**NORTH AMERICA BLACK FRIDAY FAQs**

**When does the Black Friday promotion start and end?**

Black Friday deals begin November 29, 2019 at 6 AM MT and will be available until November 30, 2019 at 11:59 PM MT, or while supplies last.

**What hours is Customer Service open on Black Friday?**

Customer Service will be open from:

* Black Friday - 6 AM – 8 PM MT on Black Friday
* Saturday – 9:00 AM – 6:00 PM
* Customer Support: 877-MODERE-1 (877-663-3731)
* Social Marketer Support: 855-MODERE-1 (855-663-3731)

**Will there be a doorbuster offer? What is it?**

* Yes! The Black Friday doorbusters will be available for four hours only on November 29, 2019, from 6:00 AM MT to 9:59 AM MT, or while supplies last.
* Every order of $75USD/CAD or more during this time will include a FREE Body Butter AND Body Bar (a $24.65USD/$31.65CAD value)!
* The order subtotal (not including shipping and tax) must be at least $75. The subtotal is determined AFTER applicable discounts (e.g. Share the Love) have been deducted.
* Limit 1 doorbuster **per account (NOT PER ORDER).**
* Doorbuster available ONLY on modere.com and modere.ca.
* Doorbuster is NOT AVAILABLE on Canada NFR orders.
* Excludes automatically generated SmartShip orders.
* PLUS orders of $150 or more will also receive FREE SHIPPING from 6:00 AM MT to 9:59 AM MT.

**Can I get multiple doorbusters by placing multiple orders?**

No. There is a limit of one doorbuster per account.

**What are the Black Friday deals?**

* **NEW Modere CellProof Lip Complex - Save 15% (available on modere.com and modere.ca)**
* Modere CellProof Lip Complex is an advanced serum featuring patented BioCell Collagen® CG, a naturally co-existing matrix of hyaluronic acid and collagen peptides that are Bio-Optimized™ for maximum effectiveness. This award-winning Collagen/HA Matrix® Technology promotes hydration and reduces the appearance of fine lines and creases, leaving your lips looking firm and supple.
* This multi-tasking formula is also infused with a tripeptide blend to make your lips look noticeably plumper and healthier. Plus, it provides shea butter and apple extract for intense hydration, as well as vitamins B and E to soothe, nourish and condition your lips. Just one use will relieve dryness and make lips look plumper and more alluring.
* Add CellProof Lip Complex to your daily skin care routine for lips that look full, firm and kissably soft. Because you deserve to look as vibrant as you feel. SAVE 15% for two days only!
* **NEW Hair Gel - Save 15% (available on modere.com and modere.ca)**
* Our advanced styling gel works with all hair types because it's as versatile as you are. Apply it to damp hair for a chic wet look that lasts all day and won't flake. Or use it with dry hair to smooth flyaways while adding volume and texture. Whatever your style, Modere Hair Gel makes it easy to look your best. And it's ideal for daily use because it's enriched with botanicals to nourish your scalp and strengthen your hair. With Modere Hair Gel, every day is a good hair day. SAVE 15% for two days only!
* **NEW Shave Cream - Save 15% (available on modere.com and modere.ca)**
* Too often, shaving can be a drying, irritating experience, but it doesn't need to be. Perfect for both him and her, Modere Shave Cream makes it easy to get a closer, more comfortable shave every time. Our quintessential formula is packed with nourishing botanicals, including oat beta-glucans to protect your skin, aloe to gently soothe, ginger to minimize shaving irritation and shea butter to provide rich moisturization. SAVE 15% for two days only!
* **Liquid BioCell® Holiday Collection - Save 30% (available on modere.com, modere.ca, and modereglobalshop.com)**
* Our award-winning Liquid BioCell® holiday offer includes an assortment of Life, Pure, Skin and/or Sport formulas curated especially for each website.
* U.S. - On Black Friday only, get a special holiday 4-pack collection that includes one of each Liquid BioCell® formula and SAVE 30%! (available only on modere.com)
* Canada NFR - On Black Friday only, get a special holiday collection that includes 2 bottles each of Liquid BioCell® Skin and Sport and SAVE 30%! (available only on modereglobalshop.com)
* Canada OTG - On Black Friday only, get a special holiday collection that includes 2 bottles each of Liquid BioCell® Life and Pure and SAVE 30%! (available only on modere.ca)
* **Limited-edition Trim Apple Crumble - Save 15% (available on modere.com and modere.ca)**
* Our award-winning Trim is now available in a delectable, holiday-inspired apple crumble flavor.\*
* May help support a modest reduction in fat mass
* May help support a modest improvement in body composition
* Get this limited-edition flavor on Black Friday & Saturday ONLY and save 15%! Supplies are limited.
* Due to the limited-time Black Friday offer, Trim Apple Crumble will not be available as part of the Lean Body Sculpting System.
* Due to the limited-time nature of this product, it is not eligible for SmartShip.
* **Modere Holiday Gift Card**
* Available in the “Social Marketer Only” product category
* U.S. - 5 pack of $25 USD gift cards (total value of $125) for $109.99 USD/80 points, available on modere.com
* Canada NFR - 5 pack of $25 USD gift cards (total value of $125) for $109.99 USD/80 points, available on modereglobalshop.com
* Canada OTG - 5 pack of $32 CAD gift cards (total value of $160) for $139.99 CAD/80 points, available on modere.ca
* The U.S. and Canada gift cards are interchangeable; the US value is printed on one side, the CA value is printed on the other.
* Gift cards are available for purchase by Social Marketers only and are not eligible for SmartShip
* Gift cards can be redeemed by customers only
* Points are awarded at the time of purchase by a Social Marketer. At the time of redemption by a customer, the points on the customer purchase are reduced by the amount of points already awarded with the purchase of the gift card (16 each, CV & BV).
* Gift cards expire 5 years after the date of purchase (December 31, 2024)
* Gift cards are available for purchase on Black Friday & Saturday only or while supplies last - however, based on demand, a limited quantity may be available for a short period of time after Black Friday.
* Gift cards are redeemable on one-time product orders or web recurring orders only - they cannot be redeemed on (automatically generated) SmartShip orders.
* Limit one gift card redemption per transaction. Any unused balance after the transaction is forfeited (unused balances do not carry over), so we recommend redeeming on orders of at least $25 USD/$32 CAD or more.

**What is the price breakout for the United States?**

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| --- | --- | --- | --- | --- |
| PRODUCT | REGULAR PRICE | PROMO PRICE | PROMO CV | PROMO BV |
| Modere CellProof Lip Complex | $24.99USD | $21.19USD | 17 | 20 |
| Hair Gel | $14.99USD | $12.69USD | 8 | 9 |
| Shave Cream | $13.99USD | $11.89USD | 10 | 11 |
| Trim Apple Crumble | $99.99USD | $84.99USD | 59.50 | 70 |
| Liquid BioCell Holiday Collection | $289.96USD | $202.99USD | 175 | 290 |
| Modere Holiday Gift Card 5pk | $125.00USD | $109.99USD | 80 | 80 |
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**What is the price breakout for Canada?**

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| --- | --- | --- | --- | --- |
| PRODUCT | REGULAR PRICE | PROMO PRICE | PROMO CV | PROMO BV |
| Modere CellProof Lip Complex | $32.99CAD | $27.99CAD | 17 | 20 |
| Hair Gel | $18.99CAD | $15.99CAD | 8 | 9 |
| Shave Cream | $17.99CAD | $15.29CAD | 10 | 11 |
| Trim Apple Crumble | $119.99CAD | $101.99CAD | 59.50 | 70 |
| Liquid BioCell Skin & Sport Collection NFR | $289.96USD | $202.99USD | 182 | 300 |
| Liquid BioCell Life & Pure Holiday Collection CA | $329.96CAD | $230.99CAD | 154 | 280 |
| Modere Holiday Gift Card 5pk Modereglobalshop.com | $125.00USD | $109.99USD | 80 | 80 |
| Modere Holiday Gift Card 5pk modere.ca | $160.00CAD | $139.99CAD | 80 | 80 |
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**Is Trim Apple Crumble a new permanent product or a limited-time offer?**

Trim Apple Crumble is a limited-edition holiday flavor and is available only while supplies last. It will not be added to the Trim lineup of permanent flavors nor be launched again at a later date, so be sure to get yours before they’re all gone!

**Why are the promos not starting earlier?**

Based on feedback from the field, we gathered a consensus that starting the promotions at midnight made it too late for East Coast residents. We also want to respect the Thanksgiving Day holiday for Social Marketers and corporate staff, so bringing the sale start time to 6 AM MT on Friday was the most accommodating time for everyone involved. However, we have extended the Black Friday offers through Saturday this year.

**Are promo codes required to get the product specials?**

No.

**Can I combine these offers with SmartShip & Save?**

Black Friday savings on our NEW CellProof Lip Complex, Hair Gel and Shave Gel can be combined with SmartShip & Save. However, our limited-time or limited-edition products and collections are not eligible for SmartShip & Save (Trim Apple Crumble and the Liquid BioCell Holiday Collections)

**Can a new customer redeem a $10 Share the Love referral code on their Black Friday order?**

Yes.

**Can an existing customer redeem their birthday credit on a Black Friday order?**

Yes.

**When will I receive my Black Friday order?**

Modere Distribution Center will be working through the weekend to ensure timely delivery of your orders! Due to the unprecedented volume of orders anticipated, please allow up to an additional 3 business days for order processing.

**Are there limits on quantities?**

While there are no quantity limits on our product promotions,\* doorbusters are limited to one per account and are available only during their specified sale hours (6 AM MT – 9:59 AM MT on November 29). Please bear in mind that doorbusters are in extremely limited supply, so there is a chance they could sell out before the sale hours end.

\*All holiday deals are available while supplies last.

**Are there assets I can share on social media? Where can I find them?**

Yes! All assets are available in the One Voice Facebook Group, Modere LIFE app, and Backoffice. You can access our Holiday Resource Guide in the Backoffice by logging into your Backoffice -- Tools -- Documents & Media -- Holiday Resource Guide. You will also find links to our holiday landing pages, blogs and more!

**What emails and social media posts will be shared through corporate channels?**

We will release two promotional emails to your customers on your behalf for Black Friday. You are also welcome to tag your customers and share the corporate Facebook pages for promotional content at [www.facebook.com/modereus](http://www.facebook.com/modereus) or [www.facebook.com/modereca](http://www.facebook.com/modereca), as well as our corporate CA and US Instagram accounts.