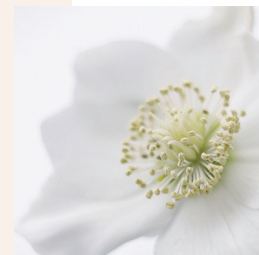




AutoShip & Save



FAQ

What is AutoShip & Save?

AutoShip & Save is designed to ensure that you, the Customer, never run out of your favourite Norwex® products at the most inconvenient times. It's a simple, convenient way to receive a steady supply of your favourite Household and Personal Care products on a personalised schedule of your choice. Plus, you'll receive a 10% discount on all subsequent AutoShip & Save orders!

Who can sign up?

The AutoShip & Save program is exclusive to Norwex Customers.

Which items are available in the AutoShip & Save program?

Most consumable items are available for AutoShip. Qualifying products will be indicated on the product page.

How do I sign up?

Setting up your AutoShip & Save orders is easy and convenient. Here's what you'll do:

- Simply shop all your products.
- Add eligible products to your shopping cart and select your desired frequency for AutoShip from the product page.
- Check out and create your Customer Account and your first subsequent AutoShip order will be processed as normal.

Remember, all subsequent AutoShip shipments receive a 10% discount.

What are the benefits of AutoShip & Save?

- 10% discount on the item(s) in subsequent AutoShip orders.
- Scheduled shipments of the products you use the most so you never run out.
- No need to set up reminders to place a new order.

What happens after I set up AutoShip & Save?

You'll receive an email confirming your subscription. Your AutoShip & Save order will be placed automatically, according to your selected frequency and you'll be billed on the day your order is generated. Prior to each shipment, we'll send you an email reminder. You'll also receive email notifications regarding other important information related to your AutoShip & Save account, such as confirmation when an order is placed successfully.

Where can I see my upcoming AutoShip & Save orders?

You can view and manage your future AutoShip orders in the AutoShip & Save Orders section within your account. The next scheduled order will be displayed.

Can I add other non-AutoShip items to my next AutoShip order?

At this stage only AutoShip items can be shipped. You are, however, able to amend your upcoming AutoShip & Save order to add additional AutoShip & Save products.



AutoShip & Save

FAQ

How do I manage my AutoShip & Save orders?

To make changes to your AutoShip orders, go to the AutoShip & Save Orders section within your account. Here you'll have the options to:

- View and change ship date.
- View and change frequency.
- Change quantity.
- Cancel products.

How do I skip a delivery?

To skip an AutoShip order, go to the AutoShip & Save Orders section within your account and change the ship date on the item(s) you want to skip. We won't send you the item(s) until the next date you choose. Please note that changing the frequency of your AutoShip order will not change your upcoming ship date, you must change your upcoming ship date to the new date you would like to receive your next shipment.

How do I combine products to be in the same order?

AutoShip orders that have the exact same order date, shipping address, billing address, payment method and are with the same Consultant, will ship as one order.

If you have more than one AutoShip order, and want the items to ship in the same order, go to the AutoShip & Save Orders section within your account and change the next shipment dates to be exactly the same. Also, if you want them to always ship together, set their frequency to be the same as well.

How do I make changes to my AutoShip & Save account information?

To review or modify your account information, login to your Customer account and go to the Edit Your Account Information section.

When will I be charged for orders?

Orders will be billed to your credit card on the day the AutoShip & Save order is due. You may cancel any order up to 24 hours before the next ship date in your Customer Account.

Will Norwex remind me before my AutoShip & Save order ships?

Yes, when your AutoShip & Save order is due, we'll send you an email reminder.

What happens if an item(s) is out of stock or retired at the time of shipment?

If an item(s) is temporarily out of stock at the time of shipment, we won't charge you for the order. We'll ship your item(s) once it's back in stock, on your next scheduled AutoShip date.

We'll notify you if an item is retired and your order will be cancelled. You can reach out to your Consultant for recommendations or shop for similar items at Norwex.com.au / Norwex.nz.

If a sale price is offered for my AutoShip item at the time my order is generated, will I receive the sale price?

Yes! The program is designed for your complete benefit. Any additional discounts available at the time your order is generated will be included in your billing for that shipment.

What if the price changes on my AutoShip item(s)?

We will advise you prior to your next order if the price of your item has changed. You then have the option to change your AutoShip order through the AutoShip & Save Orders section within your account.