

Frequently Asked Questions

1. What makes Arbonne products different to any other in the market-place?

As Arbonne's Ingredient policy states, 'it's not just what's in our products, but what's not in them. Botanically based products that embrace the possibilities of green chemistry, with noble ingredients and proprietary based blends that deliver results.'

Arbonne is lucky enough to have a diverse and talented Team of chemists, senior scientists and experts in the formulation of personal care and nutrition products that deliver world class products, crafted with expertise, ingredients and technology not previously available.

Our products are: PH Correct, hypoallergenic, dermatologist tested and vegan certified. But most importantly they are formulated without gluten, petrolatum, animal or animal by-products (and never tested on animals), formaldehyde-releasing preservatives, chemical dyes and fragrances, artificial sweeteners, colours or flavours, and parabens or phthalates. The reason why this is so important is because these ingredients are not good for you, and there is a potential that products put on your skin can be absorbed into your bloodstream. Most people are becoming aware of them nowadays and are actively looking for products like ours.

The unique thing about Arbonne products is that they have botanical ingredients that show results. Normally we are used to getting one or the other; chemically based products that show amazing results, but are not that good for us or, botanically based products that are healthy and lovely to use but don't produce the desired results. What makes Arbonne special is the combination of the two: Botanical ingredients coupled with science to produce amazing results.

We encourage you to read the Ingredient Policy should you wish to find out more about the development of these cutting edge products.

2. This sounds like one of 'those' Pyramid schemes we saw in the 80's?

Here is some further information from the DSAA website www.dsaa.asn.au [What is a Pyramid Scheme?](#)

A pyramid scheme is where a person pays to another person or company a payment, (called a participation payment) for the right to receive payment or other benefits from the recruitment of other persons, (called a recruitment payment). Consider a simple scheme where each member has to recruit only 5 new members. It starts out simply enough, going from the promoter and five members, to 25 members, to 125 but by the time the sixth layer is reached there are 15,625 members and at the ninth layer there are more than 1.9 million members. All pyramid schemes will run out of new recruits and most people lose money. It is illegal in Australia to promote or participate in a pyramid scheme.

How Does Direct Selling Differ From a Pyramid Scheme?

Pyramid schemes seek to generate income to those who participate, from the recruitment of others. In a legitimate direct selling organisation income is generated by the sale or consumption of the product either by the salesperson or those in that person's downline. Legitimate companies rely on solid sales over time. A strong base of customers who love and use the products is important to continuing success. Scams like pyramid schemes, on the other hand, generally rely on people making a large upfront payment, from which the scheme promoter profits. People are then reliant on recruiting others into the scheme in order to recover their upfront cost and earn further income.

Multi-level marketing structures are commonly used for the distribution of goods and services in the direct selling industry. These structures may seem similar to pyramid schemes, but in reality they are substantially different and are more similar to a conventional corporate business model.

In direct selling new salespersons are contracted to organisations under independent contractor arrangements. They are usually required to make a modest payment; the aim of which is to have the salesperson show a commitment to the organisations and for a quantity of goods and/or literature and stationery to facilitate the demonstration and sale of products to customers and prospective customers.

In a legitimate direct selling opportunity the rewards come from sales of products and services to consumers by salespersons and their recruits, called down line.

3. Is this a get-rich-quick scheme?

No. It takes time, effort and patience. Get-rich-quick schemes are short-lived. Arbonne provides residual income for the rest of your life if you work consistently at it. As your network grows, so does your income. It's simple arithmetic. The people who are most successful are the people who have stayed the course. There are three stages everyone in this business goes through.

First trimester: "It's not worth it" (so much effort put in so far, for not much return)

Second trimester: "It's worth it". (The groundwork has paid off, your network is growing and so are your pay cheques)

Third trimester: "I'm not worth this much!" (Your income has grown beyond your dreams...

all the work you put into this in the first trimester seems to be being rewarded in multiples!)

Everyone goes through all three stages – the first trimester is the longest – don't be disheartened ... those before you have proved if you stay the course, it'll work!

On the Contrary – if you want to succeed quickly – YOU CAN – it is effort based and you are rewarded purely on the amount of effort you put in!

4. I've read blogs on the Internet – I am worried that they are right?

Blogs are un-policed and unvetted. Bloggers rarely give their names and never their contact details apart from their "blognames". Think of the person who introduced you to Arbonne do you trust what they say more than a blogger you'll never meet? Ask the successful people in your Upline for information – please don't take advice from an anonymous blogger. Type "Coles", "Virgin Atlantic" into Google /trip advisor. You'll see all the uncomplimentary blogs / rip-offs there too but we know these companies are top drawer, so we use them regardless. Arbonne is up there with the best.

5. How long will it be until the market is saturated?

Arbonne still has so much growth ahead of it in each of the Countries it is in. Plus with the expansions into other markets this really is a ground-floor opportunity. Arbonne do publish demographic maps which show registered Consultants and Managers in each of the countries. Please feel free to ask to see this information.

6. Can men do well in this business?

Yes! Globally, men are building strong businesses and promoting to all levels of Management. Within our multi-Nations our Consultant base of Men is growing. They tend to see the business opportunity for what it is and not get caught up in the products and the how's and why's. From a product use point of view, men are more aware than ever about their own skincare regime and are fast becoming the big-spenders in the personal care market!

7. Why are Arbonne products not sold in shops?

Arbonne has chosen to sell their products through the Direct Selling/Network Marketing business model so that they are available at an affordable price for the consumer.

8. My skin went pink when I used it for the first time – is this normal?

Yes. This is very normal. What is happening is that Arbonne products; because they are PH correct, will take your skin back to its proper PH. Also, the products are botanically based, from plant extracts, which will mean your skin will oxidise, and the result is your skin will go pink (or have a glow). This will be short lived (2-3 days). As your skin settles into being at the correct PH level, it will lose the pink colour. As long as you continue with PH correct products from now on, your skin will remain healthy.

9. Don't you need to be a sales person to be a Consultant?

No. You are simply recommending to your network of contacts that they shift their spend from their normal shop (Pharmacy, Supermarket, Health shop, Department Store) and buy from their own shop, where they not only get a discount on high end products which are safer for their skin, but they also have access to an income opportunity should they wish to earn some extra money. Remember Network Marketing is something that we all do everyday, we just don't get paid for it!

Our online training platform will also offer you all the skills based practical training you need to demonstrate our products and build your networks.

10. Don't you need to know a huge number of people to succeed at this?

The great thing about Network Marketing is you don't need to know hundreds of people to grow a successful business, but its about introducing a handful, helping coach and mentor them to create Independent Consultants. The exciting thing with Arbonne is it is unlimited to how many people you can personally sponsor, so there is no glass ceiling as to your potential income.

11. Who is the most likely person to become a consultant?

Anyone and everyone! The amazing thing about this Opportunity is that anyone can do it; no matter what their background, their skill-set, their sex or their age. People are buying these products (personal care products) already from somewhere why not buy it from their own online store? As an example, there are stay-at-home parents, working parents, Doctors, Lawyers, Accountants, Financial Planners, Trade-people, Teachers, Personal Trainers, Business owners, Nurses, Hairdressers and many others who are already doing this business. Never prejudge a person because you don't know what is going on in someone's life, Arbonne may be just the thing they are looking for. Talk to people about it. You owe it to them.

12. How many hours do you work a week and what do you do in that time?

You spend as much time as you want to. You can move fast or slow in this business, fitting meetings, training and phone calls in, and around, your other commitments (i.e. your fulltime/part-time job, your kids, hobbies, and activities). 'Work' consists of phone calls to contacts telling them about Arbonne and the Opportunity, or doing the same in a coffee shop / hotel / your kitchen. You will also be expected to give samples to people to test the product. Occasionally you may want to talk to a small group of people in your network, to save time on one-on-ones. This is entirely optional. A Regional Vice President will on average spend about 10 –15 hours a week holding meetings. Most consultants would agree it doesn't feel like work.

13. I work full time. I don't have a lot of time to spend on this. Can it still work?

Absolutely! We have a number of Vice Presidents in our Nations that are doing this business alongside their full-time jobs. This is a 'business-in-a-box'; we have an online system in place so that you can duplicate. You don't have to make anything up; it's all done for you.

14. How much can you earn?

That depends on the effort you put into this business. Please refer to the Compensation Plan summary slide within this document. These are averages - it really all depends on commitment, volume and duplication within your team. Everything is possible.

15. It sounds too good to be true?

Like any other business/opportunity, it requires effort. It's not a get rich quick scheme. It requires consistent effort over time. But we believe the effort is far out-weighed by the potential income, incentives, rewards, friendships and personal development!