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Frequently Asked Questions

tastefully
simple®

OVERVIEW

What is TS to You?

- » TS to You is meals and more delivered to your door, automatically. There are no commitments and as a member of TS to You, you'll earn a 10% credit to use on your next regularly scheduled TS to You order. Plus, you'll get free shipping on TS to You orders totaling \$75 or more*.

How does it work?

1. Choose your meal or entertaining kit. You'll then receive meal and entertaining meal kit every other month (excluding Dinner Mixers; Dinner Mixers are delivered every month). You can switch your selection through your online account at any time.
2. Enjoy making delicious, home-cooked meals your family will love by using the products, recipes and grocery lists in your meal kit.
3. Earn a 10% reward to use on your next TS to You meal kit order.
4. Alternately, you may choose the Stock Your Pantry option to select products you would like to purchase for your recurring TS to You order. When your Stock Your Pantry order totals \$75 or more after all discounts are applied, a 10% discount will automatically be applied to that order. Note: Since a 10% discount is applied at the time of order, orders through the Stock Your Pantry option do not earn a 10% reward toward future orders.
5. Get free shipping on your recurring TS to You-eligible meal kit or Stock Your Pantry order when it totals \$75 or more after all discounts are applied. Note: TS to You members must make at least one recurring order every three months to be eligible for the free shipping offer.

*Free shipping offer applies to recurring orders only, not the initial purchase. Free shipping available on the first TS to You order placed each month. The usual shipping charges will be applied to subsequent orders placed during the same month. Free shipping is capped at an order value of \$200.

Is TS to You for everyone?

- » Yes! Anyone who plans and prepares dinner or who loves to entertain can enjoy the ongoing peace of mind with TS to You! Your meal kit – the answer to the question, “what should we eat?” – will appear on your doorstep automatically.

TS TO YOU BENEFITS

What are the TS to You benefits?

- » Ongoing peace of mind. You'll automatically receive your meal kit right to your doorstep. You'll leave your meal-planning headaches behind!

- » Rewards. With each TS to You order, you'll earn rewards to use on future purchases.
 - Credit: When you choose a meal or entertaining kit, you will earn a 10% credit to use on your next TS to You order. The credit will be calculated as 10% of the price of your TS to You-eligible meal or entertaining kit.

Note: Orders of \$75 or more placed through the Stock Your Pantry option will have a 10% discount applied at time of purchase and will not earn a 10% reward toward future purchases.

- Shipping: When the first recurring TS to You order (meal or entertaining kits or Stock Your Pantry) placed in a given month totals \$75 or more after all discounts are applied, shipping is free! TS to You members must receive a recurring order every three months to be eligible for the free shipping offer.

Does the 10% reward expire?

- Yes. However, you have six months to use it! Your credit expires at the end of the sixth full calendar month after your regularly scheduled order ships. For example, if your regularly scheduled TS to You order shipped on April 10, you'd have until October 31 to use it. However, if you choose to delay or cancel a scheduled order, it could result in the expiration of the credit on your account. See "Delaying Orders" section for more detail.

How do TS to You members earn free or discounted ground shipping?

- You'll earn free shipping on all regularly scheduled TS to You orders (including meal and entertaining kits and Stock Your Pantry orders) totaling \$75 or more after all discounts are applied.

Can I add products to my recurring TS to You order?

- Yes, products can be added to your TS to You shipments through the 10th of the month. If the 10th falls on a weekend or holiday you will have until the next business day to make changes to your order.

- You will need to be logged in to your tastefullysimple.com account to add items to your recurring order.

- **Note:** Add-on products will not be retained with meal and entertaining kit orders and will not be automatically included in subsequent recurring shipments. You must log in to your tastefullysimple.com each time you wish to add products to your order.

However, items added to Stock Your Pantry orders **will** be retained. Unless you log in to your tastefullysimple.com account to change the items in your Stock Your Pantry order, subsequent orders will include those items.

Do I earn rewards on products added to my TS to You order?

- » TS to You rewards are earned on the recurring TS to You-eligible meal kit or Dinner Mixers selection only. Stock Your Pantry orders do not earn TS to You rewards toward future purchases.

MANAGING YOUR TS TO YOU ACCOUNT

How do I manage my account?

- » Simply sign in to your account on tastefullysimple.com. You can update your meal kit, change payment method or address, check your rewards status, delay the shipment of your order or cancel your membership.

Who should I contact with questions about my account?

- » Customer Service is ready to help! Contact them at 866.448.6446, Monday-Friday, 8:00 am-5:00 pm CT.

REGULARLY SCHEDULED ORDERS

How do I find out what's in my next TS to You order?

- » On the first business day of the month you'll receive an email with information about your upcoming scheduled delivery. If you do nothing, you'll receive the kit noted in your email. However, if you'd like to switch it up, it's easy! Just log in to your account and update any time through the 10th of the month.

What's the deadline for changing my regularly scheduled orders?

- » You have through the 10th of the month that your order ships to make changes to your order or account information.
 - Note: Emails will be coming from Tastefully Simple (news@tastefullysimple.com). Be sure to add this email address to your safe senders list to ensure deliverability.
 - If the 10th of the month falls on a weekend or holiday, you will have through the next business day to make any updates. Updates can be made through your account on tastefullysimple.com or by calling Customer Service at 866.448.6446, Monday – Friday, 8:00 am – 5:00 pm CT.

RECIPES & RECIPE SCHEDULE – 10-Meal and 30-Meal Kits

Will I receive new recipes with my TS to You orders?

- » Yes! Printed recipes are included with every meal kit. In addition, you always have access to all the fabulous recipes created for your meal kit! Check them out at tastefullysimple.com/meal-kits.

How often does Tastefully Simple create new recipes for the meal collections?

- In addition to the set of recipes shown in the catalog, one additional set of recipes will be created for meal kits.

How will I know which recipes will be in my meal collection order?

- To see the most recent recipes, sign into your account on tastefullysimple.com and click on the “This month’s recipes” link.

When I become a TS to You member, which recipes will I receive first?

- You’ll receive the first set of recipes for the season (those featured in the catalog). That is true no matter when your first order is placed.

I’m a consultant. When new recipes are available, should I promote them with new clients?

- No. While it’s tempting, clients won’t yet receive those! Their first TS to You order will include recipes from the season’s original set of recipes. The catalog and meal kit tear pad are fabulous tools to sell our meal kits and TS to You for the entire season. (And they also show clients what they’ll receive in their first order!)

Are all the recipes in our meal kits freezer friendly?

- The following 10-meal kits are adaptable for freezer meals:
 - *One Pot* - all recipes are freezer friendly.
 - *Family Faves* – Five of the recipes are freezer friendly. You can freeze five and make five fresh.
 - *Fix it Fast* - These recipes are 30 minutes fridge-to-table. Some of these recipes will still be make-ahead or freezer friendly.

Will I have access to previous sets of recipes?

- Yes! All of the delicious recipes created for each meal kit are available for you to explore, make and enjoy: tastefullysimple.com/meal-kits.

Will I have access to electronic versions of the recipes and tools included in their kit?

- Yes. All of the materials from their meal kit, including previous recipes, are available online: tastefullysimple.com/meal-kits.

RECIPES & RECIPE SCHEDULE – Entertaining

If a client signs up for TS to You with an entertaining kit, what kit will they receive in future shipments?

- If you selected an entertaining kit for your first or recurring shipment, you will be scheduled to receive the featured entertaining kit of the month. The featured kit will be communicated in the TS to You email sent the first of the month. Like with any TS to You recurring shipment, you have the option to change your kit selection through your account by the 10th of the month.

How do I know what entertaining kits are available

- View the current catalog or visit tastefullysimple.com/entertaining to see the list of kits available.

RECIPES & RECIPE SCHEDULE – Dinner Mixers

How do I select Dinner Mixer recipes for recurring TS to You shipments?

- New Dinner Mixers recipe options will be posted on the 1st of every month and are available for that month only. TS to You members will receive an email on or around the 1st of the month with a prompt to make their recipe selections by the 10th of the month.

What if recipes are not selected by the 10th of the month?

- If you do not make your own recipe selection, recipes will be selected on your behalf according to the number of recipes sent in your prior delivery.

How do I know what recipes are available to choose from?

- Visit tastefullysimple.com/dinner-mixers to see the list of recipes available. A minimum of five new recipe options are posted on the 1st of the month.

SHIPPING DATES

When do my regularly scheduled TS to You recurring orders ship?

- All TS to You orders ship on or around the 15th of the month.
 - If you signed up for TS to You with a 30-Meal, 10-Meal or Entertaining Kit, you will receive a shipment every other month.
 - If you signed up for TS to You with Dinner Mixers, you will receive a shipment every month.

Can I get TS to You orders with expedited shipping?

- Yes! Just contact Customer Service by the 10th of the month if you want quicker shipping. (You will pay the shipping cost difference for that order.)
Customer Service: 866.448.6446, Monday – Friday, 8:00 am – 5:00 pm CT.

DELAYING ORDERS

Can I delay a scheduled order?

- Yes. Simply choose the delay option in your account on tastefullysimple.com by the 10th of the month your order is scheduled to ship. You can also contact Customer Service (866.448.6446, Monday – Friday, 8:00 am – 5:00 pm CT)
Note: delaying an order may affect your free shipping benefits.
- Delaying a scheduled order can affect your free shipping. If you do not place a recurring order within three months, free shipping will not be available on your next order of \$75 or more.

CREDIT CARD CHARGES, PARTIES

When will my credit card be charged?

- For regularly scheduled TS to You orders, your credit card will typically be charged on the 11th of the month. (The day may vary if the 11th falls on a weekend or holiday.)

Can my regularly scheduled TS to You orders be attached to a party?

- No. Your initial order, however, *can* be attached to a party.

ADDITIONAL TS TO YOU ORDERS

Can I place additional TS to You orders between my regularly scheduled TS to You orders?

- Yes! Simply sign into your account on tastefullysimple.com. Click on the Shop tab on the navigation bar, select the eligible kit and make sure that the “TS to You – redeem rewards” radio button is highlighted.
- You will still receive your regularly scheduled TS to You shipments.
- Note: Only your first TS to You order in a given month is eligible for the free shipping offer.
- Stock Your Pantry cannot be used to place additional TS to You orders between regularly scheduled orders.

MISSING/DAMAGED ITEMS, RETURNS, SATISFACTION GUARANTEE & PROMISE

How do I handle missing or damaged TS to You items?

- Like all orders, clients and consultants can call Customer Service for a credit or replacement item (866.448.6446, Monday-Friday, 8:00 am – 5:00 pm CT).

Can I return TS to You Orders?

- Yes. See the chart below for the refund amount.
- If a TS to You member has excessive (i.e., more than 50% of the average product value from their last three orders has been returned) returns, their account may be cancelled, they may no longer receive refunds or they may receive a product rather than a credit on account. Note: Active consultants may not return products.

Timeframe	Amount
Within 30 days of purchase	Full refund of the products
31-60 days after purchase	Refund of 90% of the original net product cost
After 60 days	No refund given

Does the TS Satisfaction Guarantee apply to TS to You orders?

- Yes! If you taste a product and don't like it, we will credit your account or replace the item. TS to You members should contact Customer Service: 866.448.6446, Monday-Friday, 8:00 am - 5:00 pm CT.

BECOMING A MEMBER OF TS TO YOU – AS A CONSULTANT

Do I need to be enrolled in TS Connected to personally become a member of TS to You?

- No. When you create your registered client account on tastefullysimple.com, use the same email address that is in the My Account area of myHQ.

How will my personal TS to You shipment be billed?

- You will be billed the retail price less applicable discounts (e.g., TS to You rewards) for your TS to You order. The Part One Retail order total of your TS to You shipment will be included in your Part One commissionable sales and paid at the appropriate level based on the chart on page 9 of the Business Policies.

Will I be charged a ProPay transaction fee for my personal TS to You orders?

- No. You will not be charged ProPay fees for your personal TS to You orders.

BECOMING A MEMBER OF TS TO YOU – YOUR CLIENTS

How can my clients become TS to You members?

- Clients can sign up any time at tastefullysimple.com. Simply click on “Meal Kit Delivery Service” in the footer.
- Most sign-ups will happen at parties and check-out is the perfect place! Since sign up is designed to happen online, bring your tablet or laptop to your parties

and be sure you have data or personal Wi-Fi so you don't need to rely on your host's.

If you do not have Internet access, a paper option is available. The client needs to complete:

- Tastefully Simple Agreement – Complete this with their order form. It indicates the eligible item(s) for future recurring orders. If your client is also becoming a consultant, they can use this same form.
- Tastefully Simple Order form – For their initial TS to You order. Remember to give your client the applicable copies.
- Have your client fax all of the forms to Customer Service to complete the process. All faxed forms must be received at the same time as the eligible collection is purchased. (Fax: 320.763.1593.)

Do I need to be enrolled in TS Connected in order for my clients to become TS to You members?

- Yes. In order for your clients to become TS to You members, you must be enrolled in TS Connected.

HOST REWARDS AND BECOMING A MEMBER OF TS TO YOU

Can my host use their host rewards to become a member of TS to You with an eligible meal kit?

- That's a great idea! To do so, have your host complete a paper Tastefully Simple Agreement form, write their order number on the form and fax to Customer Service (320.763.1593). This Host Reward order will count as their initial TS to You order. That means they'll receive 10% of what they paid for the kit as a credit on their account.

Consultant/Host Process

- When a host wants to use their rewards toward a TS to You-eligible meal kit and become a TS to You member, they need to:
 1. Finalize the Host Reward Order. Select the TS to You-eligible collection and submit the order on myHQ.
 2. Ask the host to complete the paper Tastefully Simple Agreement form, then fax to Customer Service (320.763.1593). Be sure your host includes:
 - a. Item Number
 - b. Order Number
 - c. Payment information must be completed and the form signed prior to submission.

- Note! The paper agreement form must be received by the last day of the next full month after the purchase of the eligible kit. For example, if your host purchases a meal kit on April 2, they must submit their agreement by May 31.

Reminder! Your host can JOIN at the same time, too! They just need to submit the paper copy Tastefully Simple Agreement and pay the \$39.95 fee.

If a paper copy of the Tastefully Simple Agreement is submitted, what is the date of the regularly scheduled order?

- The regularly scheduled order date will be based on the day we received the paper agreement. For example, if your host submits the Tastefully Simple Agreement on May 20 and their initial eligible kit was Dinner Mixers, their first recurring shipment will be sent around June 15.

Can I order multiple eligible meal kits on my TS to You membership, keep one for myself and sell the rest?

- No. Eligible meal kits on your TS to You membership are for personal consumption. They aren't for inventory or resale.

Can a client change their TS to You consultant?

- No. The original TS to You consultant is tied to the client's account. If a client cancels and then becomes a member again, they may choose another consultant if it's been more than 180 days since their cancellation.

Can I call Customer Service to update my clients' TS to You orders on their behalf?

- No. Only the TS to You member may update information on their account.