. MST

Phone: 1-866-217-8455

Fax: 1-801-478-3202

Email: [polska@monavie.com](mailto:polska@monavie.com)

### **How to Enroll as a New Distributor:**

#### **Option 1 - Enroll through the Virtual Office (VO):**

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

#### **Option 2 - Enroll through the official MonaVie website:**

- a. Log onto [Monavie.com](http://Monavie.com)
- b. Select Country
- c. Select Enroll (Placement is placed to sponsor’s default setting)
- d. Enter **Sponsor’s** ID number
  - i. Make sure Sponsor’s ID number is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

#### **Option 3 - Enroll through Distributor Support:**

- a. Speak with a Distributor Support representative or fax distributor application form

<b>Poland</b>	<b>U.S.</b>
Phone: 0-800-1213738	Phone: 1-866-217-8455

Fax: 0-800-1213740

Fax: 1-801-748-3202

**Notes:**

- VAT exemption will be applied to distributorship once VAT registration has been verified by MonaVie. Please submit VAT certificate with cover page via fax to 0-800-1213740 or via email to [polska@monavie.com](mailto:polska@monavie.com)
- Distributors registering as an individual must provide their PESEL (NIP is optional). Distributors registering as an entrepreneur or a company must provide the NIP.
- Those who pre-enrolled must re-enter their correct PESEL/NIP.

## How to Order Product:

### 1. Order through the Virtual Office (VO):

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password.
- b. Click link for place a personal order.
- c. Follow page prompts to complete process.

**Note:**

- To send as gift click “this gift” and provide recipient address during shipping address confirmation (only applicable domestically to distributor’s country).

**AutoShip** is a stress-free program which allows you to establish a standing monthly order with MonaVie. Your product will be delivered to you every 28 days.

### Activating AutoShip through the Virtual Office (VO):

- Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- Click Manage AutoShip
- Choose the product you want to receive every 28 days
- Choose AutoShip Date by colored week
- Complete Application

**Notes:**

- AutoShip payment is charged to a distributor’s credit card every 28 days.
- Coordinate your AutoShip to go out 28 days after your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

## Shipping Information:

**Shipping Cost:** Shipping cost is based on product quantity. Please contact Distributor Support for more information.

**VAT:**

PV Products- 7%

Non PV- 22%

**Delivery Time:** 5-6 days (standard business days)

**Shipping Method:** UPS

**Order Limit:** No limit on quantity. (Product orders exceeding \$2,000 must be approved by compliance.)

**Available Product:** MonaVie Original™ juice

**Drop Ship:** Available within Poland

**Return Policy (wholesale):** Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

**AutoShip:** First AutoShip is 100% refundable on product, minus shipping costs.

**Payment Types:** MonaVie accepts Visa®, MasterCard® and Direct Pay by MonaVie Commissions (Direct Pay not available for AutoShip).

**Currency:** Euro (to change to Zloty in the near Future)



## U.S. and U.S. Territories

U.S. Territories include the following: Puerto Rico, U.S. Virgin Islands, Palau, Guam, Northern Mariana Islands, Federated States of Micronesia, Marshall Islands, and American Samoa

### **Distributor Support**

Hours (**calling from U.S. and U.S. Territories**)

Mon–Thurs: 7 a.m.–7 p.m. MST

Fri: 7 a.m.–midnight MST

Phone: (866) 217-8455

Fax: (866) 956-1824

Email (English): [distributorsupport@monavie.com](mailto:distributorsupport@monavie.com)

Email (Spanish): [atencionaldistribuidor@monavie.com](mailto:atencionaldistribuidor@monavie.com)

Compliance: [compliance@monavie.com](mailto:compliance@monavie.com)

### **Distribution with Pickup Centers:**

#### **Sandy, Utah**

Mon–Fri: 9 a.m.–6 p.m. MST

9883 S. 500 W.

Sandy, UT 84070

Phone: (801) 748-3307

#### **Jacksonville, Florida**

Mon–Fri: 10 a.m.–6 p.m. EST

6601 Executive Park Court

Jacksonville, FL 32216

Phone: (904) 296-9662

Fax: (904) 296-9655

### **Distribution Center:**

#### **Burnaby, CA**

Mon, Thurs, Fri: 9 a.m.–5 p.m.

Tues, Wed: 9 a.m.–8:30 p.m.

#102 3855 Henning Dr.

Burnaby, BC V5C-6N3

Phone: (778) 329-9760

## **How to Enroll as a New Distributors:**

### **1. Enroll through the Official MonaVie website:**

- a. Log onto [Monavie.com](http://Monavie.com)
- b. Select Country
- c. Select Enroll

- d. Enter **Sponsor’s** ID number
  - i. Make sure Sponsor ID number is correct
  - ii. Make sure Placement location is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

## **2. Enroll through the Virtual Office (VO):**

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

## **3. Enroll through a distributor’s replicated website**

- a. Log onto a distributor’s replicated website
- b. Click Enroll
- c. Have your sponsor assist you through the online application process

## **4. Enroll through Distributor Support:**

- a. Speak with a Distributor Support representative/Fax distributor application form

### **U.S. and U.S. Territories**

Phone: (866) 217-8455

Fax: (866) 956-1824

### **Spanish**

Phone: (866) 217-8455 (opt. 4)

Fax: (801) 748-3202

- b. Email application form to Distributor Support

English: [Distributorsupport@monavie.com](mailto:Distributorsupport@monavie.com)

Spanish: [atencionaldistribuidor@monavie.com](mailto:atencionaldistribuidor@monavie.com)

### **Notes:**

- On the disclosure/agreement page, enter serial number if pre-paid distributor kit has been purchased (serial number is located on the inside of your pre-paid distributor kit).
- Social Security number is required for U.S. citizens.

## **How to Order Product:**

### **1. Order through the Virtual Office (VO):**

- a. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
- b. Click Place a Personal Order
- c. Fill out Order Form

### **Note:**

- To Drop Ship (send as gift) click on “gift box” and provide recipient address (only applicable domestically to distributor’s country)
  - The option to drop ship to Canada is only available through Distributor Support.

### **2. Order through Distributor Support:**

English: (866) 217-8455

Spanish: (866) 217-8455 (opt. 4)

Korean: (866) 217-8455 (opt. 6)

### **3. Ordering through the Replicated Website**

- a. Click Buy
- b. Choose country of purchase (only U.S., Canada, and Puerto Rico apply)
- c. Create an account or sign in
- d. Complete Application

#### **Notes:**

- Replicated websites are created through Virtual Offices for a fee of \$9.95 per month.
- Promotional Offers: First 30 days free; buy one, get one free.
- Used as a professional appeal to a distributor’s customers.
- Retail customers purchase at retail price.
- Preferred customers must be on AutoShip to receive a 15% discount.

**AutoShip** is highly recommended and allows distributors to stay active and to generate possible commissions. AutoShip is **activated** through the Virtual Office or by calling Distributor Support.

#### **Activating AutoShip through the Virtual Office (VO):**

1. Log onto [Monavievo.com](http://Monavievo.com) with your distributor ID number and password
2. Click Manage AutoShip
3. Choose the product you want to receive every 28 days
4. Choose AutoShip Date by colored week
5. Complete Application

#### **Notes:**

- AutoShip payment is posted to a distributor’s credit card every 28 days.
- Coordinate your AutoShip to go out 28 days after your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

### **Shipping/Pickup Information:**

#### **United States**

**Distribution Centers:** Sandy, Utah; Jacksonville, Fla.; Burnaby, BC, Canada

**Shipping Method:** UPS

**Shipping Cost:** 10% of product cost

**Delivery Time:** 3–5 business days

**Phone:** 1-800-377-4877

**Tracking:** <http://www.ups.com/tracking/tracking.html>

**Shipping Method:** USPS for all P.O. Boxes (USPS ships from Sandy for all locations)

**Shipping Cost:** (Weight and Distance Based)

**Delivery Time:** 7–5 business days

**Tracking:** <http://www.usps.com/shipping/trackandconfirm.htm>

**Order Limit:** No limit on quantity (Product over \$2,000 must be approved by compliance)

**Drop Ship:** Available within U.S., U.S. Territories, and Canada. To ship to U.S. Troops, call Distributor Support.

**Return Policy:**

Wholesale—(Non Terminated Distributors) Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

Retail—Unopened product is refundable for a 100% (plus shipping, if applicable), 30-day, money-back guarantee to all retail customers through their selling distributor.

AutoShip—Unopened first AutoShip is 100% refundable on product, minus shipping costs

**Pickup Centers:**

**Tulsa, Oklahoma**

91225 Sheridan,  
Tulsa, OK, 74133  
(918) 392-3456

[Tulsapickup@monavie.com](mailto:Tulsapickup@monavie.com)

Pickup Charges 4.5% of product  
with a min. of \$5.00

**Anaheim, California**

525 Shepard St.  
Anaheim, CA 92806  
(714) 630-7018

[Anaheimpickup@monavie.com](mailto:Anaheimpickup@monavie.com)

Pickup Charges 7% of product with a min. of \$5.00

**Hawaii and Alaska**

**Warehouse:** Sandy, UT

**Shipping Method:** UPS

**Shipping Cost:** 10% of product cost

**Delivery Time:** 4–5 business days

**Phone:** 1-800-PICK-UPS (742-5877)

**Tracking:** <http://www.ups.com/tracking/tracking.html>

**U.S. Territories: Guam, Northern Mariana Islands, U.S. Virgin Islands, Palau, Federated States of Micronesia, Marshall Islands, and American Samoa**

**Warehouse:** Sandy, UT

**Shipping Method:** USPS

**Shipping Cost:** 17%

**Delivery Time:** Excluding American Samoa, 3–5 business days; American Samoa, 10–15 business days

**Puerto Rico**

**Pickup/Distribution Center:** Puerto Rico; Will Call \$7.95 (Flat Rate)

**Warehouse:** Puerto Rico

Sector Bechara Industrial Park #20 Ste #3,  
San Juan, PR

**Shipping Cost:** 10%

**Delivery Time:** 3–5 business days; Contact Distributor Support

**Payment Types:** MonaVie accepts Visa®, MasterCard, American Express®, Discover, and ACH (bank checks)