

Belgium and Luxembourg expansion FAQ

When can I start promoting Scentsy in Belgium and Luxembourg?

Anytime! Just keep in mind that new Belgium and Luxembourg Consultants can't officially join Scentsy until late summer 2022.

Can I start promoting my Scentsy business in Belgium and Luxembourg on social media (i.e. Facebook, Instagram, Pinterest, etc.) or via word-of-mouth?

Go for it!

When can I start recruiting new Consultants in Belgium and Luxembourg?

You can start having opportunity conversations at any time, but you must have an active Personal Website (PWS) and complete a Cross-Border Agreement to sponsor new Consultants in Belgium and Luxembourg. Consultants in these countries can join starting in late summer 2022.

When can new Consultants begin enrolling in Belgium and Luxembourg, and when can they start selling Scentsy products?

Your friends, family, customers and acquaintances can join as Consultants in Belgium and Luxembourg and sell Scentsy products starting in late summer 2022.

Are there any training tools available to help me grow my business internationally?

Yes. We have created many resources to help you grow internationally. Visit the Training section of your Workstation.

What is a seeding kit and how do I order one?

A seeding kit is the perfect way for you to share the Scentsy opportunity with potential recruits in emerging markets. Once your Cross-Border Agreement is in place, you may purchase a kit in the Consultant Store for in-region prospects. If you are in North America, Australia or New Zealand, contact Consultant Support to purchase a kit. The kit contains a welcome note, Scentsy Warmer, Scentsy Bar and Fragrance Flower.

How do I sell products to or sponsor someone Belgium and Luxembourg?

To sell and/or sponsor outside of your home country, you must agree to a Cross-Border Agreement. There are two types of Cross-Border Agreements: In-Region and Out-of-Region. The In-Region Cross-Border Agreement allows Consultants to sell and sponsor in other countries within their home region. The Out-of-Region Cross-Border Agreement allows Consultants to sponsor (but not sell) outside their home region. There is a fee, in addition to monthly PWS fees, to support this service. You must have an active PWS to sponsor. To add Belgium and Luxembourg, go to the Account section your Workstation and find the "International" area.

How do you find people in Belgium and Luxembourg who may want to join Scentsy?

Talk to your friends and contacts about becoming a Scentsy Consultant and promote the opportunity on social media sites. Please remember, you may not purchase email, phone or direct mail lists to contact people you do not know personally.

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- Acceptable: I live in the U.S. and my mother lives in Belgium or Luxembourg. She talks with some of her friends about the great opportunity Scentsy is and refers them to join under me because I have an active Out-of-Region Cross-Border Agreement.
- NOT acceptable: I live in the U.S. and my mother lives in Belgium or Luxembourg. She forwards a generic email from me to all the employees in her company about joining Scentsy.

I have contacts in Belgium and Luxembourg I would like to sponsor, but I don't speak Dutch, French or German. How can I support them?

If you subscribe to the International Service Fee Agreement for Belgium and Luxembourg, your customers will be able to view a localised version of your Workstation and PWS for Belgium in Dutch and French, and for Luxembourg in German and French. We will also have English version available in these markets on your Workstation and PWS

Will my PWS support Belgium and Luxembourg customers and potential Consultants?

Yes. Your PWS will support Belgium and Luxembourg with the appropriate languages, products, pricing and payment options once you have a valid Cross-Border Agreement and pay the international service fee.

How can new Consultants enrol?

All new Consultants must join under a current Scentsy Consultant on the Consultant's PWS. Click Join to get started.

What Scentsy region will Belgium and Luxembourg be associated with?

Belgium and Luxembourg are part of Region 2, or Europe. See below:

- Region 1, North America: The United States and its territories, Canada and Mexico.
- Region 2, Europe: Austria, Belgium, France, Germany, Ireland, Luxembourg, the Netherlands, Spain and the UK.
- Region 3: Australia and New Zealand.

You may sponsor new Consultants outside of your home country with a Cross-Border Agreement for that country with a paid subscription fee. You may not sell Scentsy products outside your home region.

How much is a Starter Kit in Belgium and Luxembourg?

€99 (VAT inclusive, plus shipping).

How old do you have to be to join as a Consultant in Belgium and Luxembourg?

At least 18 years old.

Will Consultants in Belgium and Luxembourg be able to earn the Shooting Star and Scentsational Start awards?

Yes. The Consultant Guide for Belgium and Luxembourg will include specifics about each of the awards and how to achieve them.

What business tools will be available for Consultants in Belgium and Luxembourg?

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New Belgium and Luxembourg Consultants will be able to download a variety of non-printed business tools from Scentsy Success, these markets are specifically digital only, so printed catalogues, product training, and Host and Join brochures are available for download in PDF format.

What other tools will be available to new Consultants?

Like all Consultants, those in Belgium and Luxembourg will have access to their own Scentsy Workstation and may subscribe to a PWS. Help new Consultants get started by directing them to the Training section of their Workstation. The New Consultant area includes many helpful tools. Also make use of the First Things First checklist on your dashboard.

Will Scentsy expand to other countries in the future using only digital (no printed) sales and marketing materials?

There is no “digital only” plan for new countries. Each new country expansion is unique.

Will Scentsy create printed materials for Belgium and Luxembourg?

There are no plans currently to create printed materials for Belgium and Luxembourg.

What products and programmes will be available in Belgium and Luxembourg?

Belgium and Luxembourg will have the same products and programmes available throughout Europe, including Scent of the Month, Scentsy Club, Whiff Box, limited-time offers, The Disney Collection and other licensed products.

How will Scentsy support Consultants in Belgium and Luxembourg?

Our dedicated Consultant Support team (located in our Scentsy call center in Poland) is available from 9 a.m. to 5 p.m. local time Monday through Friday. Or they may contact Consultant Support by submitting a request through their Workstation or emailing support.lu@scentsy.com or support.be@scentsy.com.

Is there a Scentsy Belgium and Luxembourg Facebook group?

No, there are no separate Facebook pages, but new Consultants are welcome to join our existing German, French and Dutch speaking Facebook groups:

- German: <https://www.facebook.com/groups/1484645345086119>
- French: <https://www.facebook.com/groups/763193767037281>
- Dutch: <https://www.facebook.com/groups/519359301955170>

What languages will Scentsy support in Belgium and Luxembourg?

In Belgium, Scentsy will support Dutch and French. In Luxembourg, Scentsy will support French and German.

What currency is used in Belgium and Luxembourg?

Belgium and Luxembourg use the Euro.

What forms of payment are accepted in Belgium and Luxembourg?

In Belgium, Scentsy accepts credit and debit cards, PayPal and BanContact (the country’s most popular online payment method). In Luxembourg, Scentsy accepts credit and debit cards and PayPal.

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How are items taxed in Belgium and Luxembourg?

Belgium has a Value Added Tax (VAT) of 21%. Luxembourg has a Value Added Tax (VAT) of 17%. Just like the rest of Europe, listed prices of products in these countries will include the appropriate VAT.

What is the Personal Retail Volume (PRV) product offering for Scentsy in Belgium and Luxembourg?

Belgium and Luxembourg will launch with the same universal PRV as the rest of Scentsy.

How does a customer in Belgium or Luxembourg order from my PWS if I am a Scentsy Europe Consultant?

If you are enrolled to sell in Belgium or Luxembourg with a Cross-Border Agreement, any customer in Belgium and Luxembourg may select their country from the “Country/Language” drop-down box in the upper right of your PWS, and then order products from you as usual.

How do I place an order in my Workstation for Belgium and Luxembourg if I am a Scentsy Europe Consultant?

If you are enrolled to sell in Belgium and Luxembourg with a Cross-Border Agreement, you may select the shipping country for the order.

What are the Host Reward levels in Belgium and Luxembourg?

| | €295 - €514,99 | €515 - €734,99 | €735 - €1.464,99 | €1.465+ |
|---------------------------|-----------------|-----------------|-------------------|----------|
| Party sales | €295 - €514,99 | €515 - €734,99 | €735 - €1.464,99 | €1.465+ |
| Free product value | €29,50 - €51,49 | €51,50 - €73,49 | €110,25 - €219,74 | €219,75+ |
| Half-price credits | 1 | 2 | 3 | 4 |

Licensed products cannot be purchased using Host Rewards or Perpetual Party Rewards. Product €120 - €268.99 requires two half-price credits, and product €269 and over requires three half-price credits to save 50%.

Where will products ship from?

Products shipped to Belgium and Luxembourg will ship from our shipping facility in the Netherlands.

What are the shipping costs in Belgium and Luxembourg?

| Order Type | Minimum | Maximum | Shipping Charge |
|--|---------|-----------|-----------------|
| Individual or PWS Order | €0,01 | €294,99 | €7 |
| | €295 | Unlimited | Free |
| Party Order | €295 | €734,99 | 5% |
| | €735 | Unlimited | Free |
| Order attached to Party (Direct ship, Individual or PWS) or Scentsy Club Order | €0,01 | €139,99 | €7 |
| | €140 | Unlimited | 5% |
| Scentsy Success Order | €0,01 | €69,99 | €7 |

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| | €70 | Unlimited | 10% |
| Scent of the Month (OTM) and Scent/Warmer OTM | €0,01 | Unlimited | €5 |
| Enrollment | €0,01 | Unlimited | €7 |

*For orders sent directly to a customer instead of to the primary shipping address chosen by the Consultant. The shipping charges listed are VAT inclusive.

How will commissions be calculated in Belgium and Luxembourg?

Scentsy has a global compensation plan designed to support multiple countries. The commission calculation is: $PRV \times \text{commission percentage} \times \text{peg rate} = \text{commission amount in local currency}$. The peg rate for Belgium and Luxembourg is 1.19.

Want to learn more?

For more details on the required agreements, and the ins and outs of sponsoring and selling in Belgium and Luxembourg, review the very helpful Resources to help you grow internationally in the Training Section of Scentsy Success.