



November 1, 2021 Updates

Frequently Asked Questions

Savvi.com

Q: What changes have been made to Savvi.com?

A: Savvi has moved to a new operating system, which allows us to begin work on upgrades we have been planning. Initially the website will look very similar to how it looked before, but the software behind it is all new.

Q: What new features are now added to the website?

A: Now on savvi.com we have a **new menu at the top of the website**, which allows our customers to find the items they are looking for more easily than ever. We have also added a new feature in the shop that allows our customers to search and search & filter by size.

Q: What updates to the Savvi shopping cart have happened?

A: Now when customers are purchasing, any items they add to their **shopping cart will be held for 9 minutes**. This means you can continue shopping and not worry about your favorite items being sold out in the meantime.

Q: I am logging into my account for the first time since the upgrade, is there anything I need to do?

A: If you are logging in to your account for the first time since November 1, 2021, **you will need to reset your password before you can access your account**. To do this:

- Go to savvi.com and click “login”.
- Click on “reset password”.
- Enter the email address linked to your Savvi account.
- Log into your to retrieve the email Savvi sent you and click on the link.
- Enter your new password and click save.

Savvi Office

Q: How do I access the new Savvi Office?

A: To login to the Savvi office, visit savvioffice.com and log in using your username and password.

Please note: If when you log into savvioffice.com see the old Savvi office, you will need to clear your internet browser cache and cookies; then log in again.

Q: What changes have been made to the Savvi Office?

A: Savvi has moved to a new operating system, which allows us to begin work on upgrades we have been planning. Initially the Savvi Office will look very similar to how the beta office looked before, but the software behind it is all new.

Q: Is the new Savvi office based on what used to be called the Beta Office?

A: Yes, everyone who accessed the beta office before will recognize the new Savvi Office and all its features.



Frequently Asked Questions

Savvi Rewards

Q: What are the different ways someone can join Savvi?

A: There are three different account types to choose from:

1. Customer - for people who want to purchase Savvi products.
2. Affiliate - for people who want to promote and sell Savvi products.
3. Brand Partner - for people who want to sell Savvi product and build a team of other Brand Partners and Affiliates.

Q: What is a Savvi Affiliate?

A: A Savvi Affiliate is someone who joins in order to sell Savvi products and earns a commission for the sales they are personally responsible for. The more sales an affiliate generates, the higher the percentage their commissions can be.

Q: How much can Savvi Affiliates earn?

A: The sales commissions for Savvi Affiliates start at 20%, and can go as high as 32%.

Q: What is a referral period in affiliate marketing?

A: A referral period means the time period where if a referred customer orders, the affiliate is paid a commission. Most affiliate programs have a very short period, some as low as only 7 days.

Q: How long is the referral period for Savvi Affiliates?

A: With Savvi, we have an unlimited referral period. This means as long as you are an active Affiliate, every order from every customer you refer, you will be eligible for commission on.

Q: How does an Affiliate or Brand Partner share their Savvi referral link?

A: There are two ways:

1. When you join Savvi you create a username which is also your referral code. Once you create your username, you can use it to refer other customers.

For example, June Doe creates username junedoesavvi, her shop referral link would be savvi.com/junedoesavvi and her business referral link would be wearandshare.com/junedoesavvi.

2. If you log into your account at savvioffice.com and scroll to the bottom of your dashboard page, you will see your referral links on the bottom right hand side that you can copy and share.

Q: How much does it cost to become a Savvi Affiliate?

A: Savvi Affiliates pay an annual fee of \$49.

Q: Can Savvi Affiliates refer other Affiliates or Brand Partners?

A: No, only Savvi Brand Partners can refer other Affiliates or Brand Partners. Affiliates can upgrade their account to become Brand Partners if they wish.

Q: How much does it cost to become a Brand Partner?

A: A Savvi Brand Partner enjoys all the benefits an Affiliate does, plus is eligible for other rewards and commissions as well. This means a Brand Partner pays a \$49 annual fee and also pays \$9.95 monthly. Affiliates who become a Brand Partner do not need to pay the \$49 again.

Q: When does the \$9.95 per month Brand Partner fee begin?

A: The schedule for Brand Partner fees is as follows:

1. New Brand Partners enrolling on or after December 1, 2021 will begin to pay this fee when they join.
2. Existing Brand Partners will be eligible to pay the monthly fee from December 1, 2021 and will begin depending on the date they joined.
3. Any one who joined as a Brand Partner before December 1, 2020 will be charged from Dec 1, 2021. (b) Anyone who joined as Brand Partner between Dec 1, 2020 and Nov 30, 2021 will be charged on their 12 month anniversary from when they joined (*example, a BP who joined on April 5, 2021, would begin paying \$49 per year and \$9.95 a month on April 5, 2022*).

Q: Will Brand Partners automatically begin paying the \$9.95 per month when it's time?

A: Before December 1, 2021 or the appropriate date based on the schedule above, an email will be sent to notify Brand Partners before the \$9.95 fee begins. Brand Partners will then have the chance to opt out before the monthly fee begins.

Q: How do I change my account from Affiliate to Brand Partner, or Brand Partner to Affiliate?

A: After December 1, 2021 this will be a change people can make in your Savvi office. Before then, please send a request to support@savvi.com and one of the team will make this change for you.

Q: When are commissions from Savvi paid out?

A: Savvi pays commissions to Affiliates and Brand Partners on or before the 15th of every month.

Frequently Asked Questions

Savvi Customer Rewards

Q: Can customers with Savvi refer their friends?

A: Absolutely! We love when customers tell their friends and family about us. As a thank you, Savvi will reward customers when someone they refer makes their first purchase with Savvi. The referring customer then receives shopping credits to use on future purchases.

Q: How many Shopping Credits are Customers rewarded with?

A: When a new customer places their first order, the referring customer is rewarded with 10% of the value of the first order as shopping credits. *For example; Jane refers Nia who purchases with Savvi for the first time and spends \$100. Jane is rewarded with \$10 in shopping credits.*

Q: How many friends can a Customer refer?

A: As many as you like! There is no limit to how many new customers can be referred.

Q: How do Savvi Customers refer people to be customers?

A: Savvi Customers each have a personal referral link for their account they can share with their friends. Their friends need to use this link to purchase for the referring customer to be rewarded.

Q: How do Savvi Customers find or change their referral link?

A: Savvi Customers can log into their online account and create or edit their username/referral link. Once you have that link, you can use it to refer other customers.

For example, June Doe creates username junedoesavvi, her referral link would be savvi.com/junedoesavvi.

Q: Can a customer earn shopping credits if a customer they referred orders multiple times from Savvi.

A: The 10% value in Shopping credits rewards is only available on the first order a new referred customer makes.



Frequently Asked Questions

Style Club

Q: What is Style Club?

A: Style Club is an easy, affordable and fun way to make the most out of shopping with Savvi. Savvi is not just the brand you love, we are the brand that loves you back! This is why our Style Club is also full of perks to show you just how much we appreciate you.

Q: How much does Style Club cost?

A: Savvi has two options.

1. VIP Style club membership, which costs \$99 per month,
2. Style Club membership, which costs \$49 per month.

Q: What is included in the VIP Style Club for \$99 per month?

A: To maximize your value, here are some of the ways Savvi helps make the most off your \$99 monthly membership.

- Your \$99 immediately becomes \$110 worth of Shopping credit to use on savvi.com
- You receive 15% discount on everything you buy
- You receive a shipping credit back onto your account of \$8.50 after every order
- VIP Style Club member receive 9 x \$25 Share Codes, a \$225 value, each month to share with friends and family on their first order with Savvi.
- Access to exclusive Style Club offers, promotions and sales

Q: What is included in the Style Club for \$49 per month?

A: To maximize your value, here are some of the ways Savvi helps make the most off your \$49 monthly membership.

- Your \$49 immediately becomes \$55 worth of shopping credit to use on savvi.com
- You receive 10% discount on everything you buy
- You receive a shipping credit back onto your account of \$8.50 after every order
- Style Club member receive 3 x \$25 Share Codes, a \$75 value, each month to share with friends and family on their first order with Savvi.
- Access to exclusive Style Club offers, promotions and sales

Q: When do shopping credits expire?

A: The great news is, Shopping Credits never expire with Savvi. So if you use them within a week, or within a year, you will always be ready to purchase your favorite items from savvi.com.

Q: When do share codes expire?

A: Share codes expire 60 days after they are created in your Savvi account.

Q: Can I cancel my Style Club Membership?

A: Yes. You can cancel anytime online by logging into your account or by emailing your request to support@savvi.com

Q: I was subscribed to Style Club before the system upgrade, and now my account says I am no longer on Style Club. Do I need to re-subscribe?

A: No, the system will update and include your subscription. If you are unsure or don't see this update, please contact support@savvi.com



Frequently Asked Questions

Style Club Rewards

Q: What is Style Club Rewards?

A: Style Club Rewards is a way for Customers, Affiliates and Brand Partners to earn shopping credits by referring 3 or more Customers who sign up for Style Club as well.

Q: Do I have to personally be on Style Club to be eligible?

A: Yes. Style Club Rewards is only available to Customers, Affiliates and Brand Partners who are personally enrolled on Style Club.

Q: How do I qualify for Style Club Rewards?

A: Style Club members earn Style Club Rewards once they have 3 personally referred customers with a processed Style Club order in the calendar month.

Q: What rewards can be earned with Style Club Rewards?

A: Style Club Rewards are paid as additional Shopping Credits, VIP Style Club members (\$99) can earn up to a maximum \$300 per month, or a maximum of \$150 per month for individuals on Style Club (\$49).

Q: Do I have to be an Affiliate or Brand Partner to qualify for Style Club Rewards?

A: No. Anyone who is Customer, Affiliate or Brand Partner, can qualify for Style Club Rewards as long as they are personally on Style Club, then refer 3 customers who join and have their Style Club order process in the same calendar month.

Q: How is the Style Club Rewards amount calculated?

A: The value earned for the Shopping Credit is determined by the average of the dollar value of the top 3 Style Club orders placed by your referred Customers. It is also based on the individuals Style Club level. (See example below)



Frequently Asked Questions

Style Club Rewards (Continued)

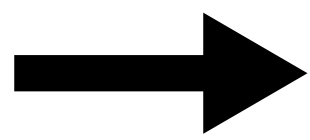
Example 1



Charlotte

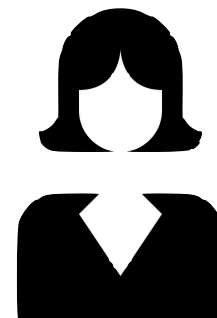
\$99
VIP Style Club

Style Club Rewards
\$100



Olivia

\$99
VIP Style Club



Nia

\$99
VIP Style Club



Jun

\$99
VIP Style Club

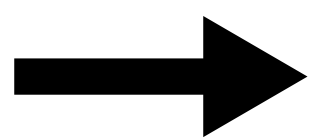
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Charlotte

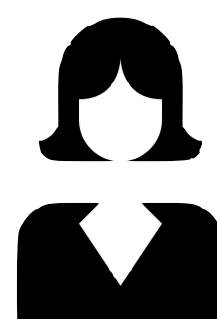
\$49
Style Club

Style Club Rewards
\$50



Olivia

\$49
Style Club



Nia

\$49
Style Club



Jun

\$49
Style Club

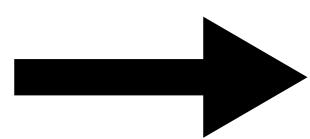
Example 3



Charlotte

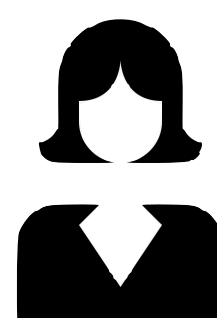
\$99
VIP Style Club

Style Club Rewards
\$65



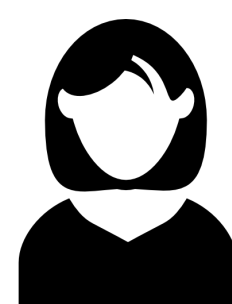
Olivia

\$99
VIP Style Club



Nia

\$49
Style Club



Jun

\$49
Style Club

Example 4



Charlotte

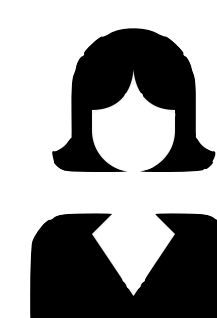
\$49
Style Club

Style Club Rewards
\$50



Olivia

\$99
VIP Style Club



Nia

\$99
VIP Style Club



Jun

\$99
VIP Style Club

Frequently Asked Questions

wearandshare.com

Q: Why wearandshare.com?

A: Savvi's goal is to build an incredible company that is focused on one key thing - our customers having an incredible experience shopping with us. To ensure the messaging between our products for our customers is mixed with the messaging around our entrepreneurial opportunity for our Affiliates and Brand Partners, Savvi has created a whole new website for the business side of things..

Q: Who is savvi.com for?

A: savvi.com is for everyone who wants to shop, checkout the Savvi brand, products, culture and learn more about our company.

Q: Who is wearandshare.com for?

A: wearandshare.com is the website that has all the information about what it means to be an Affiliate or Brand Partner with Savvi. This is also the site where people who are interested can join and sign up to become Affiliates or Brand Partners with Savvi.

Q: As a Brand Partner, how do I refer people to join as an Affiliate or Brand Partner?

A: Your username with Savvi is also your referral code. You can use this on savvi.com to refer customers, or wearandshare.com to refer Affiliates and Brand Partners.

For example, Jane Doe creates username janedoesavvi, her referral link would be wearandshare.com/janedoesavvi.

Q: How old does someone have to be in order to become an Affiliate or Brand Partner with Savvi?

A: 18 years old or older.

Q: If I join Savvi as a Brand Partner, do I automatically get a discount on the product I purchase personally?

A: Brand Partners who joined Savvi prior to November 1, 2021 are eligible for a 25% discount on personal product purchases. Affiliates and Brand Partners who join Savvi on November 1, 2021 or later are eligible for discounts on personal product purchases in 3 ways:

1. Joining Style Club for \$49 a month and receiving 10% discount (Eligible for Customer, Affiliates and Brand Partners)
2. Joining VIP Style Club for \$99 a month and receiving 15% discount (Eligible for Customer, Affiliates and Brand Partners)
3. Referring at least 4 Customers who place an order in the same month and receive a 25% discount (Eligible for Affiliates and Brand Partners only)

Q: Should I refer my customers to wearandshare.com?

A: No, you should always send customers to savvi.com. This is where they will be able to browse through all Savvi's amazing items and make purchases on their favorite pieces. Only people who are interested in earning supplemental income through selling Savvi products should be referred to wearandshare.com.

