

# Frequently Asked Questions – Operations

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## Online Ordering

### 1. How do I purchase from Nu Skin Singapore if I am interested in your product?

To make a purchase directly from Nu Skin Singapore website, you will need to sign up as our Brand Affiliate or Member.

#### **Brand Affiliate Sign-up**

You can sign up online at nuskin.com. You will need a sponsor upline\* for the sign up.

#### **Member Sign-up**

You can contact a sponsor upline\* to send you a Member sign-up link.

After signing up as a Brand Affiliate/Member, you can proceed to create a web account at nuskin.com.

#### **Non-Brand Affiliate/Member purchase**

Alternatively, if you do not wish to sign up as a Brand Affiliate/Member, you can contact a Nu Skin Brand Affiliate\* who will assist you on your purchase.

\*If you do not know any sponsor upline/Brand Affiliate and would like us to recommend one, please kindly call our hotline at 6837 3363 or email to 48hrs\_reply\_singapore@nuskin.com for assistance.

*For your information,*

**BRAND AFFILIATE** —Any person authorized to sell Nu Skin’s Products, pursuant to a Brand Affiliate Agreement (BAA). All Product purchases are optional.

**MEMBER**—A non-Brand Affiliate who is Registered by a Brand Affiliate and can purchase Nu Skin Products at the Member Price. A Member is not authorized to Register Brand Affiliates or resell Products.

### 2. How many products can I order at one time?

There is no limit on the number of products to be purchased at one time, unless otherwise stated. Example, Promotion Package, Limited Time Offer or Exclusive Package.

If you are a Nu Skin Brand Affiliate from other markets, you can contact us at 6837 3363 or email us at 48hrs\_reply\_singapore@nuskin.com to assist you with your Monthly Order purchase limit.

### 3. How do I check my order history?

Log in to your online web account and go to “Profile”. Select "Order History" option to view past records.

**4. I have a promo code that can only be used for Online purchase. Where can I input my promo code?**

You may find this option in “Order Checkout” page under “Billing Information” > “Enter A Promotional Code”.

**5. I am not able to view some of the content or click Add to cart. What should I do?**

To view our website at its best, we would strongly recommend using the latest version of Google Chrome.

If you still encounter issues, please kindly contact Nu Skin at 6837 3363 or email us at 48hrs\_reply\_singapore@nuskin.com for assistance.

**6. I want to make an order for delivery/pick up. Where can I select this option?**

You may find this option in “Order Checkout” page under “Shipping Method”.

**7. The item I wish to buy is showing Out of Stock online, how can I make a purchase?**

You will not be able to place orders for products that are Out of Stock. You may view our E-copy of the Product Update available on the website (Top Left Hand of the webpage) to know when the product will be available for sale.

**8. I forgot my online log-in password. What should I do?**

Click “Forgot your password” in the “Sign in” page and follow the instructions accordingly. For further assistance, please contact Nu Skin at 6837 3363 or email to 48hrs\_reply\_singapore@nuskin.com.

**9. Can I change or void an online order after it has been placed?**

No, once an order has been placed, it cannot be edit, changed or void. You may request for a refund. For further assistance, please contact Nu Skin at 6837 3363 or email to 48hrs\_reply\_singapore@nuskin.com.

**10. How do I qualify for free delivery?**

For free delivery, you will need to spend a minimum of \* \$240 or \*\$140 in a single invoice. (Refer to the Table below) Delivery will take around 3 to 5 working days.

<b>Delivery Charges 运费</b>	
“Please note that products left uncollected for 7 working days will be sent to latest address updated in Nu Skin System and a \$10 Administration fee will be charged.” 如产品于七个工作日内无人领取，公司会将产品运送于您在Nu Skin系统上最新的注明地址，并酌收十元的行政费用。	
<b>SUBSCRIPTION CUSTOMERS</b>	
Order from 订单从	Charge 费用
Less than S\$140.00	S\$10.00
S\$140.00 & above	Free of charge
<b>NON-SUBSCRIPTION CUSTOMERS</b>	
Order from 订单从	Charge 费用
Less than S\$240.00	S\$10.00
S\$240.00 & above	Free of charge

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## Payment

### 1. What are the modes of payment available in Nu Skin?

<b>Type of Payment</b>	<b>Walk-in</b>	<b>Online</b>
<b>One-time Payment (Debit &amp; Credit Cards)</b>	<ul style="list-style-type: none"> <li>American Express</li> <li>Diners</li> <li>MasterCard</li> <li>Visa</li> </ul>	<ul style="list-style-type: none"> <li>American Express</li> <li>MasterCard</li> <li>Visa</li> </ul>
<b>One-time Payment</b>	<ul style="list-style-type: none"> <li>NETS</li> <li>FOMO</li> </ul> (PayNow,ShopeePay, GrabPay etc)	<ul style="list-style-type: none"> <li>GrabPay Wallet</li> </ul>
<b>Instalment Payment (6 or 12 Months) Credit Card ONLY</b>	<ul style="list-style-type: none"> <li>American Express Bank</li> <li>DBS / POSB</li> <li>UOB</li> </ul>	<ul style="list-style-type: none"> <li>American Express Bank</li> <li>DBS / POSB</li> <li>UOB</li> </ul>
<b>Instalment Payment via Buy Now Pay Later (BNPL)</b>	<ul style="list-style-type: none"> <li>NA</li> </ul>	<ul style="list-style-type: none"> <li>Atome</li> </ul>

### 2. Why was my card charged even though my order was not successful?

This is not likely to happen. However, if it does happen, you may

- Call and check with issuing bank on the charging.
- Provide and email supporting document (Proof of Statement) for further verification to [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com).

### 3. I received a payment error message. What should I do?

Please check that you're using a valid Debit/Credit card and your card details were input correctly. If you are still facing problems, please contact Nu Skin at 6837 3363 or email to [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) for assistance.

### 4. What are the items eligible for instalment payment in Nu Skin?

You may view the packages available for instalment payment [here](#), for both online and walk-in instalment payment.

### 5. How can I confirm if my order has successfully gone through? I did not receive any Confirmation Page with Sales Order Number.

You can also check your order from your account order history for the sales order number. If you still encounter issues, you may drop us an email at [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) or call Nu Skin at 6837 3363 for assistance.

**6. Can I charge two different credit cards within a single transaction online?**

No, our online platform only allows 1 credit card per transaction. However, you will be able to do so if you make a purchase at our Experience Centre with such a request.

**7. Do you have GIRO option available for monthly Subscription Program for recurring order?**

No, GIRO option is unavailable.

**8. How may I track or view my successful order online?**

You will receive an email notification after the order has been completed or go to "Profile" and select "Order History" option to view past records.

**9. I am buying one set of ageLOC TRMe System Chocolate (SG) and ageLOC Y-Span (1 bottle). Why am I not able to find the instalment option in the Check Out Page > Billing Information?**

For online instalment, you will need to separate your sponsoring package (**ageLOC TRMe System Chocolate (SG)**) from any additional ala carte items (Y-Span). Please do 2 separate orders to be eligible for the instalment for **ageLOC TRMe System Chocolate (SG)**.

**10. Why is my AMEX Credit Card (E.g. Takashimaya Credit Card) not eligible for the instalment online?**

For AMEX instalment, the issuing bank must be under American Express Bank. Co-brand cards will not be eligible for AMEX instalment.

## Membership/Sign up

### 1. I am a new Brand Affiliate. How do I go about logging in and making a purchase online?

You may click [here](#) for our guide to creating your web account and ordering online.

### 2. How can I sign up to be a Brand Affiliate?

To sign up or learn more about becoming a Nu Skin Brand Affiliate, please click [here](#).

### 3. Will my personal data collected by Nu Skin during Sign-up be shared to any other 3<sup>rd</sup> party?

For more information, please refer to our [Privacy Notice](#) that explains how we collect, use and share Personal Data.

### 4. Why do I need to provide my NRIC during sign-up as a Brand Affiliate?

The Company continues to collect, use, and disclose the NRIC Numbers of Principal Brand Affiliates of individual Brand Affiliate Accounts, and of Brand Affiliate Accounts with Joint Participation, as required by law for tax reporting purposes.

### 5. I do not want to provide my NRIC for Sign-Up, but I still want to make purchases. What can I do?

You may sign up as a Member\* instead of a Brand Affiliate. The option to sign up as a Member\* is for consumers who would like to purchase Nu Skin products and do not wish to be a sales leader. Members\* are not allowed to do any overseas purchase.

You may sign up via the invitation link provided by the person assisting you on your sign up. Alternatively, you may contact Nu Skin Singapore at 68373363 or email to 48hrs\_reply\_singapore@nuskin.com for assistance.

***\*MEMBER**—A non-Brand Affiliate who is Registered by a Brand Affiliate and can purchase Nu Skin Products at the Member Price. A Member is not authorized to Register Brand Affiliates or resell Products.*

### 6. Does Nu Skin charge any membership fee?

No, membership is free.

### 7. Is the membership transferable?

No, transfer of membership is not allowed.

**8. Will my membership expire?**

Active membership is valid for a lifetime. However, membership is still subjected to termination or suspension should there be any suspicious or fraudulent activities found in account. Due to security, inactivity for 12 months consecutively will result in “Inactive status”.

**9. How do I reactivate my account?**

You will need to complete the reinstate form and submit the digital copy to 48hrs\_reply\_singapore@nuskin.com .

**10. What happens if I have difficulty logging in to my Nu Skin Account?**

If you have trouble logging in, you may contact Nu Skin Singapore at 6837 3363 or email to 48hrs\_reply\_singapore@nuskin.com for assistance.

**11. Where can I view and update my contact information?**

Log in to your online web account and go to “Profile”. You may view/update information such as E-mail address, contact number, home address and communication preferences.

## Returns and Refunds

### 1. What if I am dissatisfied with the products I purchased?

You may bring the unopened products in resaleable condition back to our Nu Skin office for refund. Please refer to the link [here](#) for our Product Return Policy.

### 2. Do I need a physical invoice to do a refund over the counter?

No, however you will need to provide your Membership number and sales order number for us to verify and process the request.

### 3. Can I do an exchange for an item that I bought from Nu Skin?

No, we do not do any exchange unless the products purchased directly from Nu Skin Singapore were incorrectly sent, or are defective, provided that you notify Nu Skin Singapore within 90 days from the date of purchase. If an exchange is not feasible, Nu Skin Singapore may issue a full refund of the purchase price.

### 4. Can I process refund if the products were purchased from other Nu Skin markets?

No, you can only request for refund in the local market that you purchased the product(s) from.

### 5. What can I do if my products are defective or having quality issue?

Please kindly call our hotline at 6837 3363 or email us at [48hrs\\_reply\\_singapore@nuskin.com](mailto:48hrs_reply_singapore@nuskin.com), providing details on the issues you are facing. Upon receiving the information and assessing the situation, our staff will advise and provide assistance accordingly.

### 6. How long does the refund take?

Refund will usually take around 3 to 4 working weeks to process.

### 7. Can I receive a partial refund for my purchase?

In the case where 2 or more products were purchased in a single invoice, a partial refund for some of the products purchased may be applicable. You may bring the unopened product(s) in resaleable condition back to our Nu Skin office for refund. Upon review, we will process refund for the product(s) returned.



## 8. Can I request for a refund for my order before the delivery was made?

If the refund request for **S/O (0123456789)**, please kindly approach Distributor Center Team for approval and verification.

During the approval process, please take note of the following if applicable:

- If refund request order is yet to be delivered/ received by you, you may submit the refund requests via JotForm link provided in the SMS or call the Delivery hotline at 6369 9966 or 6911 6112 to reject the delivery.
- In the event of a product refund, where promo code is used for the product purchase, promo code used will not be credited back to the account.
- The refund process will take about 3-4 working weeks back to the Credit card ending last 4 digits **as reflected in the system**.
- Any Bank Instalment Plan that is currently financed through the Credit card paid for the order will be terminated **after** the refund has been processed in system.
- In the case of return of products purchased under Promotion, the free gift(s) must also be returned in an unopened and resalable condition. Unless specified otherwise, individual products in the Promotion Packages may be returned provided they are unopened and in a resalable condition. Nu Skin shall use the discounted price under the Promotion as the price to calculate the refund amount. In the event you are unable to return any of the free gift(s) in an unopened and resalable condition, you agree that Nu Skin may at its sole discretion, deduct the value of the free gift(s) as specified below from the total refund amount to you.

\*If the payment is done by Nets, we will be refunded back to the Bank account under the PSV reflector name (\*same as Bank account name) as stated in the invoice.

\*If the payment is done by Atome, we will be refunded back to the Payee E-Wallet under the Payee account as stated in the invoice.

There will be no Auto Cancellation for Instalment Plan under **atome**  Transaction.

Alternatively, you can contact Nu Skin Singapore at 68373363 or email to [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) for assistance.

## 9. Am I able to request for my refund to be in Cheque/Cash although I paid for the items by Visa/Master/AMEX card?

No. We are unable to proceed with the request as our refund policy will only allow the refund to be back to the credit card that was charged.

## 10. My order is paid using NETS or FOMO Pay (GrabPay / PayNow), how will you refund me?

For non-credit card payment types, mobile banking application, PayNow, GrabPay, NETS Pay, ALIPAY and WeChat Pay, UnionPay, Shopee Pay, Singtel Dash, UOB Mighty, OCBC Pay Anyone, the refund will be processed back to the Payee Wallet under the Payee account as stated in the invoice.

\*If the payment is done by Nets, we will be refunded back to the Bank account under the PSV reflector name (\*same as Bank account name) as stated in the invoice.

## Collection and Order Delivery

### 1. What are the operating hours for the collection counter at our Experience Centre?

Monday to Friday: 11.00am – 7:30pm  
 Saturday: 11.00am – 3.00pm  
 Closed on Sundays and Public Holidays

### 2. What are the delivery timings available?

Monday: 9am-1pm/2pm-6pm/6pm-10pm  
 Tuesday to Friday: 9am-1pm/2pm-6pm/6pm-10pm  
 Saturday: 9am-1pm

No deliveries on Sundays and Public Holidays

### 3. Can I change my delivery date and time or delivery address and contact number?

Yes, you can reschedule by fill up the JotForm provided when you have received a delivery scheduled SMS from CMS, Nu Skin Singapore Courier Partner.

### 4. Do you have any delivery charges?

For free delivery, you will need to spend a minimum of \* \$240 or \*\$140 in a single invoice. (Refer to the Table below)

Delivery will take around 3 to 5 working days.

<b>Delivery Charges 运费</b>	
"Please note that products left uncollected for 7 working days will be sent to latest address updated in Nu Skin System and a \$10 Administration fee will be charged." 如产品于七个工作日内无人领取，公司会将产品送交于您在Nu Skin系统上最新的注明地址，并酌收十元的行政费用。	
<b>SUBSCRIPTION CUSTOMERS</b>	
Order from 订单从	Charge 费用
Less than S\$140.00	S\$10.00
S\$140.00 & above	Free of charge
<b>NON-SUBSCRIPTION CUSTOMERS</b>	
Order from 订单从	Charge 费用
Less than S\$240.00	S\$10.00
S\$240.00 & above	Free of charge

### 5. Do you provide overseas delivery?

No, we only provide island-wide local delivery.

### 6. How long do I have to collect my online pickup order?

Pickup order will need to be collected within 7 days from the date of purchase. Failing to do so will result in a charge of \$10 Administrative Fee and the products will be delivered to the address stated in the order.

**7. How long does delivery take if I placed a delivery order?**

Our delivery will take around 3-5 working days.

**8. Can I change my delivery order to self-collection at Nu Skin Office?**

Yes, you may do so. You may contact Nu Skin Singapore at 6837 3363 or email to [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) for assistance.

Please note you will not be able to collect the products immediately and such an arrangement will take **7 working days** to make the change and prepare your order for self-collection.

**9. Can I change my delivery details or contact number after placing an order?**

Yes, you may do so but please do note that any changes in delivery details such as address, or mobile number may delay the delivery.

**10. Can I change my address through the courier delivery personnel?**

Yes, you may update any change of delivery details through the delivery personnel but do note it will be a one-time change for the sales order number. For permanent change of delivery details, kindly contact Nu Skin Singapore at 6837 3363 or go to [www.nuskin.com.sg](http://www.nuskin.com.sg)

**11. Courier did not turn up for my scheduled delivery. Who can I contact?**

Kindly contact Nu Skin Singapore at 6837 3363 or email to [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) for assistance.

**12. My delivery order has missing/incomplete item. Who can I contact?**

Kindly contact Nu Skin Singapore at 6837 3363 or email to [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) for assistance.

**13. How do I track my online order?**

You can track your order via SMS and a tracking link provided. More details here:

**Picked delivery as your preferred option?**  
 Here are a few simple steps on *how to track your order*

1. Ensure delivery address and contacts are correct.
2. Select delivery option and proceed.

Congratulations on completing your online order!

Not able to receive the parcel or put incorrect information? No worries!

1. Submit a request via the Jotform link in the SMS or call the Delivery hotline at 6369 9966 / 6911 6112 for assistance.
2. Once the request is confirmed, a confirmation SMS will be sent to you.

\*Please note that change in delivery details such as address or mobile number may delay the delivery.

Once your parcel has been successfully delivered, the status and proof of delivery will be available via the tracking link.

eg. SMS on details of the delivery


Hi Jane,

On behalf of NU SKIN, please note we'll be sending your Same Day/PNG order #123456789 on 2023-03-23 from 10:00-18:00. For reschedule or change of address please fill in the link below:


<https://form.jotform.com/232049401396048>

We are representing Nu SKIN for Delivery service only. Please call Delivery Hotline at 63699966 for assistance/eng-try: <https://trk.la/sg#EEDFu>

eg. Status of Delivery



eg. Proof of Delivery



## General Enquiries

### 1. Where is Nu Skin located and what is the nearest MRT?

**Our address:** 331 North Bridge Road, #18-01 Odeon 331 S188720

If you are taking the East-West Line (Green Line), you can alight at City Hall MRT.  
If you are taking the Circle Line (Orange line), you can alight at Bras Basah MRT.

### 2. What is the Experience Centre operating hours?

Monday to Friday: 11.00am - 7:30pm  
Saturday: 11.00am – 3.00pm  
Closed on Sundays and public holidays.

### 3. What is the hotline number and its operating hours?

Hotline: 6837 3363  
Operating Hours Monday to Friday: 11.00am to 7.00pm  
The hotline is unavailable on Saturday, Sunday, and Public Holidays.

### 4. Can I terminate and hold my Subscription program online?

No, this option is currently not available online. You can submit your form via walk-in to our Experience Centre or email us at [sameday\\_order\\_singapore@nuskin.com](mailto:sameday_order_singapore@nuskin.com) for assistance.

### 5. Where can I get to know what are your available promotion(s)?

Please go to [www.nuskin.com.sg](http://www.nuskin.com.sg) or visit our [Facebook page](#) for the latest updates on promotion.

### 6. How do I know more about doing business with Nu Skin?

You can find out more [here](#). If you have any questions, you can contact us at 6837 3363 or email to [48hrs\\_reply\\_singapore@nuskin.com](mailto:48hrs_reply_singapore@nuskin.com).

### 7. Where can I find product information on a product I am interested in?

To get more information on our products, you can visit our website at [www.nuskin.com.sg](http://www.nuskin.com.sg) to learn more.

### 8. How many branches do you have in Singapore?

We only have one main office in Singapore located at 331 North Bridge Road, #18-01 Odeon 331 S188720.

**9. What would happen if I forgot to fulfil my default plan for Subscription program this month?**

For default plan, if there is no fulfilment done before 25<sup>th</sup> of the month, our system will automatically charge you based on the credit card and products that are pre-saved in your Subscription program contract. Your products will then be sent to you in 3 to 5 working days.

**10. Where can I download the Nu Skin Administrative forms such as LOI, New Subscription or Hold or Termination form online?**

You can download the forms [here](#) from our online website.

## Nu Skin Singapore (NSSG) Device Care App

### 1. What is the NSSG Device Care app?

It is a Nu Skin device support tool that allows you to check your device warranty status, submit request for device inspection and check the status of the inspection.

### 2. Who is eligible to create an account and use the NSSG Device Care app?

All customers and Brand Affiliates of Nu Skin Singapore are eligible to create an account and use the NSSG Device Care app.

### 3. How do I create an account for NSSG Device Care app?

Click 'Sign Up Here' at the bottom of the launch screen. Input your email address and password to complete the account set-up.

### 4. Is NSSG Device Care app compatible with all mobile phones?

NSSG Device Care app is compatible with mobile phones operating on:

- iOS 12.0 or later; and
- Android 8.0x or later

### 5. Can I request for an immediate, one-to-one exchange for my device after I submit the device inspection request?

Unfortunately, we are not able to provide an immediate on-site inspection. Instead, you will receive an in-app notification on the status of your submitted device within seven to ten (7-10) working days from the date of submission.

### 6. Am I able to submit a request for device inspection without the app?

You will be required to use the app to submit a device inspection request if your device was purchased from 1<sup>st</sup> March 2021 onwards.

### 7. How can I submit a device inspection request if my device was purchased before 1<sup>st</sup> March 2021?

Please bring your device and the original invoice to Nu Skin Singapore Experience Centre counter 5/6 for assistance.

### 8. How will I be notified when my device or replacement device is ready for collection?

An in-app notification will be sent to you when your device or replacement device is ready for collection.

### 9. Am I able to check the status of my device inspection?

Yes, you can go to 'HOME – Inspection Status' to check your device inspection status.

**10. How do I check whether my device is still under warranty?**

Go to 'Warranty Status', scan the QR code on your device and the warranty period will be displayed.

**11. Am I able to submit my device for inspection if it is Out-of-Warranty?**

Out-of-Warranty devices are not eligible to be submitted for inspection.

**12. Am I able to submit a device that was not purchased from Nu Skin Singapore for inspection?**

Devices that were not purchased from Nu Skin Singapore will not be covered under this Device Care service.

**13. Are spare parts chargeable?**

All devices except for EcoSphere Water Purifier do not have serviceable and replaceable parts. For EcoSphere Water Purifier that is out-of-warranty, Nu Skin Singapore may impose necessary charges on repair(s) performed. All related charges for the servicing of the EcoSphere Water Purifier will be made known to you before we proceed with the servicing.

**14. Can I report product quality issues for Pharmanex or Personal Care products using this app?**

For all other Nu Skin product quality issues, kindly email to [48hrs\\_reply\\_singapore@nuskin.com](mailto:48hrs_reply_singapore@nuskin.com) for assistance.