



Perks Club FAQs

Q: WHO IS ELIGIBLE?

A: New customers who have never ordered with Green Compass before, or existing Retail customer accounts that upgrade to Preferred Customer status, by checking out with a Replenish order.

Q: HOW DO I JOIN?

A: Simply place a monthly Replenishment order to have your Green Compass favorites delivered to your door every month (or two).

Upon checkout of your first monthly Replenish order on an account, you also have the option to add an exclusive pricing offer of the Balance and Restore Collection for just \$99 using the “FIRST-TIME REPLENISH BONUS OFFER” button. Note: After month 1, the Balance and Restore Collection will stay in your Replenish order and revert to regular Preferred Customer pricing (\$159). Edit or cancel your Replenishment anytime through your Green Compass account.

Q: AM I ELIGIBLE TO ADD THE \$99 BALANCE AND RESTORE COLLECTION AT A LATER TIME, IF I CREATE A MONTHLY REPLENISH ORDER NOW?

A: The Initial Perk is exclusive for the first Replenish order, upon creation.

Q: WHAT ARE THE PERKS OF BEING A MEMBER OF PERKS CLUB?

A: Our Perks Club rewards loyalty and consistency in your health journey.

Month One: Purchase the Balance and Restore Collection for only \$99.

Month Two: Stay consistent with your hemp wellness routine to unlock Month Three benefits.

Month Three: After two consecutive months of replenishment orders, you unlock free shipping for your ongoing replenishment orders.*

Month Four: Receive a code for \$20 off one of our favorite targeted solutions: Reduce Cream, Sleep Better Nano Jellies, or Digestive Health Nano Jellies.

*To receive free shipping, you must maintain an active, consecutive monthly replenishment order.



Q: AM I ELIGIBLE FOR THE PERKS CLUB IF I CANCEL MY MONTHLY REPLENISHMENT?

A: No. Canceling your Replenish order(s) would remove the Perks Club offers. If you create a new Replenish order, you will be re-enrolled in the Perks Club but no longer eligible for the Month 1 \$99 Balance & Restore Collection, the Month 3 free shipping, or the Month 4 \$20 off Targeted Solutions offer.

Q: AM I ELIGIBLE FOR THE PERKS CLUB IF I HAVE AN EXISTING PREFERRED CUSTOMER ACCOUNT?

A: Yes! While legacy preferred customers are **not** eligible for the initial month 1 and 4 product offerings, you still get to take advantage of other perks, like up to 45% off items!

Q: CAN I QUALIFY FOR THE PERKS CLUB IF I UPGRADE MY RETAIL ACCOUNT TO A PREFERRED CUSTOMER ACCOUNT?

A: Yes! Existing retail customers can upgrade their retail account to a preferred customer by creating their first monthly Replenish order. If you would like to take advantage of the exclusive Month 1 \$99 Balance and Restore Collection offer, simply add the \$99 Balance and Restore Collection to your Replenishment before placing the order.

Q: WILL I RECEIVE FREE SHIPPING IN THE PERKS CLUB?

A: The Perks Club is designed to work seamlessly into our existing 1,2, Free program. This means that on your 3rd consecutive monthly Replenishment, you will begin free shipping status. Whether or not you decided to take advantage of the Month 1-4 Perks Club offers, you would begin free shipping on your 3rd consecutive month within our 1,2, Free offer!

Q: DO THE PROMOTIONAL PRICES ON THE MONTH 1 AND 4 PERKS CLUB OFFERS “LOCK IN” ON MY REPLENISHMENT?

A: No. Month 1 and 4 offers are one-time exclusive pricing only. The Balance & Restore Collection and select Month 4 Targeted Solution will revert to Preferred Customer (20% off Retail) pricing within the Replenishment, after that order processes.

Q: CAN I USE FRIENDSHARE WITH MY FIRST PERKS OFFER?

A: Customers may use FriendShare while creating their first Replenish order; however, FriendShare is not valid on any first Replenish orders containing the \$99 Balance & Restore Collection.



1, 2, & FREE FAQs

Q: CAN THE ORDER BE EDITED?

A: A customer can edit the items reflected in the main replenishment subscription at any time by clicking on the replenishment order and choosing the “edit” button. Please note: A single order that has been processed from an active replenishment may not be modified.

Q: WHAT IF I CANCEL THE REPLENISHMENT AND ADD A NEW ONE IN THE SAME CALENDAR MONTH?

A: If you cancel the replenishment subscription, accrued time will be omitted. The program then starts over with the newly created replenishment as Month 1 again. It is important to EDIT and not DELETE an existing replenishment if a customer wants to maintain free shipping perks.

Q: WHAT IF A CUSTOMER WANTS TO CHANGE THE DAY THAT THE REPLENISHMENT RUNS?

A: As long as the same replenishment runs in 3 consecutive calendar months, the customer can change the actual date it processes for the calendar month. So, if it is set to run on the 10th initially, a customer can set the future processing date to be the 19th, and this will still count as one for that calendar month count towards 1, 2 and Free.

Q: WHAT IF CUSTOMER HAS QUALIFIED FOR FREE SHIPPING, THEN CAN THEY SKIP A MONTH?

A: If the replenishment is skipped at any time, the FREE shipping perks will be revoked until replenishment runs 3 consecutive months again.

Q: WHAT IF A CUSTOMER ORDERS A ONE-TIME ORDER, DOES THAT COUNT?

A: The order must be set up as a replenishment order to qualify for FREE shipping perks.

The FREE shipping perks follow the replenishment order number, not the customer account. So even if the same customer orders 3 months in a row, but has set up 3 different replenishment orders, that will not count. The SAME replenishment number must run 3 consecutive months. It can be edited, but it cannot be deleted.