



Frequently Asked Questions

Business Associate Qs

Q1. How old do I need to be before I can join ShopSmart Marketing?

A1. 18 years of age or over.

Q2. Do I need a sponsor before I can join?

A2. Yes.

Q3. What happens if I don't have a sponsor but I still want to join?

A3. ShopSmart will nominate a sponsor for you.

Q4. How do I start my business with ShopSmart Marketing?

A4. 1. Get to know your product. *Purity Spring Water*

2. You will need a sponsor

3. Complete an application form

- Be sure to sign the autoship, the debit details AND the terms and conditions on the back of the application

4. Once your application and payment has been processed, await your delivery; 5 cartons of Purity artesian water and the ShopSmart Business Pack

- The pack will contain valuable information to help get you started on your business

5. And don't forget, if you need further assistance, ShopSmart is only a phone call away OR you can always ask your sponsor for assistance.

Q5. How much does it cost to join ShopSmart Marketing?

A5. The cost is a monthly auto-ship of \$250.00AU per month for five cartons of Purity Spring water. Delivery included.

Q6. How do I pay for my water?

A6. The first payment can be by credit. Otherwise all payments will be made by direct debit. Just remember that all credit and debit details must match the details of the applicant.

Q7. Can I sell Purity Spring water to my family and/or friend's?

A7. Yes. You have the option to earn sales commission on all customers who purchase five cartons of Purity Spring water and signs the monthly autoship OR solely as a preferred customer base.

Q8. How many customer sales do I need before I can start another business?

A8. In order to start another business you must complete level 8. This equates to 54 customer sales, each purchasing 5 cartons of Purity Spring water. The 54 sales can be accumulated by overflow and/or personal sales.

Q9. Can I purchase more than one business in my name to start with?

A9. No. Each business must qualify with 2 personal customer sales to acquire due commissions, as well as, complete level 8 with 54 customer sales before you can purchase another business.

Q10. When can I purchase another business?

A10. The second you've completed level 8 with 54 customer sales, inclusive of 2 personal customer sales of your own, we will send notification to let you know. Complete another application form, fill in your details (must match details on your first application and include your member ID), ensure you tick the correct business purchase box (for example, if you are purchasing your 2nd business, tick box number 2), send the form in for processing and we will notify you of your completed purchase.

Q11. Can I purchase a business center in both my company name and personal name?

A11. No. All business centers must be purchased in a personal name with account details to match.

Q12. How many payments can I miss?

A12. Nil. If a payment is not made within the required timeframe, notifications will be sent to the member requesting immediate payment. The member will have 10 business days to rectify their business payment. Should the member be unable to pay for their business center entirely, it will be offered to the sponsor to find a suitable substitute OR be returned to ShopSmart Marketing whom will fill the position with a new member.

Q13. What happens if my payment is late?

A13. We want all of our members to set scheduled payments so late payments do not occur. The company will take various steps to contact you before the cutoff date to avoid cancellation of your membership and the delivery of your water. An administration fee will be charged.

Q14. Do I receive commissions if I am not qualified?

A14. No. Every member must qualify with 2 personal customer sales to start earning commissions. Your business may display earnings for the month from relative overflow, but, you won't be entitled to those earnings until you have made 2 personal customer sales of your own from that month onwards.

Q15. Can I earn commission from every sale generated through my business?

A15. Yes. You can earn commission on every customer sale of Purity Spring water within the 12 levels of your business whether you made the sale or not, providing you qualify with 2 personal customer sales before the first month commissions are processed.

Q16. If I do not qualify with my two personal customer sales, do I lose my position?

A16. No. But you will not earn any commission until you qualify with 2 personal customer sales.

Q17. Do I earn sales commission from all members who purchase Purity Spring water?

A17. You will earn sales commissions from all sales made within the 12 levels of your own business once you have qualified with 2 personal customer sales.

Q18. Can I pay for my Purity spring water with monthly cash payments?

A18. No. All payments will be made via direct debit.

Q19. Do I have to pay tax?

A19. Yes. Each person who joins ShopSmart Marketing must register for an Australian Business Number (ABN). You are responsible for paying your own tax as required by law.

Q20. What position do I have in my sponsors business?

A20. The computer searches from left to right and places you in the next vacant position in your Sponsors business. This process also applies to the people you sponsor.

Q21. How do I know where I am in the business?

A21. Your business starts with you. You are the first person in your business center.

Q22. Can I make more than 2 customer sales?

A22. Yes. The more customer sales you make the faster your business will grow.

Q23. What happens when I speak to someone about the business but they decide to join with another Sponsor?

A23. Sometimes a person can be told by several people about this business. But they may choose to join with someone other than you even though you were the first person to speak to them. It is the choice of the applicant to choose who they want as their sponsor.

Q24. If I cancel my membership can I re-enter again in the future?

A24. Yes. You will be able to join 6 months after the date of your cancelation. You have the option of finding a suitable replacement OR your sponsor or ShopSmart Marketing can fill your cancelled position with a suitable substitute.

Q25. Can I start again in the same position should I want to start again?

A25. No. Once you leave your business it is then operated by someone else. You will have to start a new business in a new position.

Q26. What happens to the people that were in my previously owned business?

A26. They remain where they are. The previously owned business will be replaced with a suitable substitute. The sales made within that business will not change. Neither will the commissions already earned. The only change will be the substitute name.

Q27. Is there a meeting dress standard?

A27. Yes. Most of our meetings are held in venues that require a certain dress code. Their standard dress code applies to everyone who enters their premises.

Q28. Can I change my sponsor?

A28. Yes, but your membership will be cancelled and you will have to wait six months before you can rejoin and all persons you sponsored will be given a new sponsor.

Q29. If my details change, what do I do?

A29. Fill out a CHANGE OF DETAILS form, ensure your member details are complete and correct, be sure to include your member ID then send the form in for processing.

Q30. Can I have my commissions paid into more than one account?

A30. No. You do have the option to change accounts by filling in a CHANGE OF DETAILS form, but commissions can only be paid into the one account, keeping in mind the member and account names must match.

Q31. Can I find someone to take over my business if I decide to pull out?

A31. Yes. As long as they do not already have an active business within ShopSmart Marketing or are not completing a 6 month down-time period, they are welcome to sign the transfer forms.

Sponsors Qs

Q1. How do I introduce new members into my business?

A1. Start by introducing our number one product, *Purency Spring Water*

- Share the benefits of such a healthy and wholesome product
- Study and make use of all the marketing material
- Attend training meetings, work with your team/Sponsor
- Ask them to complete and sign an application form along with the direct debit section
- Ensure they sign the terms and conditions on the back of the form
- And that's it. That's how simple it is to introduce new members.

Q2. If I have people in another country who want to join, when do they receive their water?

A2. At the moment, New Zealand is the only country other than Australia that we are delivering to. Delivery of their product will start from the 15th of each month.

Q3. I have people living in remote areas of Australia, will water be delivered to them?

A3. No. They will have to arrange delivery from their local Post office.

Q4. Can my friends in Perth join?

A4. Not right now. We would need to establish two hundred customers there first.

Q5. Can my partner husband/wife join as a partnership member?

A5. No. Sales commissions are paid to one name only.

Q6. What happens if we only have a joint account?

A6. You will each need to open separate accounts in your own personal names. Sales commissions are paid to one name only. This name will need to match the application form as well as the debit account details.

Q7. My friend wants to join but does not have a credit/debit card. Can I pay with my own credit/debit card?

A7. No. Card details must match the name on the application otherwise the form will not be processed.

Q8. Can I select a position in my business where I would like a new customer to be?

A8. No. We let the system automatically place all new customers into the next vacant position within your business. This way we don't interfere with the overflow process.

Q9. When will you open in other countries?

A9. Opening a new business in another country takes time. Each country/state has different rules and regulations that must be cleared first.

Q10. If a customer drops out of my business, what happens to that position?

A10. If the member in that position does not have a suitable replacement the sponsor can allocate the position to someone else. If you, the sponsor, are unable to find someone acceptable, ShopSmart can assist by finding a member for you.

Q11. What happens to commission sales that were made by the leaving member?

A11. They remain with the new member. The status of the previous member stays the same. The only change will be the details of the new member.

Q12. Is my business willable?

A12. Yes. We recommend all members make arrangements with a solicitor.

Q13. When does the 90 day sales bonus begin?

A13. From the day your application is processed. Unfortunately it does not start from the day you send in your application.

Q14. Do I receive the 90 day sales bonus on all my business re-entries?

A14. Yes. The bonus amount of \$1500 remains the same and is achievable over all 5 business center purchases.

Q15. If I cancel my business before the thirty day money back guarantee do I get a refund?

A15. You will receive a full refund providing you have not received any product for that month. The cost of product plus delivery will be deducted on any product you may have received.

Product Qs

Q1. What is the product?

A1. The product is *Purity*, pure artesian water, 1000 years old, 1800 feet under-ground, bottled at the source and delivered to you.

Q2. How much product do I receive per month?

A2. You receive 5 cartons. Each carton contains 24 x 500ml bottles.

Q3. When will I receive my product?

A3. Delivery of all products begins on the 16th of each month. Should you join after the 16th of the month then your product will be delivered the following month starting from the 16th.

Q4. If my water cannot be delivered, what happens to my water?

A4. You will need to arrange pick up or we can arrange a second delivery at \$8.00 per carton.

Q5. Do I have to sell water door to door or to my family and friends?

A5. How you introduce people to the product and program is up to you. Make a list of people you know who want to earn extra income and want to drink pure water. Selling door to door is only one of the many ways to enhance your business.

Preferred customers Qs

Q1. What if I don't want to join the business? Can I still purchase the product?

A1. Yes. Non-members can choose to purchase *Purity Spring Water* as a preferred customer.

Q2. Is there a preferred customer membership fee?

A2. Yes. An annual membership fee of \$25.00 to cover administration and handling.

Q3. How much is the cost of water per carton without membership?

A3. \$56.00AU per carton of 24 x 500ml bottles.

Q4. Is there a delivery charge for non-members?

A4. Yes, \$8.00 per carton within local CBD. Delivery is free if you purchase 10 cartons or more.

Q5. If my details change, what do I do?

A5. Fill out a CHANGE OF DETAILS form, ensure your details are correct and then send the form in for processing.