



What You Need to Know

Question	Answer	
<p>How does a potential Polish Independent Consultant, Preferred Client or Client register?</p>	<ul style="list-style-type: none"> • Online registration only at arbonne.pl. While these instructions are in English, when Polish Consultants log in to the website, it will be in Polish. <p>First-time users:</p> <ul style="list-style-type: none"> • Visit arbonne.pl > Your Opportunity > Consultant, Preferred Client or Client. Complete the registration form. • Sponsor's name and address are required. A Search function is available. • Accept the Terms & Conditions and provide payment. Confirmation emails will be sent with Arbonne ID and include a PIN and a password. The PIN will be used when signing in on arbonne.pl. The password will be used when signing in to Arbonne University or The Source from arbonne.pl. A copy of the Terms & Conditions will also be included in the email. 	
<p>What if the Polish Consultant does not have a sponsor?</p>	<ul style="list-style-type: none"> • Potential Consultants should have their sponsoring Consultant's first and last name as well as city and state. • If a potential Consultant has not been working with a Consultant, he or she will be asked for additional information and assigned a Sponsor based on geography and performance. • Polish Consultants should direct potential Consultants in Poland to his or her personal website for the best new Consultant experience. 	
<p>Can a new Polish Consultant sponsor someone in the United Kingdom, U.S., Canada, or Australia?</p>	<ul style="list-style-type: none"> • Yes, register through the potential Consultant's country website. • The potential Consultant should complete registration and provide the Arbonne ID for the Polish Consultant as the sponsor. 	
<p>What is included in the Starter Kit?</p>	<p>Consultant Starter Kit includes:</p> <ul style="list-style-type: none"> • Welcome Letter — Independent Consultant • Opportunity DVD — Poland • Arbonne Corporate Folder • Strong Start Workbook • Preferred Client Registration Form • Client Order Form • Product Catalogue (10-pack) • Opportunity Brochure • Policies & Procedures • New Consultant Guide • Independent Consultant Terms & Conditions • SuccessPlan • Independent Consultant Kit Contents Flyer • Independent Consultant Benefits Flyer • Preferred Client Benefits Flyer • Host Rewards Flyer • Independent Consultant Compensation Summary • RE9 Advanced® Face Sample Pack (10-pack) 	<p>Preferred Client Welcome Packet includes:</p> <ul style="list-style-type: none"> • Arbonne Corporate Folder • Preferred Client Terms & Conditions • Product Catalogue • Preferred Client Welcome Email • RE9 Advanced Face Sample Pack (10-pack)



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What do the SuccessPacks and Arbonne Special Value Packs include?	Log in to The Source for Poland for complete details on the SuccessPacks and ASVPs. Additional bundles will be available as new products launch in Poland.
How does a Polish Consultant, Preferred Client or Client place an order?	First time users: <ul style="list-style-type: none"> • Visit arbonne.pl > Our Products > Shop Away (at the bottom) OR <ul style="list-style-type: none"> • Select menu icon > Shop (from left navigation bar) • Order desired products. • Accept Terms & Conditions and provide payment information. • Confirmation emails will be sent.
What are the shipping fees?	<ul style="list-style-type: none"> • Flat rate: 22 zł per order • May take up to 7 days for delivery
Can a Consultant from another country place orders for Clients or Preferred Clients in Poland?	<ul style="list-style-type: none"> • Yes, as long as the necessary information is provided on arbonne.pl. • Polish Clients and Preferred Clients must receive products from Poland only, properly labeled in Polish. • Consultants paying with a non-Polish credit card will be subject to currency conversion fees when ordering Polish products. • Consultants cannot bring or ship products originating from other countries into Poland.
Can a Consultant who is from another country, but staying in Poland for an extended time, order and receive products in Poland?	<ul style="list-style-type: none"> • Yes, the Consultant would order from his/her country of origin and choose Poland as the order destination. • Products with the proper Polish labeling will be shipped. • Consultants cannot bring or ship products originating from other countries into Poland.
What payment methods are accepted?	<ul style="list-style-type: none"> • Visa, MasterCard and American Express • Visa/MasterCard debit cards • We cannot accept bank issued debit cards or process bank transfers at this time, but they may be accepted in the future.
What products are available at launch?	59 products, including products from RE9 Advanced®, FC5®, SeaSource Detox Spa®, Calm and ABC Arbonne Baby Care® collections; certain Festive line items; limited time cosmetics palettes; a few Arbonne Cosmetics products; and Business Aids. Visit The Source Poland: Directory for a complete list.
What products will be coming after launch?	Additional cosmetics, hair care and nutritional items will be phased in over the coming months.
How are products returned for a refund?	Call Customer Service at 008001410231 or email obslugaklienta@arbonne.pl for instructions.



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<p>How does a Polish Consultant access training and The Source?</p>	<ul style="list-style-type: none"> • Log in to arbonne.pl with Arbonne ID and password. • In My Office, locate My Resources, and look for drop-downs: <ul style="list-style-type: none"> ▪ Arbonne University ▪ The Source • Click on the desired area and enter Arbonne ID and PIN. This is the PIN provided in the welcome email.
<p>Does My Office provide real-time information?</p>	<ul style="list-style-type: none"> • Yes, but the information does not include any customer service adjustments or cross-border sponsoring amounts. This will be available in January with the new system. • Prior to January, visit the link to WebStats in My Office to capture the above information your entire global business. • Log in with the Arbonne ID and PIN used when accessing Arbonne University and The Source.
<p>I understand I'll be given a website for my business, how will it work?</p>	<ul style="list-style-type: none"> • Yes, your welcome email will include your log in information and your individual website URL. • This website should be customized (see New System Training on Arbonne University). • Clients and Preferred Clients can place their orders through your Personal Website.
<p>What training will be available on Arbonne University for Polish Consultants?</p>	<ul style="list-style-type: none"> • Basic Consultant Training • Strong Start — Coming in January • GrowStrong — Coming in January • Core Skincare Product Line Segmentation • RE9 Advanced® • Arbonne Intelligence® Genius • Showcase Arbonne in Your Home • Meet the Product Sheets <p>More will be available soon.</p>
<p>Is Arbonne a DSA member in Poland?</p>	<p>Arbonne will apply for membership after launch and expects to be approved soon.</p>
<p>What is the time difference in Poland?</p>	<ul style="list-style-type: none"> • 9 hours ahead of Pacific time • 1 hour ahead of UK
<p>What is the conversion rate?</p>	<ul style="list-style-type: none"> • 3 zł to 1 U.S. dollar • 5 zł to 1 GBP
<p>What is the VAT in Poland?</p>	<ul style="list-style-type: none"> • 23% and 8% for food supplements • VAT is included in all catalogue and online pricing

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<p>I've heard Consultants in Poland have to use a "cash register." What is that?</p>	<ul style="list-style-type: none"> Under the VAT Act, taxpayers engaged in direct selling are required to record revenues and output VAT using "cash registers." The Finance Minister has established 2 exemptions: (1) if sales by the Consultant are less than 20,000 zł per year or (2) delivery to consumers is made via mail or courier, the payment for the delivery is made through a post order or a bank transfer, and receipts clearly state which products were delivered and to whom (including name and surname of a purchaser and his/her address). This exemption lasts through 2014. The Finance Minister has not yet announced if this will change in 2015.
<p>If a Polish Consultant is VAT registered, should he or she provide the VAT number to Arbonne?</p>	<ul style="list-style-type: none"> Yes, Consultants with a VAT number must provide it to Arbonne. If the annual sum of the Consultant's purchases and commissions exceeds 150,000 zł, he or she should become VAT registered. Consultants should consult with their own tax advisor to understand VAT obligations. Arbonne will issue VAT invoices on behalf of VAT registered Consultants who have provided Arbonne with a VAT number in order to pay their commissions (under self-invoicing procedure).
<p>Are Polish Consultants required to have a business license or pay a government fee?</p>	<p>In Poland, direct sellers are considered entrepreneurs. Entrepreneurs who engage in "business activities" (including selling products for commissions and sponsoring Consultants or registering Preferred Clients or Clients) must obtain a Numer Identyfikacji Podatkowej (NIP, or Polish Tax Identification Number) for reporting to the government and tax authorities. There is no charge to obtain an NIP or REGON number, but obtaining a VAT number does require payment (currently 170 zł).</p> <p>For more information about registering business activity, obtaining REGON and NIP numbers, and the fees/costs connected therewith, please see the websites listed below.</p> <ul style="list-style-type: none"> Arbonne does not require a REGON number when a Consultant initially registers with Arbonne. However, Arbonne will hold any commissions earned until the Consultant has provided Arbonne with his or her REGON. Consultants may use a REGON they have previously obtained for their business activity. If a prospective Consultant wants to use the REGON of a spouse, then the spouse should sign the contract and register as the Independent Consultant. The registering spouse will receive all earnings, incentives and recognition. Spouses may jointly operate a consultancy (as a company) by completing the Business Entity form. If spouses wish to operate two separate consultancies, they will each need to have their own REGON for each business. Websites for more information: <ul style="list-style-type: none"> Polska Agencja Rozwoju Przedsiębiorczości Polish: parp.gov.pl/index/main/ English: en.parp.gov.pl/ Centralna Ewidencja i Informacja o Działalności Gospodarczej Polish: prod.ceidg.gov.pl/ceidg.cms.engine/ English: prod.ceidg.gov.pl/CEIDG.CMS.ENGINE/?D;f124ce8a-3e72-4588-8380-63e8ad33621f Polska Agencja Informacji i Inwestycji Zagranicznych S.A. Polish: paiz.gov.pl/pl English: paiz.gov.pl/en?lang_id=17

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<p>Do Polish Consultants have social insurance requirements?</p>	<ul style="list-style-type: none"> Polish Consultants conducting “business activity” are subject to social and health insurance obligations. The minimum monthly premium for such social insurance (together with health insurance) for the period starting from 1st January 2014 is about 716,99 zł. Lower premiums are available for the first 24 months after starting a new business activity. Premiums for social insurance are paid solely with respect to one income source above the minimum statutory remuneration. If a Consultant is also employed in another job in addition to selling Arbonne products, then the Consultant will not be required to pay social insurance premiums based on additional business activity with Arbonne. It is, however, necessary to pay health insurance premiums in connection with each insurance title. The premium is currently 9% of the basis (minimum basis in 2014 is 3004, 48 zł and minimum premium is 270,40 zł). Consultants should consult with their insurance or business advisor regarding the obligations and applicable premiums.
<p>What incentives and opportunities are available to Polish Consultants?</p>	<ul style="list-style-type: none"> SuccessPacks and Arbonne Special Value Packs 125/25, which is 460/92 zł in Poland New Consultant Free Gifts Arbonne Incentive Trip: Registration for AIT will begin 10/15; call Customer Service to register. Global Training Conference: Registration begins 10/15; call customer service to register. Strong Start and GrowStrong will be coming in January with the new system.
<p>What incentives and opportunities are available to Polish Preferred Clients?</p>	<ul style="list-style-type: none"> Arbonne Special Value Packs Preferred Client Free Gift Preferred Advantage Rewards
<p>Is Host Rewards available in Poland?</p>	<p>Yes, access Arbonne University New System Training for complete details on this system.</p>
<p>How does a Polish Preferred Client upgrade to Consultant?</p>	<p>Log in to arbonne.pl > Your Account > Upgrade Your Account</p>
<p>Will there be a Polish Arbonne Boutique?</p>	<p>Yes, it will be launching in November.</p>



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Contact Information	<ul style="list-style-type: none">• Place orders, and register Consultants and Preferred Clients arbonne.pl• Customer Service Email obslugaklienta@arbonne.pl• Customer Service Phone from Poland 008001410231 (toll free when called from landline).• Customer Service Hours (based in the UK office) Mon., Wed., Thur., and Fri.: 9:30 a.m.–6:30 p.m. Tues.: 10:30 a.m.–6:30 p.m.• Social Media facebook.com/arbonnepolandofficial instagram.com/arbonnepoland twitter.com/arbonnepl