

BUILDING THE CUSTOMER RELATIONSHIP

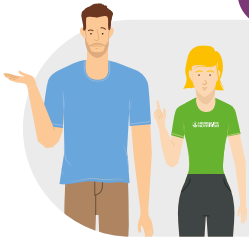
The foundation of a successful Herbalife Nutrition business is based on establishing personal connections through one-on-one relationships with customers. Satisfied customers are likely to lead to successful sales.



HOW DO DISTRIBUTORS



BUILD TRUST AND PROVIDE GREAT CUSTOMER SERVICE?



ANSWER QUESTIONS

Offer **advice**, guidance, and support product queries.

Materials produced by Herbalife Nutrition for use in one country may not be appropriate for use in another country. Use only the materials produced for the country you are conducting your business in. When sharing the materials with Distributors in another country, use the materials produced for their country.



NO SALES TO A NON-DISTRIBUTOR FOR RESALE

This **damages the brand** and deprives customers of the full value of the Distributor's knowledge and service.



CLAIMS ABOUT HERBALIFE NUTRITION PRODUCTS

Distributors may only use product claims permitted in Company materials. Individual results should be accurate, truthful, non-exaggerated, substantiated and must include all required disclaimers.

VALUE ADDED



By providing the highest level of **customer support**.



DO NOT TAMPER

Do not **delete, add or modify** information on labels, packages or literature in any way, shape, or form.



FULLY EXPLAIN

Explain all **indications** and usages as specified on product labels.

CUSTOMERS



WITH MEDICAL CONDITIONS

or under any medical treatment should consult their physician before changing their diet.



30-DAY MONEY BACK GUARANTEE

Make sure to let customers know that Herbalife Nutrition products have a 30-day money back guarantee. Distributors must respond quickly and courteously to customers' requests.



REFUND OR EXCHANGE

Offer customers a full refund or exchange of other Herbalife Nutrition products.



866-866-4744

INFORMATION

Customers may also contact Herbalife Nutrition for a refund by calling 866-866-4744 or by following the instructions on Herbalife.com.

YOU MAKE THE DIFFERENCE!



For more information visit MyHerbalife.com
http://hrbl.me/BuildingTheCustomerRelationship_USEN

