

RIMAN DOLLARS

FREQUENTLY ASKED QUESTIONS

1. What are RIMAN Dollars?

RIMAN Dollars are a form of RIMAN currency that are awarded on*:

- A) Personal Purchases
- B) Personal Customer sales*
- C) First Level Sales: Sales originating from Planners you have personally sponsored.*
- D) For Team Leaders & Above on your Team Leader Group sales.*

**Qualifications on items B-D require 10 Active Customers to process in a calendar-month. See question #3 below for full details.*

2. Who can earn RIMAN Dollars?

RIMAN Planners at any rank can earn RIMAN Dollars.

3. How are RIMAN Dollars awarded?

Planners: Earn a base of 5% RIMAN Dollars on personal purchases.

Managers: Earn a base of 10% RIMAN Dollars on personal purchases, and earn an additional 5% RIMAN Dollars on personal purchases, customer purchases, and first level planner purchases when you have 10 Customers who have an autoship process an order within the calendar month*.

Senior Managers: Earn a base of 12.5% RIMAN Dollars on personal purchases, and earn an additional 5% RIMAN Dollars on personal purchases, customer purchases, and first level planner purchases when you have 10 Customers who have an autoship process an order within the calendar month*.

Team Leaders & Above: Earn a base of 20% RIMAN Dollars on personal purchases, and earn an additional 5% RIMAN Dollars on personal purchases, customer purchases, and your Team Leader Group when you have 10 active customers process an order within the calendar month*.

**Promotionally, through September 30, 2024, Planners may have 10 Customers, new or existing, who place any order within the calendar-month to qualify them for the extra 5% in RIMAN Dollars - not just Autoship Customers. Starting October 1, 2024, Planners must have 10 Active Autoship Customers in order to qualify for the extra 5% in RIMAN Dollars. Please note, that one shipping address cannot be used on more than (2) accounts.*

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4. When will I receive the RIMAN Dollars I have earned?

RIMAN Dollars earned at the base level on your personal purchases will be awarded to your account and available for use within 2 business days of order placement. RIMAN Dollars earned on Personal Customer Sales, First Level Sales, and Team Leader Group Sales will be awarded on the 15th of the following calendar month.

5. How can I track how many Active Customers I have?

In your RIMAN Business Office (RBO), on the main dashboard, you will see a tracker on the right-hand side with 10 Customer Icons titled, "RIMAN Dollar Eligibility". The icons will illuminate to indicate how many Active Customers you currently have.

6. Are there limitations on the number of accounts that can use the same shipping address on qualifying RIMAN Dollars orders?

Yes, a maximum of two accounts (Planner or Customer) may use the same shipping address in order to qualify for RIMAN Dollars through personal, first level, and/or Team Leader Group orders.

7. What can I use RIMAN Dollars for?

RIMAN Dollars can be used to purchase RIMAN products and when available, certain exclusive offerings such as: limited time only products, swag items, marketing materials, and more.

Note: RIMAN Dollars can only be used on items available in your market, in your local currency, and shipping to an address within your market. They cannot be used on Import Cart Orders, or orders from another market.

8. Where can I see my RIMAN Dollars?

On the top left corner of your My Page, you will see RIMAN Dollars, and a number to indicate the total pending and available RIMAN Dollars you have. When you click that number, you will be taken to a page that outlines exactly how many RIMAN Dollars are available to you for immediate use, and how many are pending.

9. How do I use RIMAN Dollars?

Upon checkout, you will see an option to under the expandable "RIMAN Dollars & Coupons" menu to apply an amount of RIMAN Dollars of your choosing. You can also choose to "Apply All" of your RIMAN Dollars.

10. Do items purchased with RIMAN Dollar award BP?

No, items that are purchased with RIMAN Dollars do not award BP. If a portion of the subtotal is covered by RIMAN Dollars, the BP awarded will be adjusted accordingly.

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11. Can RIMAN Dollars be used to cover taxes and shipping fees?

No, RIMAN Dollars cannot be used to cover taxes and shipping fees.

12. How long do I have to use my RIMAN Dollars?

RIMAN Dollars will be active and eligible for use within 12-months from the date of issuance.

13. Is there a minimum or maximum to how many RIMAN Dollars I can use in a purchase?

You must use at least 10 RIMAN Dollars towards an order. However, there is no maximum to the amount of RIMAN Dollars that can be applied to an order!

14. What happens if a portion of, or the entirety of, an order that awarded me RIMAN Dollars, is returned?

- A) If you initiate a refund on a personal purchase, then the RIMAN Dollars awarded on said purchase will be reinstated, so long as they have not surpassed the expiration period, which is 12 months since date of issuance. This reinstatement will happen within one month of the return being processed
- B) If an order is refunded on which you received RIMAN Dollars from Customer Sales, first level sales, or your Team Leader Group, then the RIMAN Dollars earned on said order will be deducted from your balance. If you do not have sufficient RIMAN Dollars to cover this deduction, then there will be a negative balance on your account to cover the difference. When you earn future RIMAN Dollars, they will cover this negative balance. This deduction will happen within one month of the return being processed.

15. What does it mean if an item is available for purchase “exclusively” with RIMAN Dollars?

Items that are available for purchase exclusively with RIMAN Dollars can only be purchased in full with RIMAN dollars; they may not be purchased with a credit or debit card. However, the applicable taxes and shipping fees must be paid for with a credit or debit card.

16. Can I put exclusive RIMAN Dollars items, and items eligible for cash payment, in the same cart?

Yes, you can check-out with items that are exclusively for purchase with RIMAN Dollars, and items that can be purchased with a credit or debit card, in the same cart. You must make sure, however, that you have enough RIMAN Dollars to cover the entire subtotal for the RIMAN Dollars exclusive items, and you must use that amount of RIMAN Dollars at check-out.