



Independent consultant guide

welcome!

Thank you for taking the first step in becoming a Moonstruck Candle Independent Consultant. We are committed to providing the support and materials you will need to meet your expectations and personal goals. The following guide will explain our policies and procedures in detail, allowing a clear understanding of the program.

inventory

Moonstruck Candle does not require our Independent Consultants to maintain an inventory. However, if a Consultant desires to have a small inventory on hand, whether for demonstration or personal use, they are able to purchase products at discount from our wholesale website. If a Consultant chooses to sell inventory to customers (cash and carry), they will be responsible for collecting and reporting states sales taxes for those transactions.

commissions

Moonstruck Candle offers a wonderful commission structure. Each Independent Consultant will earn 26% of their net personal sales. "Net sales" is the total amount of

sales minus shipping costs and sales tax. If you choose to build a team by recruiting other Consultants, you will earn 5% of the net sales of each Consultant you recruit, up to 3 levels.

payout

On the 1st and 15th day of each month, you will receive a payout check for your total commissions for that period. The payout will also include commissions received from your team sales. A complete record of each Consultant's sales is recorded and stored in our database. We recommend that Consultants maintain a record of their own sales in the event of an error. Moonstruck Candle strives to maintain an accurate record, however at times a mistake may occur. If you feel your payout check is incorrect, contact HQ immediately. Checks will be sent to the address you provide. If an address change is required, contact HQ to make the change.

taxes

Moonstruck Candle will maintain state sales tax information. Each order must be charged a sales tax of 6.5%. To add sales tax to the order, multiply the total for the products ordered (not including shipping) by .065. This will give you the sales tax amount. Add this amount to the order total, and then add shipping costs. Each Independent Consultant will be responsible for reporting any income from the program to the IRS. Moonstruck Candle will not be responsible if Consultants fail to report their earnings.

shipping

Moonstruck Candle ships each order directly to the customer from HQ. At this time, we have a flat rate shipping cost of \$4.50, which should be applied to each order. If a customer is concerned about shipping, or has questions on the status of an order, please have them contact HQ directly. In the event an item is damaged or lost during shipping, Consultants may contact HQ on the customer's behalf, or the customer may contact HQ directly. We will make every effort to resolve shipping issues with the carrier.

Ordering procedures

Ordering products from Moonstruck Candle is painless. Each Consultant kit comes with a pack of ordering forms. Each order form has 3 carbon less copies. One copy is to be sent to us (along with payment), one for the consultant, and one copy for the customer. Customers may fill out the ordering form themselves, or they may request assistance from the Consultant. To add an item to an order, simply write the product number under the appropriate column, along with the quantity and description. Our candles come in three sizes: small (4oz tin) medium (8oz jar) and large (14oz jar). Each scent has a product number. For example, Fresh Vanilla has a product number of FV, if a customer

wanted a small Fresh Vanilla candle the new product number would be SMFV, medium would be MDFV, and large LGFV. Next, put the price for the product in the “unit price” column. If a customer wanted multiple amounts of candles of the same size and scent, simply put the quantity wanted in the “quantity” column, and adjust the total price accordingly. Next, add the state sales tax and shipping costs, and put a grand total in the “Total” section. Any questions regarding this procedure can be answered by contacting HQ. At this time, we accept checks only. All checks must be written to Moonstruck Candle. Checks must be for the total purchase amount only. In the event a check is returned, the order will automatically be canceled, and we will notify the customer. Once the order form has been filled out correctly and the customer has provided payment, the order must be sent to HQ. Multiple orders can be sent in the same envelope. We make every attempt to process and ship the order within 2-3 business days. In the event we are experiencing or expecting a delay, we will contact the customer directly and notify them of the delay.

****Update****

During launch, this procedure will remain unchanged. We are working to have a backoffice system that will allow online entry.

wholesale and private label

Our Wholesale and Private Label programs provide an excellent opportunity for a residual income. We will provide “sell” sheets that you can give to interested businesses that will outline information about our Company, procedures for submitting orders, pricing information, etc. Consultants will receive a 7% commission each time a wholesale customer places an order. If a Consultant in your downline has a wholesale customer, you will receive a 3% commission each time they place an order. We will also provide a Private Label information sheet you can give to local businesses. Because private labeling is more complex, the customer must contact us directly. We will work with them to design the label, quantities, scents, etc. Commissions for the Private Label program are the same as our Wholesale program.

-Note-

We are waiting to post the “sell” sheets because we want to include information on our products being featured at the Latin Grammy Event. These will be available on our website at launch.

parties

Candle parties are a great way to build sales and recruit new members, however, they are not for everybody, which is why Moonstruck Candle does not have a host/hostess reward program. We allow our Consultants to sell our products in any way they choose

instead of limiting the opportunity to a party plan structure. If you are interested in booking parties, we encourage you to form a rewards plan, whether it be monetary incentives or free products for the host/hostess.

recruiting

We've made building a team with Moonstruck Candle easy. Once we have launched, we will have a Consultant Kit available to purchase in our online store. If someone contacts you interested in becoming a Consultant, refer them to our store to purchase the kit and they will automatically be registered and placed in your downline. The customer may either visit the store via your affiliate link, or can place the order on our company site and mention they were recruited by you.

marketing materials

All marketing materials (brochures, order forms, etc) are provided to our Consultants free of charge. Because of printing costs, we do not recommend handing out brochures for customers to keep. If you are running low on order forms or brochures, contact HQ and we will send you more materials.

disputes, complaints, and advertising

As an Independent Consultant, Moonstruck Candle allows the use of our logo for reasonable advertising purposes. These purposes may include; use on a website, banner advertisements, signature advertisements for use on message boards, etc. If you have a question regarding use of our logo, please contact HQ. In the event you have a dispute or complaint about Moonstruck Candle, please resolve it directly with us. Please do not tarnish our image by publishing negative or harmful comments about our company. We will strive to resolve any dispute or complaint to your satisfaction.