

Second-chance presale FAQ

How will the second-chance presale work?

- The second-chance presale will be available exclusively on your Personal Website (PWS).
- Once the item is selected, you'll be taken to the product detail page where you can read and accept the complete second-chance presale terms and conditions.
- You can select the number of products you would like to preorder and click "Add to bag." If you choose to order more than one product, add each item and the respective quantity to your bag.
- Once you've added the products to your bag and are ready to check out, you will be asked to either log in or create an account. (This is required to complete the second-chance preorder.)
- Please note that you will be required to enter a valid email address, password and shipping/billing information to create an account.
- Once the purchase is complete, you will receive an immediate confirmation email.
- Product updates will be emailed to you within two weeks of the second-chance presale.
- When the product(s) is available to ship, we'll email you with a direct link to complete your purchase.

Can I purchase a second-chance presale product on behalf of my customer?

While you *can* purchase on behalf of your customer, we ask and recommend that you encourage your customers to place their second-chance presale order on your PWS, because this allows for a more seamless experience when it comes time to redeem the order. During the redemption period, emails are sent, credit card information is required and there are other important details in the process that are often easier for your customers to input themselves.

Is my reservation fee refundable?

No. Once you complete the reservation fee, you will not be able to receive a refund.

What do I get in exchange for my reservation fee?

Each reservation fee will entitle you to purchase one preordered product and will go toward the advertised retail price.

Will I earn Personal Retail Volume (PRV) on the initial £12 reservation fee?

You will earn PRV on the reservation fee if and when the transaction is completed and the product is paid for in full (per FTC requirements). If the transaction is never completed, you will not earn PRV on the reservation fee.

How long do I have to purchase the products after making my reservation fee?

We will provide more information on the order redemption time frame and the order redemption deadline when we announce the details about each second-chance preorder opportunity in the News section of Scentsy Success.

How long will the second-chance presale last?

The second-chance presale will last one week, or until the number of preorders reaches the capacity our manufacturers can produce in time for the fulfilment period, whichever comes first.

What if I lose the link that comes to me in the initial confirmation email?

Once the product is available, we'll send you another email with a direct link to log in and complete your purchase.

Why do I need an account to purchase a second-chance presale product?

An account ensures ease of use and security. If we did not require you to log in, we would not be able to provide easy access to the products you preordered. This also helps protect your second-chance preorder and ensures no one else can gain access to it.

How can I view or edit my profile?

Just click on the My Account button at the top of the PWS and follow the instructions.

What if I forget my account password?

Click "Login" under the My Account button at the top of the website, enter your email address and select "Forgot your password?"

Can I preorder multiple products from the second-chance presale at the same time?

Yes. But all the orders will need to have the same billing and shipping address.

If I've preordered multiple products, do I have to pay for them with the same card and ship them to the same address when I complete my purchase?

No. While all preorder reservation fees need to be associated with the same billing and shipping address, when you complete your purchases, you can charge each one to a separate card and have them shipped to separate addresses, if desired.

Is there a limit to how many products I can reserve during the second-chance preorder?

No, but you will be charged a £12 reservation fee for each item.

Can I add the £12 presale reservation fee to a party?

No.

Will there be a shipping fee for the £12 reservation fee?

No, not for the second-chance presale reservation fee. However, if there are other items in your bag, regular shipping charges will apply for those items. When you complete your purchase and the item is shipped, you will be responsible for applicable shipping charges.

Will the £12 reservation fee contribute toward free or reduced shipping?

No.

Will there be tax applied to my reservation fee?

Yes.

How will the products be shipped?

We will use standard PWS shipping for all orders. Depending on the size and weight of the shipment and the shipping address, an order may be delivered to your door via UPS or to the same location where you receive your daily mail.

Will my card be automatically charged the remaining balance when the product is available?

No. When the product is available, we'll send you an email with instructions and a direct link to complete your purchase.

What happens if my credit card is declined?

If your credit card is declined, you will need to update your card information and submit the order again.

What happens if a Consultant cancels after one of their customers places a second-chance preorder through their PWS?

The customer will be redirected to scentsy.com to select a new Consultant and complete their purchase.

When my product is available to ship and I go to complete my purchase, can I add other items to my cart and purchase everything at once?

Yes.

When my product(s) are ready to ship, can I add them to a party order and complete my purchase?

Yes. When a second-chance preorder is completed on the PWS, that order can be attached to a party link.

Is the email that will be sent to customers required to redeem the preordered item(s)?

No. Customers can simply go to your PWS, login, then see and redeem their product(s).