



FAQ

Associating other businesses with Herbalife

A guide covering the most common questions





Unenclosed Clubs in Wellness Locations:

? 1. Can Distributors operate unenclosed Clubs in wellness locations such as gyms, spas, wellness centers, yoga and Pilates studios, and meditation centers?

😊 Yes, Distributors are allowed to operate unenclosed Clubs in wellness locations.

? 2. Can Distributors display a sign with the Club's name outside the business?

😊 No, Distributors may display a sign with the Club's name inside the location, but not outside to avoid associating Herbalife with other businesses.

? 3. Are there any restrictions on operating in franchised locations?

😊 Yes, Distributors should not operate in franchised locations to avoid associating their business with a franchise and to preserve their independent businesses.

? 4. Can I operate in a non-franchised location if the owner owns multiple locations?

😊 Yes, but you can't have an exclusive agreement to operate in multiple locations owned by the same person.



? 5. Can I display a Herbalife sign in these locations?

😊 No, Distributors should not display a sign with Herbalife branding in the interior or exterior. However, you can display the Herbalife products you use to prepare consumption.

? 6. Can Distributors wear their Herbalife apparel while they operate the unenclosed Clubs?

😊 Yes, Distributors can wear their Herbalife apparel.

? 7. Can Distributors display the Herbalife products they use to prepare consumption?


😊 Yes, Distributors may display Herbalife products on the counter.

? 8. Can Distributors use the wellness location's name as part of the Club's name?


😊 No, distributors should not use the business name as their Club's name to avoid associating Herbalife with other businesses.



? 9. Can Distributors post prices inside the location?

 Yes, Distributors may list their prices on their menu inside the location.

? 10. Can I advertise my Nutrition Club inside a wellness location? For example, "Come and visit 'Family Club,' conveniently located inside Power House Gym!"

 Yes, you can mention the location to help customers find your Club.


? 11. How should Distributors avoid associating Herbalife with other businesses?

 Distributors should not tie Herbalife activities to any other business. Examples include:

- Providing discounts contingent on using the business' offerings (e.g., if you attend 20 yoga sessions in a month, you'll receive \$1 off your shake).
- Bundling Club consumptions with the business' offerings (e.g., the total cost includes a gym membership and a shake).




? 12. Can Distributors operate unenclosed Clubs in all service establishments?


 No, Distributors are only allowed to operate unenclosed Clubs in wellness locations such as gyms, spas, wellness centers, yoga and Pilates studios, and meditation centers.

In all other service establishments, like beauty salons, tax services, etc., the Clubs must be enclosed.


? 13. Can Distributors operate Clubs in retail locations such as restaurants, stores, etc.?

 No, Distributors may not sell Herbalife® products in markets (open or enclosed), pharmacies, kiosks, booths (temporary or permanent), swap meets, flea markets, food trucks, shipping containers, restaurants, food service establishments, or any similar location.

? 14. Can we operate in multi-purpose locations such as YMCA or community centers?

 Yes, Distributors may operate in multi-purpose locations like YMCA, community centers, or Boys & Girls Clubs as long as the location offers wellness activities to complement the Club operations.

? 15. Do I need to register the unenclosed Club?

 Register your Location under Commercial Location by selecting “Club in a gym (unenclosed)” or “Club unenclosed” from the drop down.



Charging for Wellness Services:

? 16. Can Distributors charge for wellness services offered in the Club?

😊 Yes, Distributors may charge for wellness services such as exercise classes and body scanners, provided these services support the sale of Herbalife products.

? 17. Can the Club consumptions include the cost of the services?

😊 No, Distributors should not bundle Club consumptions (e.g., the total cost includes an exercise class and a shake).

? 18. Can charges for Herbalife products and wellness services be combined on the same receipt?

😊 No, charges for Herbalife products and other wellness services should not be combined on the same receipt as it may impact profitability calculations.

? 19. Can I offer ZUMBA® or any other registered trademark exercise through my Club and charge for it?

😊 Similar to your Commercial Club, Herbalife has no relationship with ZUMBA® or any other registered trademark fitness companies. As such, it has no license to use their marks or materials. Distributors may not use the word ZUMBA® nor may they directly or indirectly promote ZUMBA®. However, you may offer dance or fitness classes. Visit Herbalife Fitness for free workout videos that you may use with your customers.