

'HOW TO' GUIDE FOR THE AUSTRALIAN MARKET

Welcome to the 'How to' guide for Australia. We hope the information supplied below will help you as an International Distributor to join up new Distributors in Australia and answer any initial questions they may have about ordering or the Marketing Plan.

Contact Details

As an International Distributor, if you have specific queries that are not answered in this document, please feel free to contact the Australian office at:

AUSTRALIA

Phone: 61 8 8364 3660
Fax: 61 8 8364 3664
Email: info@neways.com.au
Website: www.neways.com.au

Neways International (Australia) Pty Ltd Level 1, 200 East Terrace Adelaide, SA 5000

Contact Department: Distributor Operations Business Hours: Monday through Friday, 8.30am -4.30pm (Australian Central Standard Time)

How to Internationally Sponsor into Australia

A Distributor Application and Agreement Form must be completed by all Australian Distributors.

The joining fee in Australia is AU\$39.95 (GST Inclusive). This entitles the Distributor to a Neways Information Pack, 12 months' subscription to Neways' Healthy Homes magazine and 12 months' combined Public and Product Liability Insurance. Australia uses a numeric ID number; however we are aware that some Neways countries use Alpha Numeric ID numbers. Neways Australia and their systems support both types. As an International Distributor, if you are sponsoring or ordering in Australia please use the same ID number you would in your home market.

If you are an International Distributor and wish to sponsor someone in Australia you can do so in two different ways -Manual Sponsoring or Online Sponsoring.

If you choose to sponsor someone using Manual Sponsoring, you can obtain the Distributor Application and Agreement Form by contacting the Neways Australia office, details above.

The completed Distributor Application and Agreement Form can be submitted by post or faxed to:

Neways Australia Pty Ltd Level 1, 200 East Terrace Adelaide, SA 5000 AUSTRALIA

Fax: 61 8 8364 3664

You can also choose to sponsor someone using our Online joining facilities at Neways Online (NOL).

As an International Distributor, there are certain conditions that apply. You can only access this facility after you have completed one manual sign up. This initial manual sign up enables the Australian office to enter your details correctly on its database. You, the International Distributor, will then be required to register for NOL and by doing so, will then have the option of sponsoring future Australian Downline online (as well as on Manual Sponsoring).

For more information on sponsoring online through NOL, please contact the Distributor Operations Department -contact details above.

Your new Australian Distributor is eligible to place orders and sponsor new Distributors upon acceptance by Neways Australia of the applicant's submitted Distributor Application and Agreement Form.

Confirmation that the Distributor Application and Agreement Form has been accepted and processed by Neways is sent in the form of a welcome letter. For those Distributors who submit their Distributor application forms via fax or post, the welcome letters will be posted. Those Distributors who join online through NOL have their welcome letters emailed to them.

It is not a requirement to place an order when submitting the Distributor Application and Agreement Form. However, if your new Distributor chooses to do so and the PV on the order is greater than 195, free shipping will apply to that initial order only, if placed within 24 hours of joining. For more details please contact the Distributor Operations Department.

Neways' Australia Distributors are required to pay an annual Renewal Fee of AU\$35 (GST inclusive).

How to place a product order in Australia

Neways Australia provides its Australian Distributors with three easy ordering options:

- fax
- post
- online.

Australian Distributors who wish to order by fax or post need to complete an Order Request form.

As a new Distributor, you will find Neways' Order Request form and Distributor Price List in your Information Pack. If you continue to place your orders by fax or post, we will automatically send you a replacement Order Request form upon receiving each order. If for some reason you run short, just contact the office and we'll post, fax or email one to you. You can also download the form from our website

www.neways.com.au.au/DistributorInfoCentre/Literature/StandardForms.aspx

If you would like to post your order form to us, please address it to:

Neways Australia Pty Ltd
Level 1, 200 East Terrace
Adelaide, SA 5000
AUSTRALIA

Alternatively the order can be faxed to us at 08 8364 3664.

Australian Distributors also have the option of ordering online on NOL. You need to be registered to do this. Registration for NOL can occur in two ways. As a new Australian Distributor, if you provide an email address on your Distributor Application and Agreement Form, you will be registered for NOL automatically. If you did not provide an email address at the time of joining but now wish to register for NOL, you can do so by completing an NOL Registration Form. The forms are available by contacting the Neways Australian office or by downloading through our website at www.neways.com.au/Libraries/Documents/nol_registration.sflb.ashx

International Distributors have the same options as Australian Distributors for placing orders.

Neways Australia does not operate a 'Preferred Customer' program.

All Distributor prices and shipping costs are inclusive of GST (Goods and Services Tax). GST in Australia is 10%.

Neways Australia only delivers products within Australia.

Neways Australia cannot deliver products to PO Boxes.

Standard freight charges within Australia are:

City: AU\$14.35 (GST inclusive)

Country: AU\$16.55 (GST inclusive).

Accepted methods of payment include: cheque, money order and credit card (Visa and MasterCard only). (If ordering on NOL, cheque and money orders will not be accepted.)

Distributor Commission Payments

If your new Distributor would like information on the Australian Marketing Plan you can direct the Distributor to www.neways.com.au/Libraries/Documents/marketing_plan_brochure_1.sflb.ashx

If, as an International Sponsor, you'd prefer to provide this information directly to your prospective or newly joined Australian Distributor, the PDF file can be saved from this website and then emailed by you.

For an Australian Distributor to be eligible to receive a Bonus Entitlement, that Distributor must place an order with a minimum of 150PV each month.

A Distributor with a title rank of Executive or above who wishes to qualify for Executive Leadership Bonuses must achieve a 150PV and 2000GV for that month.

For an International Distributor to be eligible to receive a Bonus Entitlement in Australia, that Distributor must have qualified at the rank of Executive or above in the respective home country for the previous Volume Month.

If qualification is achieved, International Distributors will be paid on their Australian Downline according to the terms in the Australian Marketing Plan.

Bonus Entitlements for Australian and International Distributors are paid on the 20th of each month for the previous month's activity. For example, your November Bonus Entitlement will be paid on December 20.

Australian Distributors can have their Bonus Payments of AU\$5.00 or greater paid by either cheque or direct deposit to an Australian bank account. The direct deposit facility is only available if the

Distributor has completed the Neways Bonus -Direct Deposit Request form. This form can be completed online or the form can be requested from our Distributor Operations Department, manually completed and faxed/posted in.

If an Australian Distributor's Bonus Payment for a month is less than AU\$5.00, the amount will be credited to the Distributor's Neways account and these credits can be used to offset amounts owing on future orders or charges.

International Distributors will have Bonus Payments of AU\$50.00 or greater paid by cheque (direct credit to a bank account option is not available). Due to the bank fees charged in various countries, Neways Australia offer International Distributors the option of increasing the amount held in their Credit to Neways Australia accounts. This service is offered on an individual basis, please talk to the Operations team for further information.

If an International Distributor's Bonus Payment for a month is less than AU\$50.00, the amount will be credited to the Distributor's Australian Neways account and these credits can be used to offset amounts owing on future orders or charges. Once an International Distributors accumulated earnings exceed AU\$50 a cheque will be posted to the International Distributor.

If you would like further information on the Marketing Plan or Bonus Payments, either for yourself or your Australian Downline, please don't hesitate to contact Neways' Distributor Operations Department.