

# A Step-by-Step guide to Ordering Arbonne Products On-line

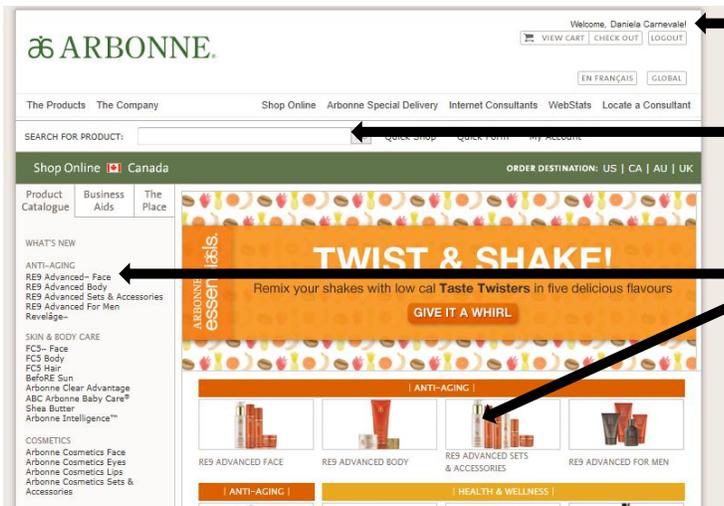
1.



Log onto [www.arbonne.ca](http://www.arbonne.ca)

Enter ID and PIN# in top right corner  
Click "LOGIN"

2.

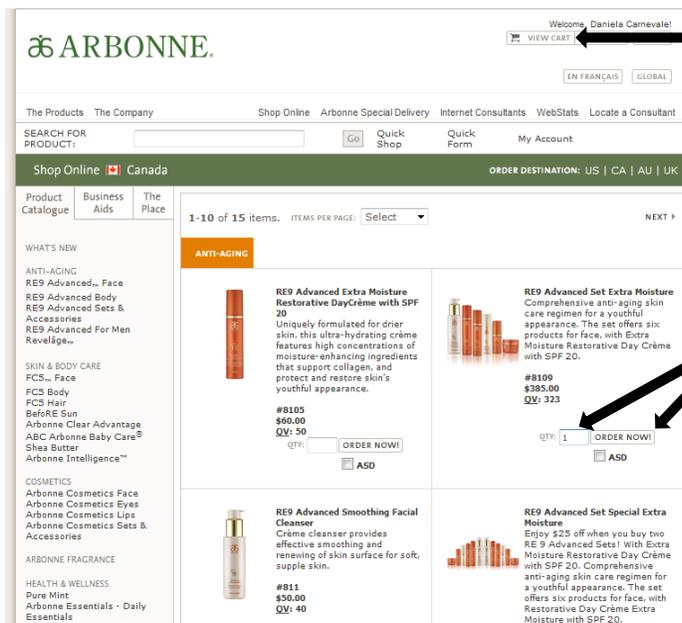


Now you are logged into your account...  
"Welcome, YOUR NAME"

Now you can begin to shop by typing in product #'s  
in the Search Bar...

Or by choosing a category from the right side bar,  
or clicking on a picture.

3.



At any time you can check what you have ordered  
by clicking "VIEW CART"

For example, we will order an RE9 set...

Enter the quantity in the box and click  
"ORDER NOW"

4.

The screenshot shows the Arbonne online shopping cart. At the top, there are navigation links for 'The Products', 'The Company', 'Shop Online', 'Arbonne Special Delivery', 'Internet Consultants', 'WebStats', and 'Locate a Consultant'. Below this is a search bar and a 'Go' button. The main content area is titled 'SHOP ONLINE > SHOPPING CART' and includes a 'View Special Offers Qualifications' link. A table lists the products ordered, with columns for Item #, Qty, Item Description, Price, Total, QV, Remove, ASD, and Frequency. The 'Order Summary' section shows a Merchandise Subtotal of \$385.00, a Less Discount of -\$134.75, and a Subtotal of \$250.25. The Grand Total is \$319.30. There are buttons for 'Continue Shopping' and 'Update Shopping Cart'.

This will bring you to your cart and your order summary.

There is no discount for Retail Clients.

There is 20% discount for Preferred Clients.

5.

The screenshot shows the 'Special Products Qualifications' page. It lists several special offers with their respective details and links to 'Continue Shopping' or 'Complete Purchase'. The offers include:
 

- RE9 Advanced for Men Travel Set Purchase with Purchase: You qualify for 3 RE9 Advanced for Men Travel Set Products. You are \$215.00 from one more.
- RE9 Travel Set Purchase with Purchase: You qualify for 1 RE9 Travel Set PWP Product. You are \$215.00 from one more.
- RE9 Advanced Ultra-Soft Skin Set, Purchase with Purchase: You qualify for 2 RE9 Advanced Ultra-Soft Skin Set, Purchase with Purchase Products. You are \$155.00 from one more.
- Travel Fresh Set Purchase with Purchase: You qualify for 2 Travel Fresh Set PWP Products. You are \$155.00 from one more.
- Aromassential Minis: You qualify for Aromassential Minis.
- Arbonne Surprise Bag Purchase with Purchase: You qualify for 4 Arbonne Surprise Bag PWP. You are \$65.00 from one more.
- 300 SRP Special - \$120 for \$24: You qualify for 1 300 SRP Special - \$120 for \$24. You are \$120 from one more.

 Below the list are buttons for 'Continue Shopping' and 'Complete Purchase'. There is also a section for 'INTERNET ORDERING HOURS' and 'SHIPPING'.

Once you are finished ordering, be sure to check and see if you qualify for any special offers....

Scroll down the page to "Special Products Qualifications"

For example, we are going to click on "300 SRP Special"

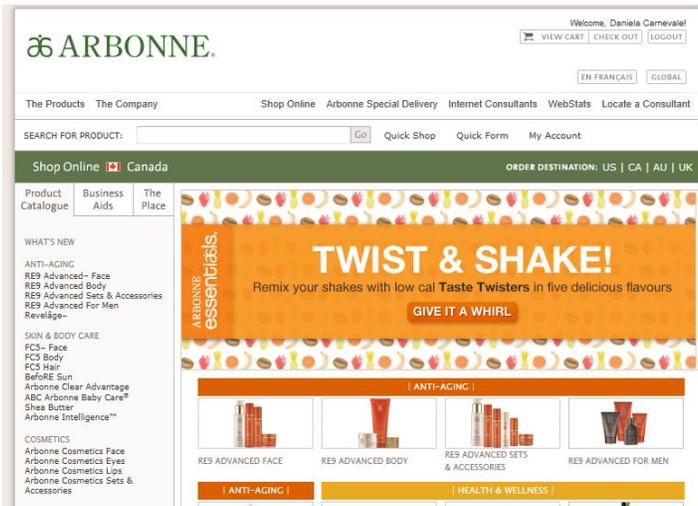
6.

The screenshot shows the Arbonne website's 'Special Offers' page. The main offer is titled '300 SRP Special - \$120 for \$24'. The text describes the offer: 'Each \$300 CAD retail sale order receives the opportunity to select \$120 CAD SRP of products for only \$24 CAD. A \$600 CAD SRP order can select \$240 CAD of products for \$48 CAD, and so on, and so on. Click on one of the options below to begin purchasing from this special offer.' There are three buttons: 'Quick Shop for this Special Offer', 'Quick Form for this Special Offer', and 'Browse for this Special Offer'. There is also a 'Return to Shopping' button. The page includes a footer with 'Terms & Conditions', 'Site Map', 'Your Privacy Rights', 'Employment Opportunities', and 'Contact Us'. There are also social media icons for Facebook, YouTube, Twitter, and Google+.

The particulars of the Special will be outlined.

Click "Browse for this Special Offer"

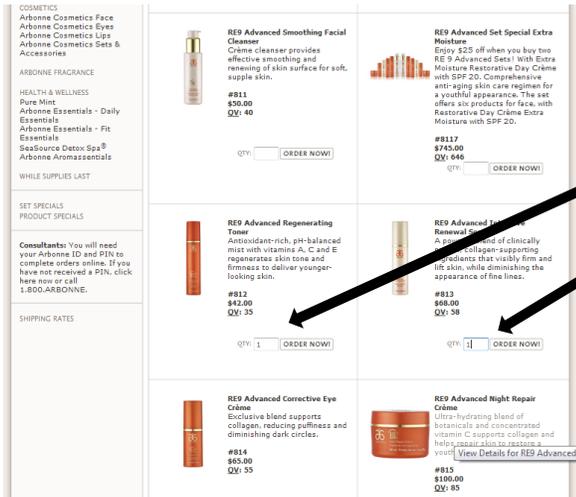
7.



You will be directed to the on-line catalogue.

Refer to steps 2 to select desired products.

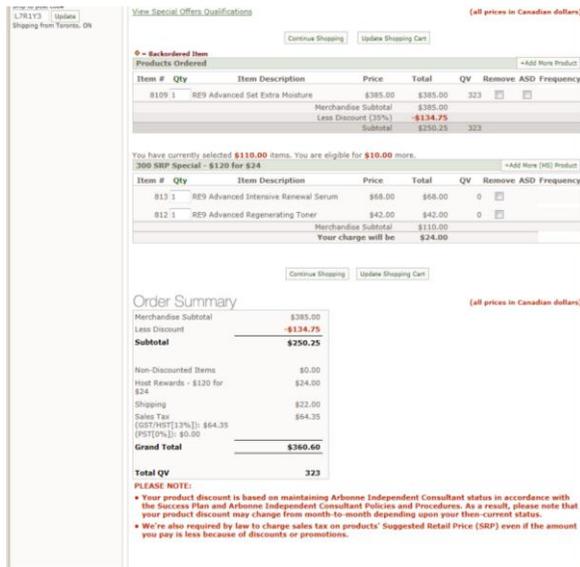
8.



For example, we will order RE9 Toner and RE9 Serum.

Type in quantity and click "ORDER NOW"

9.



This will bring you to your cart and order summary.

10.

Special Products Qualifications

RE9 Advanced for Men Travel Set Purchase with Purchase  
You Qualify for 3 RE9 Advanced for Men Travel Set Products You are **\$55.00** from one more.

RE9 Travel Set Purchase with Purchase  
You Qualify for 4 RE9 Travel Set PWP Products You are **\$215.00** from one more.

RE9 Advanced Ultra-Soft Skin Set, Purchase with Purchase  
You Qualify for 2 RE9 Advanced Ultra-Soft Skin Set, Purchase with Purchase Products You are **\$155.00** from one more.

Travel Fresh Set Purchase with Purchase  
You Qualify for 2 Travel Fresh Set PWP Products You are **\$155.00** from one more.

Arbonne Surprise Rag Purchase with Purchase  
You Qualify for 4 Arbonne Surprise Rag PWP You are **\$65.00** from one more.

300 SRP Special - \$120 for \$24  
You qualify for 3 300 SRP Special - \$120 for \$24 You are **\$215.00** from one more.

**Forget something?**  
RE9 Advanced Collagen Support  
RE9 Advanced is the ONLY anti-aging system with a supplement that accelerates results twice as fast. It works to promote collagen production with an exclusive blend of rejuvenating skin supporting nutrients. 30-day supply.  
#B17, \$66.00 QTY

INTERNET ORDERING HOURS  
Orders may be placed online 7 days a week 24 hours a day, however, the time you submit your order is not the processing time. Please see the following schedule for the estimated processing time.

Internet Processing Hours  
Online orders are processed seven days a week 24 hours a day excluding the last business day of the month.  
Cutoff is at 10:00p.m. PT Month-End Close Day.  
Most Orders placed within these scheduled times will be processed the same day. Orders placed AFTER the cut off time, will be processed the next business day.

SHIPPING

Once your order is complete, scroll to the bottom of the page and click on "Complete Purchase"

11.

Shipping Information

\*Country: Canada  
\*Name: Daniela Carnevale  
\*Address: 2-2138 Ghent Ave (We cannot ship to a P.O. Box)  
\*City or town: Burlington  
\*Province: ON  
\*Postal code: L7R1Y3  
\*Phone: 905-580-3754 (Example: 800-555-1212)

Shipping Method  
Select Your Shipping Method  
UPS  
 UPS Ground  
 UPS 2nd Day Air  
 UPS Next Day Air Saver  
 \* A "per carton" charge for UPS 2nd Day Air and UPS Next Day Air Saver: Shipments exceeding 1 carton require contact from Customer Service to secure payment for the additional charges prior to shipment of order.

Will Call  
Will Call is available at the Canadian Home Office 7135 Kennedy Road in Mississauga, and our Calgary Distribution Centre 4142 110 Avenue SE, Calgary.  
Hours are: 10 a.m. - 6 p.m. local time, Monday - Friday.  
All orders placed will be available for pick up the following business day after 2 P.M.  
There is an additional \$5 handling fee on all Will Call orders due to extra handling required in the warehouse for these orders.  
 Mississauga, ON (Pick up this order from Mississauga, ON distribution center.)  
 Calgary, AB (Pick up this order from Calgary, AB distribution center.)

Notice  
Arbonne makes every effort to ship products within 24 hours of receiving and processing an order, and most orders ship within this time frame. For Arbonne Special Delivery orders, shipments are normally shipped on or about the day of the month selected to ship (between the 1st and 20th). Due to heavy volumes during mid-month and end-of-month peak periods, some orders may take as long as 72 hours (three business days) to ship. Shipping & Handling fees are based upon the SRP amount for an order (Zorobok, Business Add, etc.) prior to sales tax. UPS standard and express fees are outlined on the most current version of the Arbonne Consultant Product Order Form. You may use FedEx for using your personal FedEx account number which can be obtained through your local FedEx office. Arbonne's Shipping Department takes great care to ensure that you receive the products ordered. If a product you ordered is not enclosed in your shipment, please check the packing list for an indication that the product was backordered. Backordered items may be sent as a separate shipment, at no additional cost to the independent Consultant, all incomplete shipments, except backorders, must be reported to the Arbonne Customer Service Department within five business days of shipment receipt. This allows for timely investigation and resolution of the shipment.

You will be asked for a shipping address.

You will be asked for delivery options:

Either UPS or

WILL CALL – this means you will pick up order yourself at the Warehouse address indicated (Mississauga)

Choose delivery option and click "Continue"

12.

æ ARBONNE.

Welcome, Daniela Carnevale! You qualify for special offers.

The Products The Company Shop Online Arbonne Special Delivery Internet Consultants Web/Info Search

Shipping Information

Please check that your Postal Code, City, and Province are entered correctly or select from one of the following suggestions:  
 2-2138 Ghent Ave, Burlington, ON L7R1Y3 (verified)

Shipping Information

\*Country: Canada  
\*Name: Daniela Carnevale  
\*Address: 2-2138 Ghent Ave (We cannot ship to a P.O. Box)  
\*City or town: Burlington  
\*Province: ON  
\*Postal code: L7R1Y3  
\*Phone: 905-580-3754 (Example: 800-555-1212)

Shipping Method  
Select Your Shipping Method  
UPS  
 UPS Ground  
 UPS 2nd Day Air  
 UPS Next Day Air Saver  
 \* A "per carton" charge for UPS 2nd Day Air and UPS Next Day Air Saver: Shipments exceeding 1 carton require contact from Customer Service to secure payment for the additional charges prior to shipment of order.

Will Call  
Will Call is available at the Canadian Home Office 7135 Kennedy Road in Mississauga, and our Calgary Distribution Centre 4142 110 Avenue SE, Calgary.  
Hours are: 10 a.m. - 6 p.m. local time, Monday - Friday.  
All orders placed will be available for pick up the following business day after 2 P.M.  
There is an additional \$5 handling fee on all Will Call orders due to extra handling required in the warehouse for these orders.  
 Mississauga, ON (Pick up this order from Mississauga, ON distribution center.)  
 Calgary, AB (Pick up this order from Calgary, AB distribution center.)

You will be asked to confirm your shipping address.

If address is correct click "Use the selected address"

13.

You will be asked to enter the number of Credit Cards you wish to use. You can use more than one.

Click "Continue"

14.

Enter Credit Card Information.

If using more than 1 card, click on "Add another credit card" and the amount you want charged.

Once complete, click "Continue"

You will receive confirmation that your order has been processed.