

AUSTRALIA FAQ

General Information

Q: What is the business model for It Works![®] in Australia?

A: We are a U.S. based company currently entering into the Australian market through a personal import arrangement. Many of It Works!' Independent Distributors in the United States and Canada are sharing It Works' innovative products with acquaintances in countries overseas. As a result, It Works! has taken the necessary steps to begin market entry into Australia for those who wish to be early adopters of both these products and the accompanying network marketing opportunity.

Q: Will the current Training Academy be offered for Australians?

A: Yes, the Training Academy is available and includes country specifics. The Training Academy content of other countries where It Works! is doing business is also available in your eSuite (your online office).

Q: What type of identification is needed when new distributors apply in Australia?

A: Australian residents must provide identification information to It Works! to be accepted as It Works! distributors. Such identification includes a Citizen's ID, valid passport number, or valid driver's license number. The new distributor will also need to fill out and return an IRS W8BEN Form, which can be found on the application when enrolling online. If the Distributor calls Customer Service to enroll, they will be required to complete and either fax or email a copy of the W8BEN, which can be found in the International Document section of eSuite. This U.S. W8BEN Form will ensure distributors do not have U.S. taxes withheld on any commission payments received from It Works!. Any income taxes required to be reported to or paid to the home country of the distributor on commissions paid are wholly the responsibility of the distributor receiving such commissions and NOT the responsibility of It Works!.

Q: How does It Works! protect your privacy?

A: The security of your personal information is extremely important to us. We never sell or rent your personal information to any third parties under any circumstances. We're committed to protecting the security and privacy of any personal information you provide to us.

Please see the International Addendum to the It Works! Policies and Procedures located in your eSuite "Documents" tab for further information.

Product

Q: Which products are available to Australians?

A: All It Works! products are available, including our signature product, the Ultimate Body Applicator. This product tightens, tones, and firms the body to minimize cellulite and improve the skin's texture and tightness. The Ultimate Body Applicator's companion product, Defining Gel, which is used on a daily basis for continued results, and our Facial Applicator to firm and life the skin are also offered. We will also offer FITworks![™], a web-based fitness program (www.fitworkscommunity.com) and the online Training Academy tool. As mentioned previously, these are available on a personal import basis. Greens and Greens-On-The-Go[™] are temporarily unavailable.

Q: Are Australian distributors able to receive Applicator Rewards?

A: Applicator Rewards will be offered to Distributors in Australia. To qualify for Applicator Rewards you must personally enroll 2 Loyal Customers who do not share a ship-to address with you or your other Loyal Customers. By qualifying, you are eligible for one box of Ultimate Body Applicators or Facial Applicators at a discounted rate.

Q: Can I have the consumer try a product for a fee at a trade show or expo?

A: Not at this time.

Q: Have our cosmetic products been reviewed by the TGA?

A: Our products are considered cosmetic external products and as such are not subject to regulation by the TGA (Therapeutic Goods Administration) in Australia. All cosmetics are regulated to a great degree by the NICNAS (National Industrial Chemicals Notification and Assessment Scheme) for ingredient safety as well as relevant labeling laws for consumer protection. Our cosmetic products have been reviewed and comply with these pertinent regulations.

Distribution**Q: How are products sold and distributed?**

A: Products are available to It Works! Independent Distributors via internet purchase from the U.S., and supply will be made via a U.S. fulfillment center. Customer Service will remain with It Works! in Bradenton, FL, USA until sales volumes reach sufficient levels to support localized offices.

Q: What if I need to return a product?

A: If it is necessary to return a product, please send to:

Avion International (Aust) P/L
c/o It Works! / ATS
88 Perry Street
Matrville, NSW 2036

Please send the return through a traceable delivery service; this will help expedite the crediting process.

Q: How long will it take for an order to arrive to the consumer?

A: Products will be shipped from the Arizona, U.S. warehouse to the Australian border and then handed to Australia Post for final delivery. Consumer should allow 3-7 business days for delivery from the time of border clearance. Customers living in non-metro or remote regions should expect a longer transit time.

Q: How can I get up-to-date tracking information?

A: For questions strictly relating to parcel tracking, please log in to your account at www.itworksglobal.com, select the order in question and locate the tracking number provided on the invoice. You will input this tracking number in the 'Order Number' field when visiting following link: <https://www.accessts.com/Tracking/ItWorks/>

Q: Can I deliver to PO Boxes?

A: Yes. However, a secure street address must be on your account in order to authorize release of the package to a Box due to fraud prevention measurements. This can be listed as a secondary address, which is not your preferred delivery location.

Q: Do I have to sign for my parcels?

A: Yes. Parcels with a subtotal of \$200USD or above will require a signature for release in order to ensure secure deliveries.

Customer Service

Q: What support is available for Distributors and Loyal Customer in Australia?

A: Loyal Customers and Distributors may contact the It Works! International Customer Service Team with their questions toll free by calling **1-(800)-750-398**. Distributors are encouraged to call or submit a support ticket through their eSuite.

It Works! International Customer Service Team is located in the U.S. and operates on Eastern Standard Time during the following hours:

Monday – Friday: 1:00 am – 8:00 pm CST (GMT-6)

Saturday and Sunday: 8:30 am – 5:00 pm CST (GMT-6)

Fax: 0011 1 888 711 3760

Regulations/Restrictions

Q: Are there any marketing restrictions for the business opportunity in Australia?

A: Yes, under a personal import model. Business opportunity meetings at places such as hotels are allowed, but you may not resell products. If someone wishes to purchase the product after your demonstrations, they may, or you can refer them to your It Works! Independent Distributor website for ordering. The sale or promotion of complementary medicines on your distributor website or other public websites including Facebook is not permitted. Please refer to the section titled “Social Media” for additional information.

Q: What is my personalized website/eSuite?

A: When purchasing a new Business Builder Kit, the new Distributor receives a personalized website free for 30 days plus full access to their online business tools in eSuite. After 30 days, a \$20 USD monthly charge applies. The personal website will follow the format <http://sitename.myitworks.com>, and excludes the prefix ‘www.’

Q: When I sign up a new Australian customer or distributor, which laws are used?

A: Australia residents who sign up as Distributors with It Works! are doing so under U.S. Law and venue, and the sale is considered to have been made in the U.S. This will continue until sufficient sales volumes make it reasonable for It Works! to establish a corporate entity in Australia.

Q: Can an Australian It Works! Distributor sign up U.S., Canadian and/or UK distributors and customers?

A: Yes. Unlike most companies we have the necessary software in place to allow for a cross-market genealogy where you do not have to maintain country specific legs.

Q: Are there any order restrictions for Australian orders?

A: Yes. Under the personal import model, AU residents are limited to \$900USD subtotal per order on the basis of personal consumption. You or members of your immediate family are the only ones who may only use the product.

Q: Do I need a work visa while abroad for sponsoring Distributors and/or Loyal Customers?

A: In general, you are NOT working in Australia (no firm is paying you or employing you) but visiting for business meetings from the U.S. and Canada and as a result, in most cases work visas are not needed for up to 90 days in a single trip. However, depending upon your personal circumstance (citizenship, residency, etc...) you should seek your own personal guidance via visa and passport requirements for Australia for those countries rules and how it applies to them individually. See the following websites for guidance: http://www.immi.gov.au/visawizard/#vw=%23a_step_1

Q: Can I bring product and promotional material with me when traveling to the UK or Australia?

A: You should NOT bring U.S. product or U.S. promotional material with you while traveling abroad as it does not have International labeling and country specific verbiage. Personal import orders from Distributors and Loyal Customers will be supplied from U.S. warehouses. It Works! will have the necessary international forms and letters and other promotional materials available in your eSuite.

Social Media

Q: Can I make claims about products on Facebook and other social media sites?

A: No. All distributors, including Australians, are not allowed to make any statements or claims about It Works! products or the opportunity unless it comes directly from It Works! official company literature and marketing materials. Thus, no statements about inch loss or the opportunity is allowed. No pharmaceutical or medical claims regarding physiological changes to fat cells or claims of detoxification are permitted. In addition, distributors cannot promote, advertise or reference the sale of complementary medicines on personal websites, Facebook, eBay, or any type of social media site.

Public Relations/Personal Marketing

Q: Can I promote my business in magazines, newspapers, or on new stations/television?

A: No. Not at this time.

Pricing/Commissions

Q: Will pricing be in local currency?

A: At this time for international residents, It Works! pricing for products is in U.S. Dollars and commissions are also paid in U.S. Dollars. Bonus Volume (BV) will not change and will be the current U.S. BV amount. Each country specific website will have its own pricing displayed in USD. For your understanding, this policy has been formulated for a number of reasons including logistics, legal and practical reasons, as well as to minimize price changes due to fluctuations in foreign exchange markets. It Works! recognizes this may be an inconvenience for some individuals and may be modified in select countries in the future as sales volumes warrant or local offices are established. All orders will be processed by credit card only.

Q: Why are the products currently priced in U.S. dollars (USD) rather than our currency?

A: This allows for an established set price (in USD); whereas if it were priced in local currency, the price would change/adjust regularly based on currency fluctuations. Being priced in U.S. currency also allows the distributor to benefit from favorable currency swings, which in most parts of the world today is favorable versus the USD.

Q: How will my credit card be billed?

A: All pricing is shown in U.S. Dollars and the price appears as U.S. Dollars on your invoice as we process all of our payments in USD. When you pay via credit card, the currency conversion is handled at that time by the credit card processor or by your card issuer at a rate that is not set by It Works! and you can expect that exchange rates will vary. The amount in your local currency and the conversion rate will be shown on your payment account statement. Please contact your card issuer to verify the applicable rates.

Q: How do I figure in taxes on product sales?

A: No Australian GST taxes are included on the invoice for orders under the \$900 USD threshold. Orders over \$900 USD are considered commercial dutiable and taxable transactions.

Q: Why might I experience a declined transaction?

A: Due to international fraud protection regulations, a user may experience a declined transaction. To remedy this, the user may need to contact their credit card company or bank to authorize a transaction from It Works!.

Q: How will returns/refunds be processed?

A: Any unwanted/unused items must be returned within 30 days of the purchase date to be eligible for a refund. Refunds will be processed and issued to the same credit card used to purchase the order within 30 days of receipt. Current world exchange rates apply and may attribute to the fluctuation in price differences. It Works! does not determine these rates. As an Australian Distributor you are agreeing to conduct business on the basis of USD, not AUD.

Q: When will I get my commission check or Fast Start Bonus?

A: Monthly commissions are paid by 5PM EST (GMT-5) on the 15th of the month and are in USD. If the 15th falls on a US Federal holiday or weekend, commissions will be paid on the previous business day. Weekly Fast Start bonuses are paid by 5PM EST (GMT-5) on Friday for bonuses earned the previous week. If Friday is a US federal holiday, bonuses will be paid the previous business day. With the My It Works! Pay Portal account, distributors will be able to convert their funds to local currency and transfer them to their bank accounts whenever they choose or they can schedule an automatic transfer. Commission statements may show different amounts from their actual commission received due to USD vs AUD currency differentiation.

Q: What are the commission payment methods and how do they work?

A: We have two payment methods for commissions:

My It Works! Pay Portal is the default method and is an eWallet account. A My It Works! Pay Portal account is created for distributors the first time we send them a commission or bonus payment and there is nothing the distributor needs to do prior to being paid to have this account set up. The

distributor will receive an activation email for their account once we have sent the payment. This account will allow the distributor to convert the funds to other currencies, manually transfer the funds at any time to a bank account in or outside the US, and set up an automatic transfer so commissions are automatically transferred to a bank account as soon as they arrive in the My It Works! Pay Portal account. My It Works! Pay Portal also offers a new It Works! Visa Prepaid Card, a stylish, branded prepaid Visa card that can be used wherever Visa debit cards are accepted.

If you already have a Paylution branded card, you'll need to contact the My It Works! Pay Customer Support at support@myitworkspay.com.

Payoneer is a Prepaid Mastercard that the distributor can apply for through their eSuite. This card is available in all countries that we currently do business in. There is a feature that allows Payoneer Card to Payoneer Card transfers. For international distributors, funds will be converted to local currency when the payment is loaded on the card.

Q: Why are there two commission payment options? Which method should I choose?

A: We offer two commission payment options to better serve both US and international distributors. My It Works! Pay offers all distributors the ability to transfer their funds to their bank accounts but currently offers only a USD prepaid card option at this time. Payoneer offers an international prepaid card that will be loaded in local currency. This card would not have foreign transaction charges on any POS transactions but transferring funds to your bank account is only an option for US distributors. If international distributors would rather have the Payoneer card, they may apply for this through their eSuite.