

AutoShip for Lifestyle Members

Autoship is only available to Representatives and Lifestyle Members

Important Information

All dates are Australian Eastern Standard Time

What's it for?

An easy way for Lifestyle Customers to receive their favourite order each month and receive MiRewards points*. Miessence has made a point of keeping the cost of products at a competitive level while ensuring monthly requirements are not excessive. Consequently, the monthly commitment is just 50 points.

**For more information on MiRewards, visit the FAQ page on the website.*

What is AutoShip?

By signing for AutoShip, the member is committing to receiving an order of at least 50 points on their nominated day of each month.

The monthly order will be sent out on the 5th, 15th or the 25th of each calendar month, as the Member decides. (Australian Eastern Standard Time).

Autoship orders can be chosen to run monthly or bi-monthly (every second month).



If the nominated date falls on a weekend or Public Holiday, AutoShip will be processed on the next business day. In the case of December, Autoship on the 25th is run early due to Christmas and the specific date is announced via multiple channels including e-blasts, MiAccount and Facebook.

There are two options for AutoShip. You can choose the **Strict Option** whereby your selected AutoShip default order will be sent to you each month on your nominated day regardless of any other orders placed on your account.

By selecting the **Bypass Option**, your nominated AutoShip default order will only be shipped if you have not placed your own order of 50PV or more prior to your selected shipping date.

For example:

A member chooses to order online, by fax or email an order to the Company on the 12th of the month. This order is 51 points in value. The automatic monthly order that is due to be generated on the 25th (AEST) will not be generated as the member has already fulfilled the minimum 50PV order for that calendar month.



The content of an AutoShip order may be changed by the Lifestyle Member in the MiAccount Area of the website up until 2 days before the AutoShip order is due to be generated.

AutoShip orders are able to be postponed for up to two months during each calendar year. Postponements can only be made by contacting Customer Support directly at support@miessence.com

For example: A Member who joined in February 2014 can postpone their AutoShip for two months at any time between February 2014 and January 2015.

Definition of a Calendar Month

This is the 1st day of the month to the last day of the month, i.e 1st March – 31st March (AEST). The invoice date shows the month the volume counts towards.

What else do I need to do to ensure that I am set up?

Once a member has registered for Autoship the individual must submit their credit card details via the Autoship page in MiAccount. It is a requirement of AutoShip that each person registered has valid credit card details on file with us.

DISCOUNTS

Once on Autoship you will receive the following discounts:

Orders under \$100	20% Discount	\$9.95 shipping
Orders over \$100	20% Discount	FREE shipping

Cancellation of Autoship will result in the following discount structure taking place.

Orders under \$100	20% Discount	\$9.95 shipping
Orders over \$100	20% Discount	\$4.95 shipping

*Please note if you cancel AutoShip and then rejoin within 30 days you will not receive free shipping until after the 30 day period.

A Representative who chooses to cancel or downgrade their membership must ensure they cancel AutoShip via MiAccount or notify Customer Support at support@miessence.com to have this canceled for them.

Returns

Members can return the item for an exchange only for products to the same dollar value or less, within 30 days of date of invoice.

Returns/refunds will also be accepted and a refund of 80% of the value of the order will be credited. The Representative is responsible for all freight costs for returning the order.

All return requests must be directed to returns@miessence.com.



Miessence must authorise any returns by issuing a Return Authorisation Number (RAN). The unused product that has been authorised for return, must be received within 14 days from the RAN issue date together with proof of purchase and for security reasons the RAN must be displayed on the outside of the parcel within the Sender's details. All freight cost are to be borne by the Representative.

Parcels not displaying a Return Authorisation Number will not be accepted by Miessence.

Onegroup Return and Replacement Policy can be found at the following link - <http://www.miessence.com/shop/en/tcs/refund>

Invalid Credit Card Payments

Any Autoship orders that cannot be charged due to credit card rejection will not be processed.

If this happens to you, you will be sent an email informing you that your Autoship has been cancelled and that you have until the end of the month to place an order to meet your monthly PV requirements. You will then be asked to update your credit card details with the Accounts Department.

Should three consecutive Autoship orders be returned by request or canceled due to invalid credit cards, or bank declining transactions, the Representative will be taken off AutoShip in our system.

Credit Card details can be updated at any time via the AutoShip page in MiAccount. Alternatively you can request a credit card authorisation form from the customer service team and complete and return this to the company.

Shopping online with Miessence is 100% secure.

Our web site uses the very latest in security software and encryption systems to ensure that your credit card and personal details remain confidential.

These details are used only for the purpose of processing your order. If you would like more information - check our our page here - <http://www.miessence.com/shop/en/tcs/security>

Address Changes

Changes to the postal address for Autoship orders can be made on-line in MiAccount. Please note that you must update your shipping address in the Autoship section of MiAccount as updating on your main account page will not transfer to Autoship orders.