

# Xyngular Subscription FAQs

Q. What is a Xyngular subscription?

A. A Xyngular subscription is an automated, fully-customizable monthly product order. This program is open to Xyngular Members and Distributors, and can be updated or cancelled at any time.

Q. What are the benefits of signing up for a Xyngular subscription?

A. A Xyngular subscription enables you to receive products on your own schedule, customize your order and earn Rewards points toward free products.

Q. Is there a monthly minimum to participate in subscription?

A. No, Xyngular does not require a minimum monthly purchase to participate in subscription.

Q. Is a subscription required to be a Xyngular Member or Distributor?

A. No, a subscription is not required to be a Xyngular Member or Distributor.

Q. Are there fees for being on subscription?

A. No, there are no additional fees for participating in Xyngular's subscription.

Q. What are Rewards points?

A. Rewards points are rewards you earn for every processed subscription order in the United States, Puerto Rico, and Canada. These points can be redeemed for free Xyngular products. To learn more about Xyngular Rewards, go to [xyngular.com/rewards](https://xyngular.com/rewards).

Q. How do I earn Rewards points?

A. Subscription holders earn 10% back in Rewards points on the rounded-up U.S. dollar value of their monthly subscription orders. You can also earn double the points for subscription orders in your 4th and 7th consecutive months.

Example: A \$95 subscription order earns 10 Rewards points each month, and 20 points in your 4th and 7th month.

Q. What markets can earn Rewards points?

A. Subscription holders in the United States, Puerto Rico, and Canada are eligible to earn Rewards points on subscription orders.

Q. How do I redeem Rewards points?

A. To redeem Rewards points, you will login at [xyngularrewards.com](https://xyngularrewards.com) and select products for your order. Please be aware you are responsible for sales tax and a \$5.95 charge for shipping on Rewards orders.

Q. Is there a maximum balance of points I can hold?

A. Yes, Rewards points balances cannot exceed 550 on a single Xyngular account.

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Q. Can I sign up for subscription while I am enrolling?

A. Yes, as you are enrolling you are able to sign up for a Xyngular subscription. New enrollments earn an additional 15 Rewards points if they have a subscription process the month after their enrollment order.

Q. If I choose to sign up for subscription at enrollment, am I charged right away?

A. No, you will not be charged immediately for your subscription. You will instead be charged on the date you select for your subscription to process.

Q. Can I use a different credit card for my subscription than my enrollment order?

A. Yes, to do this you will need to update your payment information after processing your initial enrollment order, or contact Xyngular's Member Service department.

Q. Do I have to purchase one of the three bundles listed to enroll on subscription?

A. You are not required to purchase one of the three recommended bundles at enrollment for subscription. To select other products click "Customize Your Own" and you will see the full product catalog to select from.

Q. How can I purchase the Trim Down Trio with Lean Vanilla on subscription at enrollment?

A. Trim Down Trio with Lean Chocolate is featured on the main subscription page at enrollment. However, if you would like to purchase the Lean Vanilla option, select "Customize Your Own" and locate the Trim Down Trio with Lean Vanilla.

Q. How do I update my subscription contact information if it changes?

A. To edit your subscription contact information, login at [myaccount.xyngular.com](http://myaccount.xyngular.com). In the top right-hand side of the screen select "My Account" and then select "Manage Subscription." You can edit address, email, phone, payment information, passwords, etc. from this screen. Update your information 24 hours prior to order processing to avoid errors.

Q. How do I manage my subscription order?

A. To edit your information, login at [myaccount.xyngular.com](http://myaccount.xyngular.com). In the top right-hand side of the screen select "My Account" and then select "Manage Subscription." You can edit products in your order from this screen. Update your information 24 hours prior to order processing to avoid errors.

Q. Can I skip a month on subscription?

A. Yes you can skip a month on your Xyngular subscription, without losing your Rewards points. You can do this by changing your monthly processing date in your XBO to the following month.

Q. How do I cancel my subscription?

A. To cancel a subscription, first check your Rewards balance to redeem any potential points you may have earned, or they will be lost. Once your points have been redeemed select "Manage subscription" and then select "Change" next to your current order. You will be able to see a "Cancel subscription" button under your payment information.

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Q. What is the return policy for products purchased on your first subscription?

A. For your first paid subscription you have 30 days to receive a 100% refund of the purchase price, less shipping and handling fees, on unopened, unaltered, resalable and restockable products. After 30 days, up to 1 year from order date, you can receive a 90% refund, less shipping and handling fees, on unopened, unaltered, resalable and restockable products.

Q. What is the return policy on future subscription orders?

A. For future orders 90% of the purchase price will be refunded, less shipping and handling fees, on unopened, unaltered, resalable, and restockable products if postmarked within 12 months of the order date.