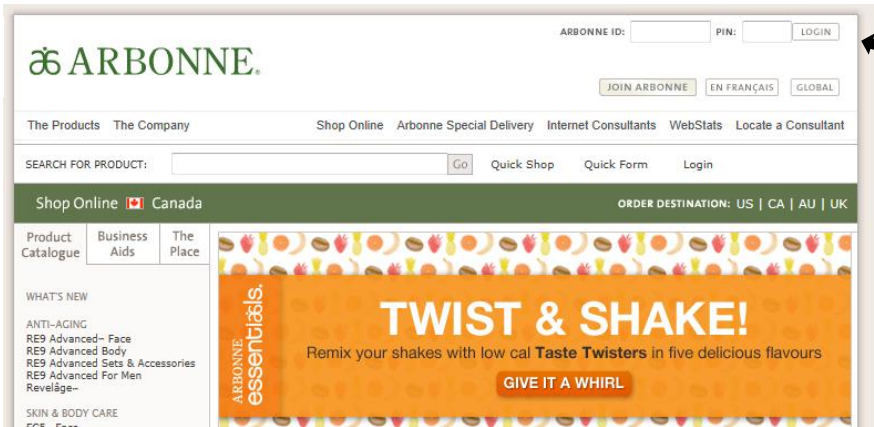


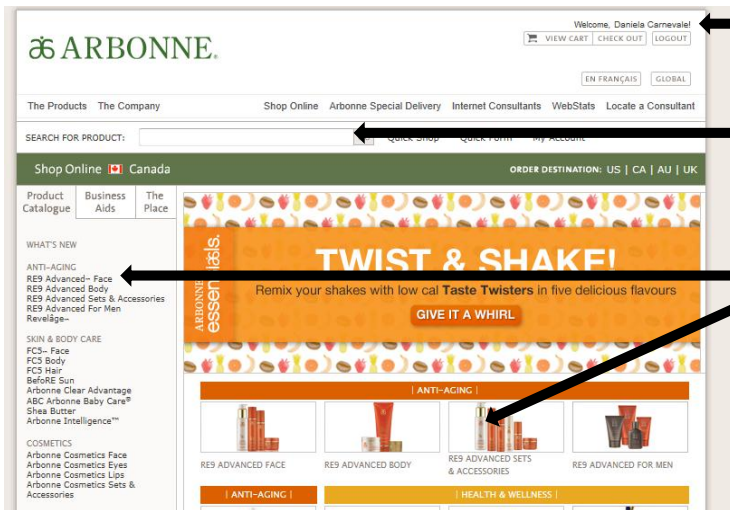
# A Step-by-Step guide to Ordering Arbonne Products On-line

1.



Log onto [www.arbonne.ca](http://www.arbonne.ca)  
Enter ID and PIN# in top right corner  
Click "LOGIN"

2.

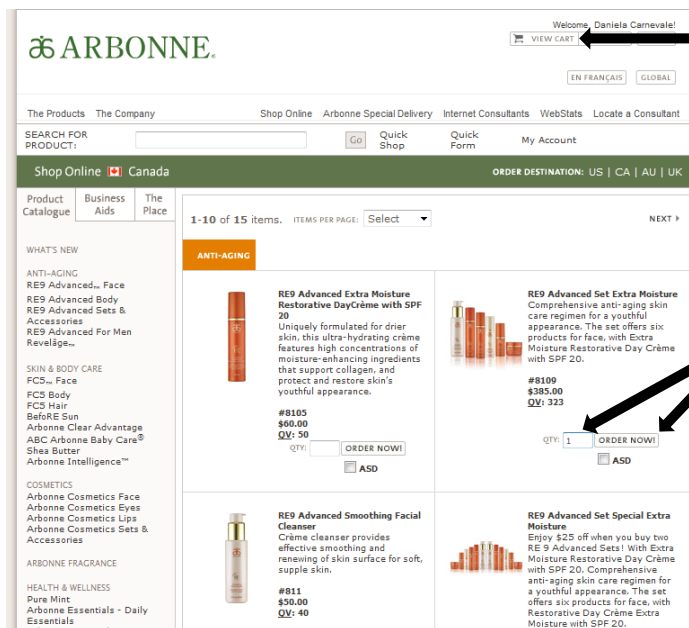


Now you are logged into your account...  
"Welcome, YOUR NAME"

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. The cart contains one item: 'RE9 Advanced Set Extra Moisture' with a quantity of 1, priced at \$385.00. The cart subtotal is \$385.00, and a discount of -\$134.75 is applied, resulting in a subtotal of \$250.25. The order summary shows a grand total of \$319.30, including shipping and sales tax. A 'PLEASE NOTE' section explains that the discount is based on the customer's status as a Retail Client or Preferred Client.

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, including 'RE9 Advanced for Men Travel Set Purchase with Purchase', 'RE9 Travel Set Purchase with Purchase', 'RE9 Advanced Ultra-Soft Skin Set, Purchase with Purchase', 'Travel Fresh Set Purchase with Purchase', 'Aromassential Minis', 'Arbonne Surprise Bag Purchase with Purchase', and '300 SRP Special - \$120 for \$24'. Each offer includes a link to 'View Special Offers Qualifications'. The page also includes sections 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"

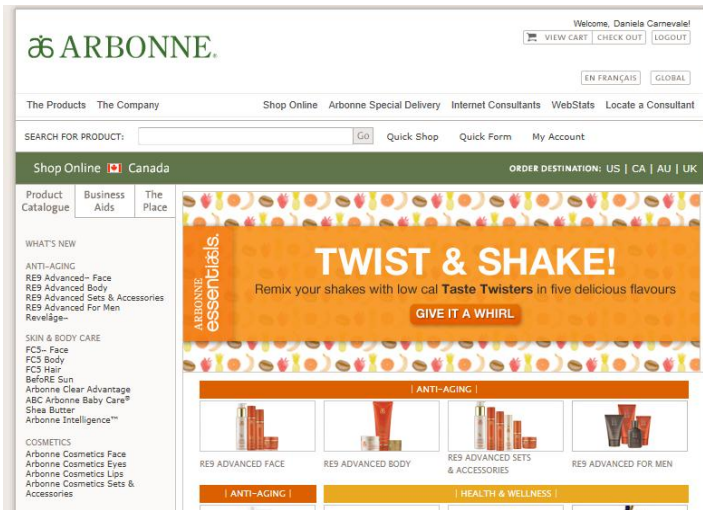
6.

The screenshot shows the Arbonne website's 'Special Offers' page. The page features a '300 SRP Special' offer, which allows customers to select \$120 CAD SRP of products for only \$24 CAD. The page includes a 'Browse for this Special Offer' button and a 'Return to Shopping' button. The page also includes a 'Terms & Conditions' link and a 'Site Map' link.

The particulars of the Special will be outlined.

Click "Browse for this Special Offer"

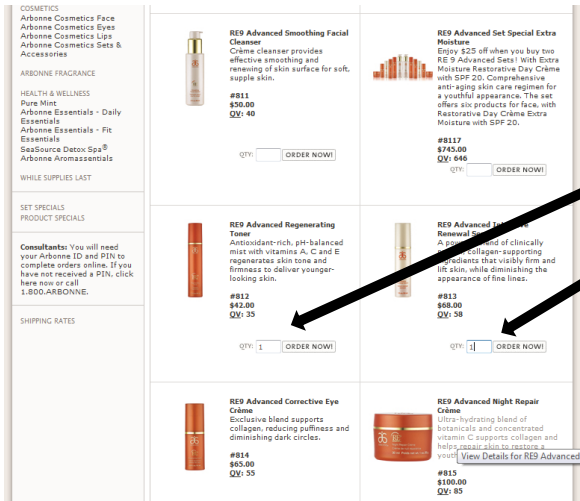
7.



You will be directed to the on-line catalogue.

Refer to steps 2 to select desired products.

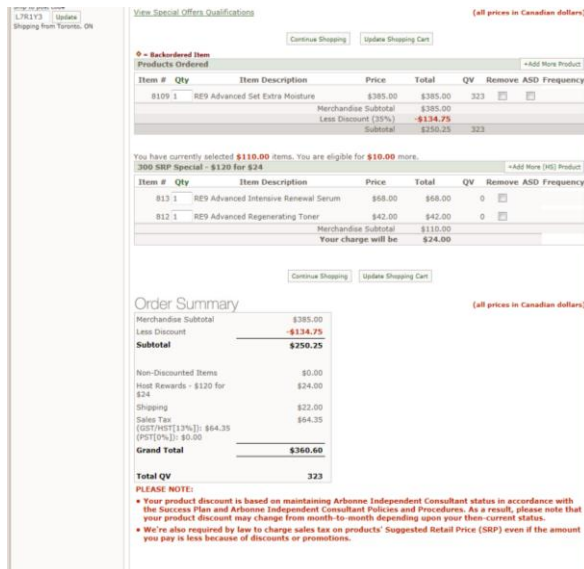
8.



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 25th). 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 (product, Business Addl, 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.  
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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.

Welcome, Daniela Carnevale! You qualify for special offers.

VIEW CART | CHECK OUT | LOGOUT

EN FRANÇAIS | GLOBAL

The Products | The Company | Shop Online | Arbonne Special Delivery | Internet Consultants | WebStats | Locate a Consultant

Shipping Cart | Shipping Information | Order Validation | **Payment Information** | Order Confirmation | Order Receipt

Please enter the number of credit cards you will be using: 1

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Office of Arbonne International Distribution Inc., 7135 Kennedy Road, Mississauga, ON L5S 0A8 Canada  
The testimonials on this Web site reflect the actual experience of each individual, are anecdotal only, and may be atypical.  
The testimonials are not based upon any clinical study.

VeriSign  
Security Certified

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

Click "Continue"

14.

Order Summary (All prices in Canadian dollars)

Merchandise Subtotal	\$385.00
Less Discount	-\$134.75
<b>Subtotal</b>	<b>\$250.25</b>
Non-Discounted Items	\$0.00
Host Rewards - \$120 for \$24	\$24.00
Shipping	\$22.00
Sales Tax (GST/HST(13%))	\$64.35
(PST(0%))	\$0.00
<b>Grand Total</b>	<b>\$360.60</b>

Total Qty: 323

PLEASE NOTE:  
• Your product discount is based on maintaining Arbonne Independent Consultant status in accordance with the Success Plan and Arbonne Independent Consultant Policies and Procedures. As a result, please note that your product discount may change from month-to-month depending upon your then-current status.  
• We're also required by law to charge sales tax on products' Suggested Retail Price (SRP) even if the amount you pay is less because of discounts or promotions.

Total due: \$360.60  
Credit Card amount entered \$ 360.60, remaining balance \$ 0.00

Credit Cards

[Click Here To Add An Additional Credit Card Entry](#)

Card	Type of Card	Credit Card Number	Exp. Month	Exp. Year	Amount
1	-Select-				360.60

Name on card: Billing zip, postal or post code: Enter credit card # with no spaces or dashes  
- Use 4 digits for Exp Month (ex: 06)  
- Use 2 digits for Exp Year (ex: 04)

[Click Here To Remove This Credit Card Entry](#)

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Office of Arbonne International Distribution Inc., 7135 Kennedy Road, Mississauga, ON L5S 0A8 Canada  
The testimonials on this Web site reflect the actual experience of each individual, are anecdotal only, and may be atypical.

VeriSign  
Security Certified

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.