

## AMARE CANADA ON-THE-GROUND (OTG) INTEGRATION FAQs

### General Questions

**Q: When will the Amare Canada market officially launch?**

A: The Amare Canada market will officially launch on July 11, 2024.

**Q: What will change when the Amare Canada market officially launches?**

A: When the Amare Canada market officially launches, you will be able to use a new Canadian website (available in both English and French), you will be able to shop product listed in CAD, and you will be able to share product labels and approved claims from Health Canada with Canadian labeling from the OTG site only.

**Q: What products can I purchase in CAD?**

A: Beginning July 11, 2024, all Amare Brand Partners and Customers in Canada will have access to purchase Health Canada registered Amare products in CAD. Please note that several products you're used to will remain available on the US catalogue for the time being.

**Q: Will the Canada OTG website look different than the US website?**

A: Yes. There will be slight differences in the drop-down menu and the categories in which products are being displayed compliant to Health Canada regulation.

**Q: Should I remove social media posts that reference US products?**

A: Yes, we recommend removing posts that reference US products to ensure compliance within Canada.

### Product Questions

**Q: What products will be registered with Health Canada?**

A: All products available for purchase on the Canada OTG website are registered with Health Canada. View the product page to find their individual Natural Product Number (NPN).

Some products that are not yet registered with Health Canada, will be available for purchase via the US catalogue. When registrations are approved, these products will then be made available on-the-ground in Canada.

**Q: What is the benefit to Brand Partners of a product being registered with Health Canada?**

A: The benefit to Brand Partners of a product being registered with Health Canada is that you are now able to show product packaging and labels, and share approved product benefits, claims and usage tips..

## Ordering Questions

### **Q: Will I be charged taxes on my Amare subscriptions?**

A: Yes. When you check out you will now see your province's applicable taxes on the Canadian website to align with the Canada Revenue Agency

### **Q: Do I have the ability to use and send the Amare \$10 off Brand Partner coupon code to potential new customers?**

A: Yes. You will be able to use and send the Amare \$10 coupon on both the Canadian website and US catalogue, this will reflect in \$10 off in the respective currency of the site used. For example, \$10 CAD for the Canadian OTG website and \$10 USD for the US catalogue.

### **Q: Some products on my Subscribe & Save order are available on the Canadian website and some are available on the US catalogue. Do I need to create a new Subscribe & Save order?**

A: If there are US products on your Subscribe & Save order, the entire order will ship NFR. All subscribe and save orders will be found on the US catalogue. You can now manage your subscription and choose whether to cancel your US catalogue order and move it to the Canadian website or keep both a US catalogue subscription and a Canadian subscription.

### **Q: How do I create a "Subscribe & Save" order?**

A: There are two ways you can create a Subscribe & Save ongoing order:

- 1) Ensure the "Subscribe & Save" option is selected before adding products to your cart through the Shop tab. When you place your order with "Subscribe & Save" items, it will be saved on the site you created it on (Canadian site or US catalogue) and will be shipped automatically until you cancel or change your order.
- 2) Login and open the drop-down menu under your name. Select "Manage My Subscribe & Save." Click "Create a New Subscribe and Save Order." Build your Subscribe & Save order by clicking "Add" next to each product you would like to include in your monthly purchase. Please ensure you are creating your Subscribe & Save based on your preferences and selection of products.

You can also click "Build" under the "Custom Bundle & Save" section. Click "Continue" to review your order details and then "Complete" to save your order.

### **Q: How do I create a cart on the US catalogue and one on the Canadian website?**

A: Login to your Canadian website and create a shopping cart. Use your drop-down menu to select the country of enrolment. Then proceed with creating your shopping cart.

### **Q: What is the refund policy in the Canada market?**

A: The refund policy in the Canada market is the same at the US market. Customers can receive a

full refund within 90 days of ordering a product, minus shipping & handling. Brand Partners can receive a full refund within 30 days of a product purchase, minus the shipping & handling. Please see full return policy in your back office for more details.

**Q: Is there still free shipping?**

A: Going forward in the Canada market, we will duplicate and align with the US wherever possible. On the Canada OTG website, there will be a one tier offer when you spend \$200 CAD you will receive free shipping. On the US catalogue website the same tiered programming will be available as in the US.

**Q: What is the shipping policy?**

A: Orders cannot be modified once they have been processed. You will receive a shipping confirmation email and text message within two business days of processing an order.

**Q: Is there a Customer referral program in the Canada market?**

A: Yes. Customers can refer other Customers to Amare. Referring Customers are compensated with a product credit for one single product (up to \$97.20 CAD\* value) for each referral who places an order. This can be earned up to 3 times per month.

*\*Based on a PEG rate of 1.35.*

**Q: How do I upgrade a Customer I enrolled prior to OTG launch to a Canadian Brand Partner?**

A: Switch your login to the Canada OTG website and click on "Share". Then click on "Upgrade to Brand Partner". You cannot upgrade to a Brand Partner on the US catalogue.

**Q: Will there be a fee to upgrade to Brand Partner?**

A: No. For a limited time, there will not be a fee to upgrade to Brand Partner.

**Q: When I enroll as a Brand Partner, I receive free business tools for a year. What happens after the first year?**

A: At your one-year anniversary date you will pay \$94.43 CAD for yearly business tools.

**Back Office/Commissions Enrollment Questions****Q: Can I still enroll in other markets?**

A: Yes. You can still enroll Brand Partners or Customers in markets outside Canada. More information can be found at [introtoamare.com/ca](http://introtoamare.com/ca).

**Q: Can I continue to use Amare Builder?**

A: Yes. You can continue to use Amare Builder. On July 11, we will be launching the Canada market on the app, featuring content tailored to the Canadian market.

**Q: What day will I receive monthly commissions?**

A: You will continue to receive Monthly commissions between the 10th and 15th of each month.

**Q: Which commissions will be paid weekly and what day are they paid?**

A: You will continue to receive first order bonuses weekly on Fridays. All other bonuses will be paid monthly.

**Q: Will I still get a T4A tax form?**

A: Yes. You will still get a T4A tax form as an Amare Brand Partner to assist you in reporting your income to Revenue Canada for income tax purposes.

**Compensation Questions****Q: Where can I get a copy of the Amare Canada Compensation Plan?**

A: You can find the Canada compensation plan on [introtoamare.com/ca](http://introtoamare.com/ca).

**Q: How can I setup direct deposit in my back office?**

A: We recommend setting up your direct deposit payments after your July 15 commission run to ensure there are no delays in receiving your commissions. Follow these steps to set up your direct deposit payments:

- Log in to Your Back Office using your Amare Canada credentials.
- Hover over the drop-down menu on your name.
- Click on "My Account".
- Click "Direct Deposit" on the left-hand side of your screen.
- Click "Create".
- Direct Deposit Page: You will be taken to a page called "Direct Deposit".
- You will have two choices: "Direct Deposit" or "Payment Card".
- Click "Direct Deposit" and provide authorization.
- Enter Bank Details: Enter your bank name, name on your account, account number, transit number, and account type.
- Click "Save changes" to complete the setup.
- For the video on how to setup your direct deposit, please visit Guide 1 in our Amare Canada Facebook Group.

**Q: What is the “Payment Card” option on the Direct Deposit page?**

A: The "Payment Card" option refers to our current system, PayQuicker. If you prefer to continue

using PayQuicker, please do not change your direct deposit settings.