



# AutoSave - Customers




## FAQ

### What are the benefits of AutoSave?

- Never run out of your favourite consumable products again
- Convenient and totally flexible : you are in control
- Receive a 10% discount on all subsequent AutoSave orders
- No need to set reminders, we will let you know 5 days before your next order is due to ship
- Maximise your shipping by adding extra items to your next order

### Which products are available in the AutoSave program?

Most consumable items are available for AutoSave. Look for the AutoSave logo on product images.  You will also find a complete list on our website under the AutoSave menu.

### How do I start?

It's easy

1. Select product by clicking on the image
2. Select AutoSave 10% option
3. Choose frequency (how often you wish to have it sent to you)
4. Add to cart (first order will be full price)
5. Make the most of your order by adding specials and Bonus Buys to your cart
6. Pay for order and submit

And that's how simple it is. We will email you information about AutoSave and how you can login to update future orders

### Where do I see my upcoming AutoSave orders?

You can view and manage your future AutoSave orders in the AutoSave section within your account. Login via [customer.norwexbiz.com.au](http://customer.norwexbiz.com.au) / [customer.norwexbiz.nz](http://customer.norwexbiz.nz)

### How do I edit my AutoSave subscriptions?

When you log into your Customer Portal, click on AutoSave (right hand side on desktop, on mobile click on the 3 lines for menu options). You can edit under the Next Order tab, or the AutoSave tab. Ensure you click the Save Changes button so your updates are saved ready for the next shipment.

### How do I add extra items to my next order to make the most of shipping?

Under the Next Order tab, click the Add Items button to add extra products to be shipped with your next order. These can be either AutoSave or non-AutoSave items. You can also change your next shipment date, quantities & the shipping frequencies as well. Ensure you click the Save Changes button so your updates are saved ready for the next shipment.

### Can I add non-consumables to the same order as my AutoSave recurring order?

Yes, you can. Simply search for the product under Add Items



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### Can I add Bonus Buys to my upcoming next AutoSave order?

At this stage, you are not able to add Bonus Buy offers to your upcoming AutoSave order

### How do I skip a delivery?

To skip an AutoSave order delivery, go to the AutoSave Orders section within your account and change the Next Shipment date on the item(s) you want to skip. We won't send you the item(s) until the next date you choose.

### When will I be charged for orders?

- Orders will be billed to your card on the day the AutoSave order is due. You may edit or cancel the order up to 24 hours before the next shipment date in your Customer Account.

### Will I receive notification when my next order is due?

Yes, an email will be sent to you 5 days before your next shipment date

### What happens if an item(s) is out of stock or retired at the time of shipment?

If an item(s) is temporarily out of stock at the time of shipment, we won't charge you for the order. We will let you know and we will ship your item(s) once it's back in stock, on your next scheduled AutoSave date.

We'll notify you if an item is retired and no longer available, and your order will be cancelled. You can reach out to your Consultant for recommendations or shop for similar items at Norwex