



## Spring Sale Frequently Asked Questions

### What are the dates of the Spring Sale?

Spring Sale pricing will be active for all Consultants at 9am MDT on Tuesday, April 23 and for all other customers at 9:00am MDT on Wednesday, April 24. The sale will end on Monday, April 29 at 11:59pm MDT.

### When will I know the sale items and prices?

The [picker page](#) is a web page where you can view sale pricing and add items directly to the shopping cart or Delivery Service. Please be aware that though the picker page will show the sale prices starting Wednesday, April 10; those prices will **NOT** be active until the sale begins at 9am MDT on April 23. Items added to the cart or Delivery Service from that page will still show as their normal price until the sale is live.

### Why is there only one sale price for Spring Sale items? Do all customers receive that price?

Yes, all customers will receive Spring Sale pricing during the sale.

### During the sale, can sale items be put in my Delivery Service?

Sale items may be added to deliveries. However, you will only get sale pricing on the items if your delivery processes *during the sale period*. In addition, this sale is while supplies last, so please remember to process your delivery as soon as possible to ensure availability. Items will be removed from your delivery when they go out of stock if the delivery has not processed.

### How long will it take for Spring Sale orders to be shipped?

Because of the high volume of orders during this sale, it may take 10-14 business days for orders to be shipped.

### The Spring Sale is “while supplies last.” What does this mean?

This means that all sale products may not necessarily be available throughout the duration of the sale. Products will be available at sale price until inventory is depleted. If products sell out during the sale, they will be marked as "Out of Stock" on the website and will not be available to add to orders or to the Delivery Service. Even if you have items in your cart or your delivery, they can sell out and be removed from your order, so be sure to place your order as soon as you can.

## How do I shop during the sale?

There are two ways that you can shop during the sale:

1. The Spring Sale picker page will display sale pricing on all items. This page displays all the product categories at the top of the page, including packages and Pantry Organizers. You can click on any category to drop down to that section and view all discounted items with all packaging sizes shown for each product.

Once you have selected all the items you would like to purchase in each category, click either the "Proceed to Delivery Service" or "Proceed to Cart" button to add all the items you've selected to your shopping cart or Delivery Service in one click! It may take some time for the following page to load depending on how many items you are adding. If you are adding items to your Delivery Service, the following page will require you to select a delivery. Be sure to select the delivery that will be processed during the sale.

2. You can also shop by adding items to your Delivery Service. Simply add the items you would like to purchase during the Spring Sale to your next delivery. Once you've added all your items to your delivery, click "Ship Now." This will process your order immediately to ensure you receive Spring Sale pricing. If you would rather have only one purchase during the month of the Spring Sale, make sure you skip or reschedule your other April deliveries for a later date. Be sure to process your delivery *during the sale* while Spring Sale pricing is active on the website.
3. This sale is while supplies last. If you have an item in your cart or delivery that has gone out of stock before you processed your order then that item will be removed from your delivery or one-time order.

### Can I fill my shopping cart before the sale and simply check out during the sale?

Yes, if you wish, make sure you are logged in and then use the Spring Sale picker page to fill your cart with the sale items before the sale is active. Please be aware that the items in your shopping cart will not display the correct sale price until the sale is active. Once the sale is active, you can refresh your page to see the sale prices for the items you've selected and continue checkout as normal. *Make sure you are refreshing the page at the top of your browser, instead of clearing your cart.*

### Will there be April and May specials?

We will still be offering April and May monthly specials. April monthly specials will already be priced at the Spring Sale discount and will be available during the full month of April. May specials will be announced on Tuesday, April 30.

### Who do I contact if issues come up during the sale?

Customer service will be available during regular business hours through phone (877-743-5373), email ([support@thrivelife.com](mailto:support@thrivelife.com)), live chat (available at the bottom of any page on the website, as well as at the bottom right corner of the My Office website), and Facebook.

Customer Service hours will be extended on April 29. You can contact Customer Service via phones from 9am - 6pm MDT and via chat until midnight.

If you have an issue outside of work hours, please email us, and we will respond to you as soon as possible. All issues we receive by email during the sale period will be resolved with sale pricing honored. All hours in MDT.

### What promotions are available during the Spring Sale?

1. Spend \$200 or more in subtotal in a single order during the sale and get 2 free To Go Bowls with your next purchase in May 2019. A coupon code will be sent to those who qualify for this promotion following the sale. This promotion can only be earned once.

2. To Go Bowl Variety 8-Pack

The first 100 Consultants in the **U.S.** to purchase the To Go Bowl Variety 8-Pack on **Tuesday, April 23** will get a free Cookies & Cream Ice Cream Snackies Pouch.

The first 100 Consultants in **Canada** to purchase the To Go Bowl Variety 8-Pack on **Tuesday, April 23** will get a free Strawberry Pina Colada Snackies Pouch.

The first 100 people in the **U.S.** to purchase the To Go Bowl Variety 8-Pack on **Wednesday, April 24** will get a free Cookies & Cream Ice Cream Snackies Pouch.

The first 100 people in **Canada** to purchase the To Go Bowl Variety 8-Pack on **Wednesday, April 24** will get a free Strawberry Pina Colada Snackies Pouch.

3. Celebrate the upcoming Cinco de Mayo holiday with our Cinco de Mayo Party Pack. **This pack will be available only on Wednesday, April 24 while supplies last.** This pack includes 1 Instant Refried Beans Pantry Can, 1 Grilled Seasoned Chicken Slices Pantry Can, 1 Red Bell Peppers Pantry Can, 1 Green Chili Peppers Pantry Can, 1 Instant Brown Rice Pantry Can, 1 Cilantro Seasoning Can, 1 Ground Beef Pantry Can, and 1 Tomato Dices Pantry Can. You will also receive 25% off retail price.