



Herbalife Wellness Rewards VIP Member FAQ

General Questions

1. What perks and discounts do Herbalife Wellness Rewards Members receive?

The Herbalife Wellness Rewards Program includes multiple tiers designed to reward customers' loyalty and engagement. Free shipping is available on all orders over \$150, and tier-based discounts are automatically applied based on their tier status:

- **Herbalife Wellness Rewards Member** (Free to join): Earn and redeem Points on product purchases. No product discounts are included at this tier, but they can get 5% off on Subscribe & Earn orders. Herbalife Independent Distributors may offer their customers greater discounts on product purchases through coupons.
- **Bronze VIP Member** (\$19.95 Annual Fee): Enjoy a 15% off suggested retail price (SRP), receive one free sample with every order, and earn 1.25 times Points on Subscribe & Earn orders
- **Silver VIP Member** (Spend \$500 + \$19.95 Annual Fee): Receive a 25% off suggested retail price, one free sample per order, and earn 1.5 times Points on Subscribe & Earn orders
- **Gold VIP Member** (Spend \$2,500 + \$19.95 Annual Fee): Unlock a 35% off suggested retail price, one free sample per order, and earn 2 times Points on Subscribe & Earn orders

Please note that the Herbalife Wellness Rewards VIP Program provides discounts off the suggested retail price, whereas the Preferred Member program provides discounts based on Earn Base discounts from suggested retail price. In addition, the Herbalife Wellness Rewards VIP discount threshold amounts are cumulative with no time period. Once achieved, the discount remains unchanged as long as they remain an Herbalife Wellness Rewards VIP Member and renew their membership.

2. How do I qualify for higher tiers?

Your accumulated product spend determines your tier:

- If you're at Bronze tier, spend \$500 to qualify for Silver
- If you're at Silver tier, spend \$2,500 to qualify for Gold

To maintain your tier, you must renew your Herbalife Wellness Rewards VIP Membership each year.

3. What is the Annual Fee and how is it charged?

The Annual Fee for Herbalife Wellness Rewards VIP is \$19.95 and will be charged using the payment method you select, and this payment method will be saved for automatic renewal each year. Once paid, you'll be upgraded to the Bronze tier and start receiving a 15% product discount and other perks immediately.

4. How to cancel the Herbalife Wellness Rewards VIP Membership?

You may cancel your Herbalife Wellness Rewards VIP Membership at any time.

From your Distributor Commerce site:

1. Log in to your Herbalife account.
2. Click your name in the upper-right corner to open the account menu.
3. Select "**Subscription.**"
4. On the Subscription page, choose "**Cancel Membership.**"

Or you can call or text customer support at **866-866-4744** for assistance.

Once you cancel your membership, your Herbalife Wellness Rewards VIP will expire at the end of your current membership term, after which you will be downgraded to a free Herbalife Wellness Rewards Member and keep your existing Points.

5. What if my annual membership renewal fails?

If the renewal fails due to payment issues or technical issues, the system will retry the payment for three attempts every three days until the renewal is successful, and a 30-day grace period will be enabled for the transition. If the renewal is still not completed within the grace period, your Herbalife Wellness Rewards VIP will expire and be downgraded to free Herbalife Wellness Rewards Member.

6. Is the Annual Fee refundable?

If the Herbalife Wellness Rewards VIP cancels their membership for any reason within 90 days from the date the application is accepted by Herbalife, the Herbalife Wellness Rewards VIP is entitled to a full refund of the Annual Fee.

Herbalife Wellness Rewards VIP can either contact the **Refunds & Repurchase department at 855-757-4747** or initiate their request online.

7. Is there an age requirement to become an Herbalife Wellness Rewards VIP?

You must be 18 years or older to become an Herbalife Wellness Rewards VIP.

8. Can an Herbalife Wellness Rewards VIP add their spouse to their account?

Adding a spouse to the Herbalife Wellness Rewards VIP account is not permitted. However, the Herbalife Wellness Rewards VIP may purchase product for their entire household.

9. What happens if the Distributor of an Herbalife Wellness Rewards VIP leaves the business?

If the Herbalife Wellness Rewards VIP's Distributor leaves the business, the former Distributor's Sponsor will automatically become the Herbalife Wellness Rewards VIP's new Distributor.

10. In which countries is the Herbalife Wellness Rewards Program available?

The program is available to all U.S. customers, and the Herbalife Wellness Rewards VIP may only purchase product in the country where they reside and only in the country covered by their Herbalife Wellness Rewards VIP Membership agreement.

11. What happens if I decide to cancel my Herbalife Wellness Rewards VIP Membership?

If you choose to cancel your Herbalife Wellness Rewards VIP Membership, your Herbalife Wellness Rewards VIP will expire at the end of your current membership term, after which your account will automatically revert to a free Herbalife Wellness Rewards Member. You will keep any Points you have already earned, but you will no longer receive VIP discounts or enjoy tier-based perks.

12. Will I be notified before my Annual Fee renews?

Yes. You will receive a reminder email notification before your renewal date so you can choose whether to continue your Herbalife Wellness Rewards VIP Membership for the following year.

13. If I upgrade midyear is the fee prorated?

No. The Annual Fee is a flat \$19.95 regardless of when you join. Your membership is valid for 12 months from the date of payment.

14. If an Herbalife Wellness Rewards VIP Member visits another Distributor Commerce site by mistake, will they be redirected to their original Sponsor's site?

Yes. The system will automatically redirect them to their current Distributor's site to ensure they remain connected with their original Distributor.

15. If an Herbalife Wellness Rewards VIP Member becomes a Distributor, can they be under a different Distributor?

When an Herbalife Wellness Rewards VIP Member becomes a Distributor, they will remain under their original Sponsor. If they wish to initiate a change, they must be inactive (no orders placed directly with Herbalife) for a period of 90 days. Then, they request a change in their Distributor by signing a new Distributor agreement.

16. Why am I receiving lower discounts on certain products?

Some products fall under a special pricing group, which means Herbalife Wellness Rewards Silver and Gold VIP Members receive a fixed 20% discount on them, while Bronze VIP Members receive a 15% discount. As a result, the discounts may differ from other items in the catalog.

These products include:

- Herbalife24 ACHIEVE Protein Bar
- Formula 1 Express Meal Bar
- Protein Bites
- Beverage Enhancers (all flavors)
- N-R-G Tea packets
- Herbalife24 Rebuild Strength packets
- Herbalife24 Prepare packets
- HERBALIFE V Plant-Based Greens Booster packets

Preferred Member Transition Questions

1. Will I be notified when I'm transitioned to the new program?

Yes. Once your account is transitioned, you will receive a notification email confirming your move to the new program. You will keep your account details and begin enjoying Herbalife Wellness Rewards VIP perks as soon as you log in.

2. How can I transition my current membership?

If existing Preferred Members elect to transition to the Herbalife Wellness Rewards VIP Program, you can do so by consenting to the Terms & Conditions and logging in to the Distributor Commerce site. Existing Preferred Member account information including name, phone number, email address, DOB, address(es), and Sponsor ID, except for their credit card information, will automatically transition to the Herbalife Wellness Rewards VIP Program. Your account becomes active immediately with no need to pay the sign-up fee again until they reach the end of their Preferred Membership term, and they can start enjoying Herbalife Wellness Rewards VIP perks right away.

Please note that the existing order history will not be transitioned; you may contact customer support for past order details. After transition, members should add their credit card information to the Commerce site promptly to ensure the Annual Fee and subsequent orders can be processed when due.

Here are the new discounts for different levels:

- Bronze Preferred Members upgrade to Silver VIP members at 25% off SRP
- Silver Preferred Members upgrade to Gold VIP members at 35% off SRP
- Gold Preferred Members will become Gold VIP members with 35% off SRP. PLUS 1,000 Bonus Points upon transition and 1,000 Bonus Points each year when they renew their membership.

To transition to the new program, Preferred Members can log in through MyHerbalife.com, follow the instructions on the screen, and accept the new Terms & Conditions. If a Preferred Member that has not transitioned yet to Herbalife Wellness Rewards VIP goes directly to Herbalife.com and logs in with their current PM email address and password, they will then be redirected to their Distributor Commerce site, consent to the Terms & Conditions, and start enjoying the new program.

3. Will my Points transfer to the new program?

Yes, your Points will be transferred to your Herbalife Wellness Rewards accounts as Points at a 1:1 ratio.

4. Is HN Rewards still available for Preferred Members?

Yes. The current HN Rewards Store will remain available until April 23, 2026. A new Herbalife Wellness Rewards Store is planned to launch on the Commerce site, where Herbalife Wellness Rewards Members and Herbalife Wellness Rewards VIPs will be able to redeem their Points for a variety of new reward options.

While HN Rewards Points will transfer at a 1:1 ratio to the new program, Preferred Members are highly encouraged to redeem any items they are interested in from the current HN Rewards Store before April 23, 2026, as the selection may differ in the new Herbalife Wellness Rewards Store. Please note that some states apply tax on service SKU as well.

5. What happens to my existing Subscribe & Earn orders on MyHerbalife.com?

You may manually cancel your current subscription and resubscribe through the Distributor Commerce site before transitioning to the Herbalife Wellness Rewards Program, as your existing Subscribe & Earn orders will no longer be accessible after the transition. To continue using **Subscribe & Earn**, you'll need to manually cancel your current subscription and resubscribe through the new platform.

Disclaimer: By joining the Herbalife Wellness Rewards Program, you agree that any active Subscribe & Earn orders linked to your MyHerbalife.com account may be automatically canceled during the transition. You can set up a new Subscribe & Earn order once your new account is active. If you do not complete the transition, you also agree that your existing Subscribe & Earn orders may be canceled when MyHerbalife.com sunsets.

6. How can I cancel my Subscribe & Earn Standing Order on MyHerbalife.com?

You can cancel your order on MyHerbalife.com or by contacting Member Services.

To cancel online:

- Log in to MyHerbalife.com
- Under the My Account menu, click on "My Subscribe & Earn" in the "My Shopping" category
- On the Subscribe & Earn Standing Order landing page, click the Cancel button for the Subscribe & Earn order you wish to cancel
- The selected Subscribe & Earn Standing Order will be canceled

To cancel by phone, contact the Member Services department at 866-866-4744.

7. How does transition work for Charter Preferred Members?

Charter Preferred Members will remain placing orders on MyHerbalife.com. Further announcements will be released by April 2026 for more instruction on your transition process.

8. When is the final day to shop on MyHerbalife.com?

Preferred Member program on MyHerbalife.com will be fully sunset on April 23, 2026. Please make sure to complete your transition before the date to avoid service interruptions.

Disclaimer

The program name, tier names, and related terminology are subject to change at Herbalife's discretion. Additional features and benefits may be introduced in future releases of the program. For the most current information on the program, please refer to the official Herbalife website.