

IW Marketing International Canada ULC

CANADA FAQ

(CAD pricing goes into effect at the time of re-launch)

General Information

Q: What is the business model for It Works! in Canada?

A: In Canada, business is conducted through our local company, IW Marketing International Canada ULC (hereafter “It Works! Canada”). It Works! is registered or is registering to do business in every province in Canada. Purchases and commissions are made in Canadian Dollars through local banks and orders are placed via ecommerce on a Canada website. The appropriate taxes will be added where applicable. Products are distributed through a local Canadian fulfillment center.

Q: What type of identification is needed when new Distributors enroll?

A: Canadian residents must provide a Social Insurance Number to legally be a Distributor under IW Marketing International Canada ULC.

Q: What is the website for Canada?

A: The website, www.ItWorksCA.com, can be used for advertising your business or to log in to your online account. If you reach the landing page and select Canada, you will automatically be connected with this website.

Q: What is my personalized website/eSuite?

A: When purchasing a 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, the standard monthly charge for this service will apply. The personal website will follow the format <http://sitename.itworksca.com>, and excludes the prefix ‘www’.

Q: How does It Works! protect your privacy?

A: It Works! Canada goes through great measures to protect your information as closely as we do our own. The information you give during enrolment or while making purchases is protected using Secure Sockets Layer (SSL) encryption technology. Through SSL your information is prevented from being intercepted and the encrypted data is stored securely. Also, to further secure your information we ask that you create your own personal password in connection with your account and keep this in a safe place that only you are aware of. If you ever can’t remember your password or need a new one Customer Service will be glad to assist you on obtaining a new one. Please see the Privacy Policy listed on our website or It Works! Policies and Procedures located in your eSuite “Documents” tab for further information.

Product

Q: Which products/packs are available?

A: The complete Skin and Body lines are available in Canada including our signature product, the Ultimate Body Applicator, which is best used with our Fab Wrap. Our newest product, the Exfoliating Peel, allows you to “Take it all off”.

Our Greens powder is available in jar, On-The-Go stick form, as well as a value size. For a complete list of products and packs available, please refer to the BV Price List in your eSuite.

Q: Have our products been registered with Health Canada?

A: Yes. All your favourite products have been notified with Health Canada.

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

A: Yes. All products sold or advertised in any way at trade shows or expos and must be available for purchase through It Works! Canada.

Q: Which marketing materials will be available?

A: Canadian Blitz Cards and Product Catalogues are available for purchase at My It Works! Store. Additionally, you'll find the Party Pad for Canada in your eSuite under the "Documents" tab. You'll also see new tools including the Compensation Plan, Policies and Procedures, Returns Policy, Privacy Policy, Terms and Conditions, and other helpful flyers available in eSuite.

Q: What is available in French?

A: First, you'll notice that the tools in your Business Builder Kit are available in French. It Works! has also added French to all of your product packaging and to your website, www.ItWorksCA.com. Further, there are helpful tools in eSuite that are also available in French.

Q: How do I order apparel?

A: Apparel, business tools, and accessories are available for purchase at My It Works! Store.

Distribution/Returns

Q: How are products sold and distributed?

Products are available to It Works! Independent Distributors and customers via internet purchase at www.ItWorksCA.com in Canadian Dollars through IW Marketing International Canada ULC and distribution will take place from the local Canadian fulfillment center. Products are delivered directly to the address of the person placing the order. The appropriate taxes and shipping will be applied to each order.

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

A: We offer three shipping services in Canada. The standard shipping option will take 2-7 business days to deliver. The ground shipping option will take 2-4 business days to deliver and the expedited service will deliver within 1-2 business days. If you are in a rural area or in an area where the parcel will deliver within 1-2 business days, an expedited service may not be presented as an option.

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

A: The time estimates for order delivery are displayed by business days in parenthesis next to each shipping method on your order screen. You may track your order by logging into your eSuite and selecting the order you wish to trace.

Q: Can I deliver to Postal Boxes?

A: Yes. Please note that only our standard shipping option is able to deliver to Postal Boxes. If ground or expedited options are desired you must provide a physical home address.

Q: Do I have to sign for my parcels?

A: No, a signature will not be required for delivery.

Q: Will there be a notification of attempted delivery left if I'm not home?

A: Yes. Each delivery service will leave a card notification with pick up instructions if you are not home at the time of the delivery.

Q: Where do I return a product?

A: If you need to return a product for refund or exchange, please send to the following address:

IW Marketing International Canada ULC
C/O MMP Enterprises
1520 Creditstone Rd
Concord, ON L4K 5W2

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

Q: How will returns/refunds be processed?

A: Any unwanted/unused items must be returned within 30 days of the order's ship date to be eligible for a refund. Refunds will be processed and issued to the same credit card used to purchase the order within 10 business days after the warehouse has received the return. The customer is responsible for return shipping costs. Please refer to the full Canada Returns Policy in eSuite for more information.

Customer Service

Q: What support is available for Distributors and Loyal Customers?

A: Loyal Customers and Distributors may contact the It Works! International Customer Service Team by logging into their eSuite at www.itworksca.com and submitting a ticket or by dialing toll free 1-(855) 560-1020.

Loyalty Programs

Q: Are Applicator Rewards applicable in Canada?

A: Yes, Applicator Rewards will be offered to Distributors in Canada. To qualify, you must personally supply 2 Loyal Customers who do not share a shipping 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 price.

Q: Is the Customer Referral Program applicable in Canada?

A: Yes.

Q: Are free or discounted shipping incentives offered to Loyal Customers?

A: No, not at this time. In the future, we hope to offer customer shipping incentives.

Regulations**Q: Are there any marketing restrictions for the business opportunity?**

A: You must comply with all consumer laws for Canada. Please see It Works! Policies and Procedures for additional information.

Q: When I sign up a new customer or Distributor in Canada, under which laws are they subject?

A: New customers and Distributors under It Works! Canada are subject to Canadian law.

Q: Can a Distributor in Canada sign up American, Australian, New Zealander and/or European 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?

A: No. There are no order restrictions in Canada.

Q: Can I bring product and promotional material with me when traveling to another open It Works! country outside of Canada?

A: No. You should not bring Canadian product or promotional material with you while traveling to another open It Works! country as it does not have compliant labeling or meet the language regulations put in place by each country. It Works! has appropriate international packaging and other promotional materials available for our other opened countries in order to maintain compliance across borders.

Social Media**Q: To which Facebook page should I be referring?**

A: Canada has a dedicated Facebook page, www.facebook.com/itworkscan, which will primarily be for customer support. It is imperative to follow the social media guidelines for Canada and to avoid making claims of any sort.

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

A: No. Distributors 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. For example, no statements about centimeter loss or the opportunity are allowed. No pharmaceutical or medical claims regarding physiological changes to fat cells or claims of detoxification are permitted.

Public Relations/Personal Marketing**Q: Can I promote my business in magazines, newspapers, or on new stations/television?**

A: All requests to speak to the media **must** first receive approval from pr@itworksglobal.com.

Pricing/Commissions

Q: Will pricing be in local currency?

A: Yes. Under It Works! Canada, purchases from Canada will be in Canadian Dollars.

Q: How do I calculate GST/HST/PST on product purchases?

A: All products and marketing tools are subject to the appropriate GST/PST/TST/HST as determined by your province.

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 Canadian Dollars. If the 15th falls on a weekend or holiday, 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 holiday, bonuses will be paid the previous business day.

Q: How does My It Works! Pay work?

A: My It Works! Pay is an eWallet account payment method with which your commissions will be paid. A My It Works! Pay account is created for Distributors within 1 business day from enrollment and there is nothing the Distributor needs to do prior to being paid to have this account set up. This account will allow the Distributor to 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 account.

Q: Are there other payment methods available?

A: At this time, My It Works! Pay is the only option offered that supports payments in Canadian Dollars. In the future, we hope to offer solutions with pay cards.