

Arbonne FAQ's

❖ If Arbonne has been around for 36 years, why is it just going global now?

Arbonne has carefully monitored its business within the US and has waited until now to go global. Most big companies scattergun their business into other countries as soon as they start to be successful. Arbonne waited until its growth was in huge momentum first. Arbonne's CEO won the Ernst and Young Entrepreneur of the year award in 2006 when Arbonne announced that it was going global – joining Michael Dell of Dell computers in this prestigious award. It's the only company we know of which has waited 29 years before going global. This is what makes Arbonne the unique opportunity it is.

❖ How long will it be until the market is saturated?

Arbonne is currently only in five countries: the US, Canada, the UK, Australia and Poland and, in 2015, Arbonne had only about a 3% recognition rate. In June 2016, Arbonne will be entering into Poland and in the fourth quarter of 2016, Arbonne will be entering into Taiwan. New countries will continue to be added. So, the market at home and globally is wide open!

❖ Will Arbonne ever be sold in stores?

Retail stores require all products to have a five to eight year shelf life. For that to happen, there has to be a considerable level of preservatives in the products (to keep them from going bad in the bottle). Arbonne will not compromise its products by raising the level of preservatives to meet this requirement. Arbonne is sold through a network of Independent Consultants and may be sold in outlets where there is an appointment system, such as salons, and shelf life is therefore not an issue.

❖ Is this one of those pyramid things?

No. Pyramid schemes are illegal and Arbonne is an honoured member of the Direct Selling Association, the governing body for direct sales/network marketing companies. Arbonne consultants pay taxes and benefit from the same tax benefits as other home based business.

Pyramid schemes don't have products. There is simply someone at the top, pulling in money and everyone below that person paying money hoping to get to the top of the pyramid so they can collect money before it collapses. People inevitably lose their money as it disintegrates. Arbonne Research and Development Laboratories create world class products that are distributed to consumers through referrals from Arbonne Independent Consultants. Arbonne Consultants are paid based on products sold, not for recruiting new members. Plus when your team succeeds, you succeed, which creates a supportive environment where team members train each other to grow their businesses and help each other reach the top level of the company. There's room at the top for everyone in Arbonne, and the money earned is a reflection of efforts put in. Even more, the compensation is so fair that a hard working person at a lower level in Arbonne can earn more, and promote above, someone at a higher level.

Is this a get-rich-quick scheme?

No. It takes time, effort and patience to build a successful business, but Arbonne provides residual income for the rest of your life if you work consistently at it. As your network grows, so does your income. The people who are the most successful at Arbonne are those who stick with it. There are three stages that everyone in this business go through:

- *It's not worth it!* This is when you start learning your new business, expanding your comfort zone, and do not yet have much of a network.
- *It's worth it!* At this point your groundwork has paid off. You know what you are doing, you have grown as a leader, and you have a stable growing network.
- *I'm not worth this much!* Your network of consumers has grown beyond your wildest dreams and, even though you haven't even met the majority of the people in this network, you earn a percentage of their orders! You have taught so many others how to build successful Arbonne businesses and change their own lives and they have done the same. The work you put in at the beginning is being rewarded in multiples!

❖ I've read blogs on the internet - what if are they right?

The internet is unpoliced and unvetted. No matter what you search for you will find a mix of good and bad advice, and unfortunately those who are unhappy tend to be the most prolific. When researching anything on the internet be sure to check your sources. Think of the person who introduced you to Arbonne. Do you trust them more than a blogger that you will never meet? Ask the successful people in Arbonne or other successful business people for information instead of taking advice from bloggers. Would you take medical advice from someone on the internet who disguises their identity and/or has an obvious axe to grind? Or would you consult a doctor who has proven that they are good at their job? Why would you treat your future any differently? Type "Bell", "Laura Secord" or your favourite company into Google. You'll see all the uncomplimentary blogs there too, but we know and trust these companies so we use them regardless. Arbonne is up there with the best.

❖ Can men do well in this business?

Many have found that men outsell women in this business. Rather than getting caught up in the product range, typically, men are interested in the business. They know how much women spend on cosmetics and they understand profit margin!

❖ My skin went pink when I used it for the first time - is this normal?

Yes, this is very normal. What is happening is that the Arbonne products, because they are pH correct, are taking your skin back to its proper pH. Also, the products are full of nutrients for your skin and your skin may flush as the blood flow over your skin increases to receive these nutrients. This can result in your skin temporarily going pink. This will be short lived (2-3 days). As your skin settles in to being nourished and at the correct pH level, it will lose the pink colour. As long as you continue to use nourishing, pH correct products, your skin will remain healthy and glowing.

❖ What sets the products apart from other skin care ranges?

Arbonne uses only the safest from science and the purest from nature. Each of our products is developed with meaningful botanically based ingredients, chosen for effectiveness and safety. Our products are safe, non-toxic and committed to being eco-friendly. We are vegan and have never tested on animals. Our core commitment is to provide effective products that deliver a true benefit so we created a Scientific Advisory Board and send our products to third party labs to ensure that our products are the best on the market.

Our products are formulated without: animal products, parabens, formaldehyde-donating preservatives, formaldehyde, phthalates, SLS, alkylphenols, benzene, triethanolamine, monoethanolamine, phosphates, polyethylene glycol, petrolatum/mineral oil, bisphenol-A, gluten, synthetic dyes, triclosan, hydroquinone, artificial colours, artificial fragrances, artificial sweeteners, artificial flavours, cholesterol and trans fat.

We adhere to the standards of: Health Canada; US FDA; Federal Trade Commission; Australia Therapeutic Goods Administration; UK Food Standards Agency; European Food Safety Authority (EFSA); National Industrial Chemicals Notification and Assessment Scheme; Personal Care Products Council; International Fragrance Council; European Commission Cosmetics Directive; European Registration, Evaluation, Authorization and Restriction of Chemicals Agency; Cosmetic Ingredient Review; and the European Commission's Scientific Committee on Consumer Safety.

❖ I can't sell. How can I be a Consultant?

You don't need to be a salesperson to do Arbonne. In fact, salespeople on average do not do as well as non-salespeople. The most successful consultants in Arbonne are those who simply teach and recommend to their networks to redirect their current spending from their normal store (Shopper's Drug Mart, The Body Shop, The Bay) to Arbonne, and buy at a discount prestige, safe products that are beneficial for their skin and, if they like, get paid for their spending.

❖ I don't know a lot of people. How can I be successful?

You don't need to know a lot of people to grow a serious business. You need to find four people in or outside of your current network who would like to build an Arbonne business. They will duplicate you and so on. Over time you will grow a huge business made up people that you didn't know before, but who your network knew, and their network knew, and so on. As an example, in 18 months Caroline McFarlan's network grew to well over 2,000 people even though she only personally signed up 6 of those people.

❖ Who is the most likely person to become a consultant?

It could be the person standing next to you in the supermarket line. Anyone who has skin could be interested in this business. This business is not above or below anybody. Never prejudice a person, because you don't know what is going on in someone's life. Arbonne has something for everyone. Talk to people about it. You owe it to them.

❖ How many hours do you work a week and what do you do in that time?

You spend as much time as you want. You can move fast or slow in this business, fitting meetings and phone calls into the nooks and crannies of your life. Work consists of either phone calls to contacts, telling them about Arbonne and the opportunity, or doing the same in a coffee shop, hotel, park or at your kitchen table. You will also give tester products to people so that they can try the products. If you wish, you can also talk to small groups of people in your network, to save time on one-on-ones. An Arbonne Consultant no matter what their management level, will on average spend about 10 – 15 hours a week having such meetings in places like Starbucks! Most consultants would agree it doesn't feel like work.

❖ I work full time and have a very busy life. Can Arbonne still work for me?

Absolutely. We will show you how to fit Arbonne into your busy life. In fact, often the busier you are, the better! Many successful Arbonne Consultants think they are the busiest people they know! When necessary, your upline will make the time to spend with your growing team while you are at work in your "day job". Of course, wherever possible, it is an advantage to be there as well to absorb some of the information and learn how to do the business. All you have to do in this business is to duplicate the successful people in your upline. You can take advantage of 3 way calls where you get people on the phone with your sponsor. You listen and learn at the same time.

❖ How much can I earn?

That depends on the effort that you put into this business. On average, District Managers in Canada earn \$322 per month, Area Managers earn \$1,678 per month, Regional Vice Presidents earn \$6,688 per month and National Vice Presidents earn \$19,125 per month. Please note that these are averages. It really depends on commitment, volume and duplication within your team. Everything is possible.

❖ This sounds too good to be true?

Sue Cassidy's sponsor, Aldis Higgins, puts this well: "It is. So get off your butt and do it!"