



## New Scentsy Consultant Cancellation Policy

### Frequently Asked Questions

As of September 2011, Scentsy is changing how and when we cancel Consultants who have not maintained "current" status.

Now, Consultants who do not achieve the requirement of 150 points in PRV during at least one month in a consecutive three-month period will lose their downlines *but not their accounts*. Their downlines will roll up to their Sponsor in this case.

No accounts will be cancelled until after December 31. Scentsy will process account cancellations only once each year, on January 1, for accounts with zero PRV points during the six-month period from July 1 through December 31.

This change in policy means those Consultants who love Scentsy but who are not able to achieve 150 points in PRV during at least one month in a consecutive three-month period can continue to sell Scentsy. We believe this change will allow more Consultants to stay with Scentsy and make the most of our flexible, rewarding business opportunity.

***Q: If my account has been cancelled, can I request a restoration?***

A: Cancelled accounts are eligible to be restored, by request, with *no PRV requirements*. Account restoration requests may be emailed to [accountservices@scentsy.com](mailto:accountservices@scentsy.com). Compliance cancellations are not eligible for restoration, however.

***Q: Do I need to achieve any qualifying PRV to restore my account if it has been cancelled?***

A: No. There is no longer any PRV requirement to restore a cancelled account.

***Q: If I am cancelled on January 1, will my title change if/when my account is restored?***

A: Yes. If your account is restored after having been cancelled on January 1, you will be restored to the title of Essential Consultant.

***Q: Will any Consultant accounts be cancelled between now and December 31, 2011?***

A: No. We have changed the policy from monthly cancellations to one annual cancellation on January 1 of each year. Please keep in mind, Consultants who do not achieve at least 150 PRV points in one month

during a consecutive period will still lose their downlines even though their accounts will not be cancelled. Downline losses will be processed by Account Services on the first day of each month.

***Q: What will be different about my account if I am restored after having been cancelled by Scentsy for less than 6 months?***

A: If your account is restored in less than six months, your title will be Essential Consultant unless your previous title was Certified Consultant or higher—in which case your new title will be Certified Consultant.

***Q: What will be different about my account if I am restored after having been cancelled by Scentsy for six months or more?***

A: If your account is restored six months or more after having been cancelled, you will be restored to the title of Essential Consultant.

***Q: What happens to my title if my downline is restored?***

A: If all qualifications are met to promote to Lead Consultant or higher during the month your downline is restored, your title will change, when commissions are processed, to the title you qualified for.

***Q. Can I request a new Sponsor if my account is cancelled and then restored?***

A. Yes, but only if 1) you request a new Sponsor at the same time you request your account restoration and 2) your account has been cancelled for six months or more. The new Sponsor request and the account restoration request MUST be included in the same email to [accountservices@scentsy.com](mailto:accountservices@scentsy.com). You will not count as a new recruit for this new Sponsor; however, if and when you promote to Certified Consultant, that promotion will count toward your new Sponsor's totals. Sponsor changes cannot be accommodated for accounts cancelled for less than six months.

***Q. If my account is restored, can I purchase a new Starter Kit?***

A. No. Only Consultants enrolling for the first time may purchase a Starter Kit. Restored Consultants will *not* be eligible to participate in any New Consultant incentives (such as the free three-month PWS subscription, Scentsational Start, or the Shooting Star Enhancement Kit.)

***Q: To keep my downline, what do I need to do?***

A: To keep your downline, you must generate at least 150 PRV points in at least one month in a consecutive three-month period.

***Q: Can I voluntarily cancel my account?***

A: Yes, voluntary cancellation requests can be submitted to [accountservices@scentsy.com](mailto:accountservices@scentsy.com). You are eligible to restore your account at any time. If you request that your account be cancelled in order to change Sponsors, your account must be cancelled for at least six months before your account can be restored under the new Sponsor.

***Q: If I voluntarily cancel my account and am later restored, will my title change?***

A: If your account is restored *less than six months* after a voluntary cancellation, your title will be Essential Consultant unless your previous title was Certified Consultant or higher—in which case your new title will be Certified Consultant. If your account is restored *more than six months* after a voluntary cancellation, your title will be Essential Consultant.

***Q: If I lose my downline, can it be restored?***

A: Your downline can be restored on request, but only on the condition that all your upline members who are affected by the restoration agree to approve the restoration request. Account Services will contact the affected upline members for their approval. Please note—the request to restore your downline must be submitted to [accountservices@scentsy.com](mailto:accountservices@scentsy.com) *within the same month your downline was lost*. When that month is over, your downline cannot be restored.

***Q: If I lose my downline, when will the roll up take effect?***

A: Downlines will roll up on the first day of each month for Consultant accounts which did not meet the required 150 PRV point minimum during at least one month in the previous consecutive three-month period.

***Q: How will these rollups impact my upline?***

A: The rolled up Consultants become part of your upline Sponsor's frontline. Compensation and bonuses will be paid to the new Sponsor accordingly.

***Q: If I lose my downline, can I become eligible to create a new downline in the future?***

A: Yes, if you meet the requirement of earning 150 PRV points during at least one month in a consecutive three-month period.

***Q: What do I have to do to retain the new recruits I enroll after losing my current downline?***

A: You must submit orders totaling at least 150 points of PRV in the month you sponsor a new recruit.

***Q: How does this policy change benefit all Consultants?***

A: The new policy gives Scentsy Consultants the maximum opportunity for success by allowing them to take advantage of the busy holiday selling season, regardless of their sales results during the preceding months. And, all accounts that generate at least one or more PRV points from July 1 through December 31 will remain open for the next calendar year.