

HOW TO DO BUSINESS WITH RELIV





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Our story – Welcome to Reliv

Reliv is a wellness company that helps people to lead a happy and fulfilled life. In 1988, along with his wife, Sandy, Robert Montgomery founded Reliv after tasting the nutritional discoveries of their friend Dr Theodore Kalogris. His 'why' for founding Reliv was to create a company that gives others an opportunity to be their own boss and to help others do the same. He wanted to show people a different way, helping them to grow personally, develop leadership skills, enjoy more time and have financial freedom.

We've led the industry for over 30 years starting with just one product, Reliv Classic®. Since then, we have added an exciting choice of products to our range. Through our products and business opportunity, we support people in maintaining their wellbeing with our high-quality nutritional products and help them grow personally and live life on their own terms by being a small business owner. Whether you want to enjoy your shakes as a Customer or you're ready to be your own boss as a Reliv Independent Distributor, you're making a great decision.



Different ways you can join Reliv Europe

Customer

Sign up as a Customer and order the products at full retail price. You can do this by contacting the Reliv office.

Preferred Customer

Sign up as a Preferred Customer and receive a 10% discount on all orders and receive an extra 5% discount on your first order when you purchase one of our special packs.

Distributor

Join the Reliv business at 20% or 25% discount. Please contact Reliv Europe's Head Office at to fill out one of our registration forms, and/or purchase one of our Fast Start Packs.

Any questions please get back to the person who introduced you to Reliv or email Reliv Directly.

Please note in accordance with the Reliv Compensation Plan a Distributor is under no obligation to purchase the Reliv product.

STEPS TO BECOMING AN INDEPENDENT DISTRIBUTOR

- To register for a 20% discount, please complete a Distributor Application form. Translations are available for reference only. Applications can be requested via Reliv Europe Head Office or downloaded from the Reliv website ie.reliv.com. Applications can also be accepted via E-forms also available on our website.
- If you would like to register for a 25% discount, a Fast Start pack must be purchased and the form completed alongside the Distributor Application. All packs can be found on our Reliv website or the forms can be requested via the office. Translations are available upon request.
- Once all forms are completed, please refer to our contact sheet on page 10 and email these to head office.
- Please ensure you have read Reliv Europe's Terms and Conditions before signing the Distributor Application.
- We do not require any identity documentation for registration for countries outside of France, but you must have a residential billing and shipping address to be able to order product.
- A Distributor will maintain their discount according to the Reliv Europe Compensation Plan and subject to a yearly renewal fee.
- Reliv's Compensation Plan and Policies and Procedures can be found on your relevant Reliv website.

STEPS TO BECOMING A PREFERRED CUSTOMER

- Register as a Preferred Customer and receive 15% discount off your first order. A Preferred Customer Pack must be purchased to attract this discount level. For Preferred Customer Packs please contact Reliv Europe's Head Office for the registration forms and pack information. Alternatively please use the E-forms available on our website.
- Once the forms have been completed please email them to Reliv Europe Head Office. Refer to our contact sheet for an email address.
- After the first order, a Preferred Customer will receive 10% discount on product, subject to a yearly renewal fee.

STEPS TO BECOMING A RELIV CUSTOMER

- If you would like to register as a Reliv Customer, please go straight to our Join webpage to place your order.



How to order products

There are three ways to place an order:

- You can order via our Reliv shopping cart once you are registered as either a Customer or Distributor by logging in to the website. The shopping cart is in English only and payment is in Euros. Please see our contact sheet for reference of the website you require.
- You can place an order using the email address available on the contact sheet. Please provide your RCN (if you have one), name, address, telephone number, shipping address and order. We will then contact you about the price of your order and payment.
- Place an order via telephone, using our contact sheet for reference. Please note that we only have English, French and German speaking representatives.

Order Payment

The following payments methods are accepted when placing orders:

- Visa, Mastercard and AMEX.
- Bank Transfer — Make payments to the following account in Euros:
IBAN: DE77 5004 0000 0590 6144 00
BIC: COBA DE77 070

Autoship

Customers and Distributors are able to register autoships. This means that product orders can be automatically sent monthly on the date that you choose.

Our products

CORE NUTRITION

Our delicious shakes provide you with essential vitamins, minerals and herbs.
Core nutrition is at the centre of everything we do.



Reliv Classic

Reliv's original formula delivers a complete, balanced array of protein, vitamins and minerals.



Reliv Now

Our most comprehensive product made with LunaRich and loaded with protein, vitamins and minerals.



Reliv Now for Kids

Contains a special proprietary blend of high-quality ingredients to support children's daily needs.

TARGETED SOLUTION

Make your shake work for you. Customise your daily Core Nutrition shake with Targeted Solutions.
Our Targeted Solutions are designed to work with any of our Core Nutrition shakes.



LunaRich C

Made from high-quality soy, LunaRich C is a pure concentrated form of lunasin.



Reliv FibRestore

Provides 9.5 grams of soluble and insoluble fibre per serving as well as having fibre from 6 different sources.



Reliv Innergize

Innergize! combines essential nutrients and electrolytes to help you stay on top form.



ProVantage

This extraordinary, plant-based product is high in protein which contributes to the maintenance of muscle mass and normal bones.



Delivery methods and times

All items will be delivered by courier. We aim to deliver within 10 working days from when you place your order, however delivery times will vary. In order to keep up to date with your delivery, please ensure that you provide us with a current and valid email address. To avoid delays in processing and shipping orders, all orders must be placed through the correct Reliv website. Please see contact details page for website information.

Transit times (in business days)

Country	GLS	UPS
Netherlands	1	1
Belgium	1	1
Germany	2	1-2
Luxembourg	1	1
Denmark	2	2
Austria	3	2
Poland	3	2
Ireland	3	3
Italy	3	2-4
Spain	3	3
Czech	3	2-3
Sweden	3	2-4
Hungary	3	4
Portugal	3	3-4
Slovakia	3	4
Finland	4	4-5
France	2	2
Slovenia	3	2-3
Lithuania	4	4
Croatia	4	4-5
Latvia	5	5
Estonia	5	4-5
Bulgaria	5	6



How to get paid — the basics

Our exceptional Compensation Plan makes it possible for you to achieve your financial goals, whatever they may be. If you're looking to make a car payment, save money towards university or enjoy a life of financial independence, Reliv can help you get there. The only variable in your income potential is the amount of time you're willing to invest and your commitment to using the Reliv Success System. Here is a quick overview of the Reliv Compensation Plan to help you.

Profit Levels

You can increase your income simply by increasing your Distributor profit level. Your profits are based on the volume of products you and your personal group purchase from Reliv (for personal use or resale) in a single calendar month. The higher your volume, the higher your profits:

20% profit level: Retail Distributor

25% profit level: Affiliate (700 group volume in a single month)

30% profit level: Key Affiliate (1,500 group volume in a single month)

35% profit level: Senior Affiliate (3,000 group volume in a single month)

40% profit level: Master Affiliate (5,000 group volume in a single month OR 3,000 in two consecutive months)

Retail Profit

Distributors purchase their Reliv products at a discount ranging from 20% to 40% of Business Volume. Retail profits represent the difference between your discount price and the retail price at which you resell the products to your customers.

Wholesale Profit

Distributors who achieve 25% to 40% discounts earn between 5% to 20% of their Retail Volume (RV) wholesale profits on the volume of all personally sponsored Distributors and their groups. Wholesale profit is the difference between the discounted price paid by the sponsor and the price paid by their downline Distributors.

For example:

You: 35% RV

Distributor: 20% RV

Wholesale Profit: 15% RV

Overrides

Active Master Affiliates may qualify for Overrides each month. Overrides of up to 8% may be earned on the Business Volume (BV) of all Master Affiliates up to five levels deep in your downline organisation (this is your payline).

Reliv Incentives

Our incentives include cash bonuses and trips around the world. Cash bonuses are paid for a variety of outstanding achievements in sponsoring and volume performance. Distributors may also qualify for an incentive trip through various promotions.



How to contact us

Country	Email	Phone	Opening hours	Languages	Website
Austria	euadmin@relivinc.com	+43800018107	10.00 -18.00	English & German	reliv.de
Belgium	frenchadmin@relivinc.com	+441527592878	10.00 -18.00	French & English	ie.reliv.com
Corsica	frenchadmin@relivinc.com	+33801841588	10.00 -18.00	French & English	ie.reliv.com
Croatia (mainland)	euadmin@relivinc.com	+441527592878	10.00 -18.00	English	ie.reliv.com
Czech Republic	euadmin@relivinc.com	+441527592878	10.00 -18.00	English	ie.reliv.com
Denmark	euadmin@relivinc.com	+441527592878	10.00 -18.00	English	ie.reliv.com
Estonia	euadmin@relivinc.com	+441527592878	11.00 - 19.00	English	ie.reliv.com
Finland	euadmin@relivinc.com	+441527592878	11.00 - 19.00	English	ie.reliv.com
France	frenchadmin@relivinc.com	+33801841588	10.00 -18.00	English & French	reliv.fr
Germany	euadmin@relivinc.com	+498001822337	10.00 -18.00	English & German	reliv.de
Hungary	euadmin@relivinc.com	+441527592878	10.00 -18.00	English	ie.reliv.com
Isle of Wight/Man	euadmin@relivinc.com	+441527592878	09.00 - 17.00	English	reliv.co.uk
Italy	richiesteitaliane@relivinc.com	+441527592878	10.00 -18.00	English	ie.reliv.com
Luxembourg	euadmin@relivinc.com	+441527592878	10.00 -18.00	English	ie.reliv.com
Netherlands	euadmin@relivinc.com	+318002300450	10.00 -18.00	English	relivinc.nl
Poland	zapytaniapopolsku@relivinc.com	+441527592878	10.00 -18.00	English	ie.reliv.com
Portugal	euadmin@relivinc.com	+441527592878	09.00 - 17.00	English	ie.reliv.com
Republic of Ireland	euadmin@relivinc.com	+441527592878	09.00 - 17.00	English	ie.reliv.com
Slovakia	euadmin@relivinc.com	+441527592878	10.00 -18.00	English	ie.reliv.com
Slovenia	euadmin@relivinc.com	+441527592878	10.00 -18.00	English	ie.reliv.com
Spain	euadmin@relivinc.com	+441527592878	10.00 -18.00	English	ie.reliv.com
Sweden	euadmin@relivinc.com	+441527592878	10.00 -18.00	English	ie.reliv.com
Sardinia	euadmin@relivinc.com	+441527592878	10.00 -18.00	English	ie.reliv.com
United Kingdom	euadmin@relivinc.com	+441527592878	09.00 -17.00	English	reliv.co.uk



Reliv glossary

RETAIL CUSTOMER

Someone who registers with Reliv at full retail price without signing an agreement becomes a Retail Customer or is simply called a Customer. Customers do not have to pay a registration or annual fee to join Reliv. Due to the nature of the business, Customers cannot sponsor other Customers or Distributors and can purchase the product for personal consumption only.

PREFERRED CUSTOMER

A Preferred Customer receives a fixed discount rate on their product orders by signing an agreement and purchasing one of the available Preferred Customer packs. A Preferred Customer has to pay an annual fee to keep their account and discount level active. Just like the Retail Customer a Preferred Customer can purchase product for personal consumption only and cannot sponsor other Customers or Distributors using their account.

DISTRIBUTOR

A Distributor is an independent representative who sells products to Customers and can sponsor other Distributors/Customers to build a downline. A Distributor joins Reliv by signing an agreement and paying a registration fee as well as an annual fee which allows them to receive discount on their product orders.

FAST START PACKS

Fast Start Packs are a variety of Reliv product bundles which are available to Distributors who wish to join Reliv Europe. The purchase of a Fast Start Pack enables them to enter the business at a higher discount level and get the maximum benefit when joining as a Distributor.

PREFERRED CUSTOMER PACKS

The Preferred Customer Packs are similar to the Fast Start Packs but these are specifically designed for Customers who wish to receive discount on their product orders. As with the Fast Start Packs, these are only available at the point of registration.

RENEWAL FEE

The renewal fee is an annual fee of a fixed amount which Distributors as well as Preferred Customers have to pay to keep their account and discount level active.

AUTOSHIP

Autoship is a programme designed for Customers and Distributors who wish to regularly receive a set order for which they can choose their mix of products. Autoship orders are processed automatically monthly.

SPONSORING

To sponsor means to register a Distributor or Customer under a Distributor's own account. They then become part of the Distributor's downline. A sponsoring Distributor is also referred to as a sponsor or the upline.



Reliv glossary

DOWNLINE

The downline is the Distributor's group of sponsored Distributors and Customers. The downline can also be referred to as your organisation. The activity of your downline determines your commission earnings.

COMMISSION EARNINGS

A commission or commission earning can be earned every month or whenever your downline members generate volume in one calendar month. Commissions are generated through the Distributor's downline activity and depend on the different profit levels of each individual member in a Distributor's downline.

VOLUME

Volume is generated by orders placed through personal orders (personal volume) as well as volume through downline orders (group volume). The volume plays an important role for a Distributor advancing through the ranks.

COMPENSATION PLAN

The compensation plan is a set of rules which detail the different ways that a Distributor can earn commissions, bonuses, overrides and other rewards.

PROFIT LEVEL

Profit levels are also known as discount levels which indicate the discount rate a Distributor receives on product orders as well as determining the commission earnings which are based on the different profit levels of a Distributor's downline. Distributors join Reliv Europe with a profit level of either 20% or 25% and have the opportunity to progress through the ranks, increase their profit level and therefore increase their commission earnings.

RETAIL PROFIT

A Distributor earns a retail profit as soon as they sell product to Customers at retail price. The profit is the difference between the Distributor's discount level and the Retail Customer which is between 20% and 40%.

WHOLESALE PROFIT

The wholesale profit ranges from 5%-20% and is based on the different profit levels of a Distributor's downline and their activity.

OVERRIDES

Override earnings are an additional income any active Master Affiliate can earn when their group of Master Affiliates generate volume.

MASTER AFFILIATE

A Distributor is classed as a Master Affiliate when they reach a profit level of 40%. Master Affiliates have the opportunity to build a group of Master Affiliates (breakaways) to generate override earnings.



Useful links, forms and tools

We have gathered a list of links and tools which will help you get started to become a member of the Reliv Europe team and build a business. The following links and forms are currently only available in English.

For all forms, please use your relevant Reliv website.

We have included the following forms with this pack:

- Distributor Application Form and Preferred Customer Application Form
- Fast Start Forms for Distributors and Preferred Customers
- Direct Select Order Form – to subscribe to our Autoship Programme as well as customer orders
- Distributor Order Form

For translation purposes only, we have the Distributor Application available in Polish and Italian for your reference. Contact Reliv Europe Head Office to receive copies of this form.

There are a lot of different tools available on our website, but we would recommend that you start by looking at the following:

- Opportunity Book (English only)
- Distributor Guidebook (English only)
- Opportunity Slides (Italian)

For any business specific questions, please follow the link ie.reliv.com/distributor-resources where you will find:

- Policies & Procedures (English only)
- Business FAQ (English only)

For further information about Reliv Europe and for the latest updates, why not follow our social media accounts and connect with us:

facebook.com/reliveu

instagram.com/reliveurope/

blog.reliv.co.uk/

If you cannot find what you are looking for, contact Reliv Europe Head Office directly.