

COVID-19 FAQs

EXPERIENCE CENTRE/WAREHOUSE/SHIPPING

Q: ARE THE SYDNEY AND AUCKLAND EXPERIENCE CENTRES STILL OPEN?

A:

SYDNEY EXPERIENCE CENTRE

As of Wednesday, 1st July the opening hours for the Sydney Experience Centre will be returning to normal and you will now be able to hold meetings, use our devices and order and pick up products from the centre. Please see below the opening hours:

- Monday: 10:00am – 6:00pm
- Tuesday: 10:00am – 9:00pm
- Wednesday: 10:00am – 6:00pm
- Thursday: 10:00am – 6:00pm
- Friday: 10:00am – 6:00pm
- Saturday: 10:00am – 4:00pm
- Sunday: CLOSED

Please note for everyone's health and safety a number of restrictions will remain in place. Social distancing must be maintained at all times and the four-square metre per person rule will apply for all meeting rooms, meaning there is a restriction on the number of people allowed in each room at once. Until further notice due to hygiene reasons we will also no longer be providing testers in the Experience Centre.

AUCKLAND EXPERIENCE CENTRE

As of Monday, 15th June the operating hours for the Auckland Experience Centre will be returning to normal. With COVID-19 restrictions easing in New Zealand you will now be able to hold meetings, order and pick up products in the centre. The opening hours are:

- Monday: 10:00am – 4:00pm
- Tuesday: 10:00am – 4:00pm
- Wednesday: 10:00am – 4:00pm
- Thursday: 10:00am – 4:00pm
- Friday: 10:00am – 4:00pm
- Saturday: CLOSED
- Sunday: CLOSED

Q: WILL WE STILL RECEIVE OUR ORDERS, IS THE WAREHOUSE FUNCTIONING?

A: Please be assured that Nu Skin remains operational- orders are being processed as usual on nuskin.com, product manufacturing and shipping are running efficiently with our strict quality and safety standards, and the Call Centre, Distributor Support and Sales Staff are operating to provide you with the very best support during this time.

Q: ARE ANY CHANGES BEING MADE TO SHIPPING?

A: We made the decision to reduce our free shipping threshold to ensure you have greater access to our products. We understand that many people aren't venturing out at the moment so if you prefer to shop online, we have made it easier with free shipping now available on all online and ADR orders over \$199. All Australia Post and StartTrack services have removed the signature on all deliveries. This means if you pay for Signature Express Shipping, instead of obtaining a signature the driver will type in your name. If you are not home at the time of delivery your order will be taken to the Post Office as usual. Please refer to Australia Post for the most up to date information in your area.

Q: HAS SHIPPING BEEN AFFECTED?

A: The shipping companies are seeing a significant spike in deliveries. They are doing everything they can to manage their operations safely and comply with the 2m distancing rules. This means they are not able to process parcels as quickly as they usually would and in some instances, means customers may get their parcels a little later than usual. Domestic parcels in some cases are seeing delays of up to 3 days as well as international parcels seeing delays of up to 5 working days. Please be patient and only follow up orders after the delay times mentioned.

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PRODUCTS

Q: DO WE HAVE ENOUGH STOCK TO MEET DEMAND?

A: We have plenty of stock in our warehouses available to meet the current demand. Leading up to the winter months we have an increased supply sitting in our warehouses right now ready to cater for the demands coming. Our supply chain is fully operational, and stock is great.

Q: WHAT CLAIMS CAN WE MAKE ABOUT OUR PRODUCTS AND COVID-19?

A: With the status of the COVID-19 pandemic changing rapidly, we urge you to be very mindful and sensitive about Nu Skin products and any specific product claims. Please keep in mind that our products are not intended to diagnose, treat, cure or prevent any disease. There should not be any references to viruses or COVID-19 when speaking about Nu Skin products, your business, or the opportunity with the company. Please review our [Compliance Corner](#) for more detailed guidance on how to speak about and sell Nu Skin's products.

EVENTS

Q: THERE ARE NUMEROUS GOVERNMENTAL AGENCIES IN DIFFERENT COUNTRIES ADVISING AGAINST TAKING CRUISES BECAUSE OF THE CORONAVIRUS EPIDEMIC. IS THE SUCCESS TRIP TO ALASKA AFFECTED BY THIS?

A: Due to COVID-19 and the advice from the Government and Health authorities the Success Trip to Alaska will no longer be taking place in September. We encourage those qualifying to continue to work hard, as we will recognise and reward all achievers. We are currently assessing alternative arrangements to deliver the recognition and reward that you have all worked so hard for. Please be assured that your health and safety are always our top priority and we will take all the necessary actions to ensure this.

THE BUSINESS

Q: HOW IS THE BUSINESS PERFORMING IN THIS TIME OF ECONOMIC INSTABILITY?

A: Nu Skin is an incredible opportunity as we have the perfect business platform, as well as amazing products that we know will make a difference, especially during this time. The business is performing well at this time, with many of our products in high demand. As COVID-19 continues to spread around the globe we want to help make a difference as best we can.

Q: HOW ARE EMPLOYEES BEING PROTECTED?

We are fully committed to providing a safe and healthy work environment for our employees. We are fortunate to have a business that leverages technology and remote work very well, and we are seeing leaders from around the world adapt to recommended social distancing protocols by moving their interactions online. We are also leveraging technology with our employees and have temporarily enabled remote work. Though their work environment has changed, our employees continue to deliver the outstanding service and support you expect from Nu Skin. Please note those employees who work in functions such as manufacturing and shipping who cannot work from home are monitored daily, with hygiene and social distancing practices put in place.

Q: WHAT IS NU SKIN DOING TO HELP BRAND AFFILIATES RUN THEIR BUSINESSES FROM HOME?

A: Here at Nu Skin we are doing everything we can to stay connected with our leaders during these uncertain times. As a result of what is going on around the world, we have moved a lot of our events, meetings and day to day activities online. [Check out Success Online](#) a brand-new way for Brand Affiliates to engage and continue to grow their business from the comforts of their own home. Here you will find educational videos, tutorials, activities and so much more.

