

FAQs

Q. When will Longaberger officially launch in Australia?

A. The official launch date for Australia is August 26, 2013.

Q. Who can become a Longaberger Home Consultant in Australia?

A. The qualifications for Australian residents to join Longaberger are:

- Must be a U.S. or Australian citizen that resides in Australia, with authorization to work as an Independent Longaberger Home Consultant
- Must be 18 years of age or older at enrollment

Q. As a U.S. Longaberger Home Consultant, will I be able to sell and recruit in Australia?

A. Absolutely, U.S. Consultants will be able to sponsor and sell in Australia. Visit myLongaberger.com to print off the Australia Home Consultant Agreement and become familiar with their product line, processes and procedures.

Q. Are the Business Kits for Australia different than the U.S. Business Kits?

A. Yes, because we are currently not selling the same product line, the Australia Business Kits are different than the U.S. Business Kits. [Click here](#) to view the Australia Business Kit available, including price and shipping and handling.

Q. Will Longaberger sign up people who don't have connections with a Longaberger Home Consultant?

A. No. All people interested in becoming a Longaberger Home Consultant must join through an existing Longaberger Home Consultant.

Q. What is cross-border sponsoring?

A. Cross-border sponsoring allows Home Consultants in good standing to sponsor new Home Consultants in another country, such as Australia.

Existing Consultants in the U.S. are able to sponsor in Australia as long as they are in good standing with Longaberger. Likewise, Consultants in Australia are able to sponsor in the U.S.

Q. What do I need to do to be able to sponsor in Australia?

A. Once you share the opportunity and have a recruit ready to begin their Longaberger business, you can assist them with completing the Australia Online Agreement, which is posted on myLongaberger.com under the Longaberger Opportunity in Australia Icon or

you can print off the agreement and have them mail it to the Home Office at P.O. Box 3400, Newark Ohio, 43058-3400.

Q. Can I start advertising my Longaberger business in Australia?

A. Absolutely, you can advertise your Longaberger business in Australia. It is very important to create a positive brand experience and to research and follow the advertising guidelines in our current Australia Company Guidelines.

Q. Will Australian Home Consultants have the same marketing sales tools as a U.S Home Consultant?

A. The marketing tools will be different for Australian Home Consultants. The product line is different and you will need to refer to the sell sheet (flyer) for all the available products in Australia. The sell sheet provides the product ID #s, descriptions and prices. U.S. products are currently not available for purchase at this time, but will be available in April 2014.

Q. Will the product and prices be the same for Australian customers as U.S. customers?

A. The product line is different and you will need to refer to the sell sheet (flyer) for all the available products in Australia. The sell sheet provides the product ID #s, descriptions and prices. U.S. products are currently not available for purchase at this time, but will be available in April 2014.

Q. Is the commission structure the same for Australian Home Consultants as U.S. Home Consultants?

A. Yes, the commission is the same for Australian Home Consultants as U.S. Home Consultants (25%). Orders submitted directly to the company can only be paid via credit card. Show orders submitted will be billed the entire amount in Australian Currency and your 25% commission on guest sales (*minus the built in 10% tax*) will be paid out on a commission payout cycle in Australian Currency. Commissions are paid out once a month on the 2nd Friday following month-end. Commissions will be deposited into your PayPal account on file.

Q. Can an Australian Home Consultant have a Leader in the U.S.?

A. Yes, an Australian Home Consultant can have a Leader in the U.S.

Q. Can an Australian Home Consultant become a Leader?

A. Absolutely, an Australian Home Consultant can become a Leader by meeting the requirements of the current Dream Builder Career Plan.

Q. Will an Australian Home Consultant have a myShop web site?

A. At this time, all Home Consultants (including Australian Consultants) receive a myShop site. This site can only ship within the U.S. All orders shipping to Australia will need to be processed via the Excel Order Processing Document and emailed to consultantcare@longaberger.com.au.

Q. How do I submit a show order shipping to Australia?

A. All show orders shipping to Australia will need to be entered into the Order Processing Excel Document. Once the order is complete in the Excel document, you will need to save the document and email the saved file to

consultantcare@longaberger.com.au

(Currently, no WebExpress orders, online orders or manually mailed orders can ship to Australia.) Orders submitted directly to the company can only be paid via credit card. Show orders submitted will be billed the entire amount in Australian Currency and your 25% commission on guest sales (*minus the built in 10% tax*) will be paid out on a commission payout cycle in Australian Currency. Commissions are paid out once a month on the 2nd Friday following month-end. Commissions will be deposited into your PayPal account on file.

Q. What payment types can be used for orders shipping to Australia?

A. The Longaberger Company accepts only credit card payment (Master Card and Visa) for orders shipping to Australia.

Q. What is the shipping and handling rate for Australia?

A. The shipping and handling rate for Australia is 10% of the total retail price with a minimum of \$15 (which ever is greater).

Q. What is the tax rate for Australia?

A. The Australia sales tax is included in the retail price of the product (10%).

Q. What is the shipping time frame for an order being shipped to Australia?

A. Once your order has been submitted to the company and payment has been processed, it will ship from our warehouse in Australia within one week. *Note: There may be an occasion that we are waiting on the product to be received into our Distribution Center in Australia from the U.S. and the order may be delayed.*

Q. How do I return an item for replacement or if my order is missing an item?

A. In the case you need to replace an item because of damage in shipment or an item was missing from your order, please email consultantcare@longaberger.com.au.

Q. Does a U.S. Home Consultant need a passport and Visa when visiting Australia?

A. Yes, a U.S. Home Consultant will need a passport and Visa to enter and leave Australia. The same restrictions apply for an Australian Home Consultant when they enter and leave the U.S.

Q. What is the month-end time frame for Australian orders?

A. Australian orders submitted by 11:59:59 p.m. on the last day of the month (Australian time/day) will be counted for month-end.