

## Transition FAQs for Customers

### General Integration Questions

**Q: Where do I find my Amare login credentials?**

A: This information will be emailed to you by the end of day on January 19, 2023. Since this is one of the first emails you will receive from Amare, there's a possibility it could be in your spam folder if you don't see it in your inbox. To login to your Amare account, you will need to use your new login information which will consist of your Amare ID and your current Kyäni password.

**Q: I didn't receive my ID by email, what should I do?**

A: Since your Amare ID email is one of the first emails you will receive from Amare, there's a possibility it could be in your spam folder if you don't see it in your inbox. If you can't find it in your spam folder, contact our Amare Customer Experience team by email at [support@amare.com](mailto:support@amare.com) or by phone at 888-898-8551.

**Q: I can't login to my account. Why?**

A: Use your amare account ID number and current Kyäni password. If you continue to have issues, use the "Reset my Password" link [here](#). If you need further assistance, you may contact our Amare Customer Experience team by email at [support@amare.com](mailto:support@amare.com) or by phone at 888-898-8551.

**Q: My name/email/phone/account information is wrong.**

A: You can update your email, password, phone number(s), shipping address, and billing info by clicking "My Account" in the drop down menu under your name. Please contact our Amare Customer Experience team if you need help or need correct other account information. To contact the Amare Customer Experience team please email at [support@amare.com](mailto:support@amare.com) or call 888-898-8551.

**Q: I'm not getting emails, texts, or communication from Amare corporate.**

A: To ensure you receive all forms of corporate communications from Amare please check your contact information in your account profile to confirm it is up to date and accurate. Please also check your spam folder. You can also check or change your communications subscriptions in the "Notification Status" section of your account information. There will be a transition period where some automatic responses may still appear as coming from Kyäni.

If you continue to experience issues with receiving corporate communications, please reach out to our Amare Customer Service team by email at [support@amare.com](mailto:support@amare.com) or by phone at 888-898-8551.

### Shopping Questions

**Q: What products can I purchase?**

A: Beginning January 19, 2023, all Amare Customers in the US will have access to purchase the full line of Amare and Kyäni products.

**Q: Is there still free shipping?**

A: Typically, a promo code is available each month that allows you to receive free shipping on an order of \$200 or more and earn free products for even larger orders. Free shipping is not available without the use of this promo code and is limited to one order per month.

**Q: Is there a Customer membership fee?**

A: No, Customers don't have an annual membership fee.

**Q: What happens to my Kyäni credits?**

A: Your Kyäni credits will be transferred to Amare credits.

**Q: If I placed an order on shop.kyani.com recently, what will happen to it?**

A: We will continue to process and ship orders placed on [shop.kyani.com](https://shop.kyani.com) prior to January 19, 2023. Your order will be processed and delivered as usual.

**Q: Where can I find my shop.kyani.com order history?**

A: Records of your Kyäni purchases from the last 90 days will be transferred to your Amare account. You can view your order history by logging into your account, selecting the drop down menu under your username, clicking on "My Account", and then selecting "Orders" from your account menu.

**Q: Will I need to create a new autoship?**

A: No, your autoship will automatically move over to your new Amare account. Amare autoships are called Subscribe & Save orders, and they are set to process monthly. Reminder emails are sent for these orders 1 week in advance to allow time for any adjustments.

**Q: What is "Subscribe & Save"?**

A: Subscribe & Save is Amare's autoship program. When you sign up for an ongoing monthly order, you receive discounts on the products you have selected. There are two ways you can create a Subscribe & Save ongoing order.

**Q: How do I create a "Subscribe & Save" order?**

A: There are two ways you can create a Subscribe & Save ongoing order.

- 1) Ensure the "Subscribe & Save" option is selected before adding products to your cart through the Shop tab. When you place your order with "Subscribe & Save" items, it will be saved to your account and shipped automatically until you cancel or change your order.
- 2) Login and open the drop down menu under your name. Select "Manage My Subscribe & Save." Click "Create a New Subscribe and Save Order." Build your Subscribe & Save order by clicking "Add" next to each product you would like to include in your monthly purchase. You can also click "Build" under the Bundle & Save section. Click "Continue" to review your order details and then "Complete" to save your order.

**Q: What is Bundle & Save?**

A: Bundle & Save is an option presented to anyone who adds a pack to a Subscribe & Save order. For example, if you add a Happy Juice Pack to your Subscribe & Save order, you will be given an option to create a Bundle & Save order. With this option, you can add up to three individual products to

your ongoing order at steep discounts, beyond the savings you would get in a Subscribe & Save order. 2 bundles are allowed per month.

**Q: How do I create a “Bundle & Save” order?**

A: There are two ways you can create a Bundle & Save ongoing order.

- 1) Choose your favorite product pack, such as the Happy Juice Pack, and select the “Subscribe & Save” option when you add it to your cart. When you click “Add to Cart”, the option to create a Bundle & Save will automatically be presented and you will be able to choose three additional products before adding the bundle to your cart. When you place your order, the Bundle & Save order will be automatically saved to your account.
- 2) Login and open the drop down menu under your name. Select “Manage My Subscribe & Save.” Click “Create a New Subscribe and Save Order.” Click “Build” under the “Bundle & Save” section you see at the top of the Subscribe & Save page. Use the drop down menus to select your product pack and additional products. Click “Continue” to review your order details and then “Complete” to save your order.

**Q: What is a “one time purchase”?**

A: A “one time purchase” is when you purchase products without setting up a Subscribe & Save order. This allows you to purchase without an ongoing commitment. You can make one time purchases at any time, even if you have a Subscribe & Save order on your account.

**Q: What is the refund policy?**

A: Customers can receive a full refund within 12 months of ordering a product, minus shipping & handling. Brand Partners can receive a full refund within 30 days of a product purchase, minus the shipping & handling. Click [here](#) for more details.

**Q: What is the shipping policy?**

A: Orders can be shipped within the continental US, Alaska, Hawaii, and to APO/FPO addresses (some restrictions may apply). Orders cannot be modified once they have been processed. You will receive a shipping confirmation email within 48 hours of processing an order. Click [here](#) for more details.

**Q: Can I still use Kyani.com?**

A: Kyani.com and Shop.Kyani.com will no longer be available in the US. Brand Partners and Customers in the US will be automatically redirected to the Amare site if they attempt to go to the Kyäni site to shop.

**Q: I don’t see the Kyäni product pack I’m looking for?**

A: In order to simplify the shopping experience, some of the Kyäni product packs are no longer available. If you don’t see the product pack you are looking for, you can create a custom Bundle & Save order and take advantage of discounts on existing product packs plus individual items you add.

**Q: Why can't I find the Nitro Nutrition Packs on Amare.com?**

A: All of the Kyäni products with the Nitro Nutrition programs that you love and use in your daily routine will still be available and offered through Amare.com. However, the Nitro Nutrition bundles as they currently exist will not carry over.

**Q: Does Amare currently have a fitness program?**

A: Yes, Amare's current fitness program Move-Eat-Sleep is being updated and getting some additions in the new year with an updated fitness program launching in the beginning of 2023.

**Q: Is there a Customer referral program?**

A: Yes. Customers can refer other Customers to Amare. Referring Customers are compensated with a product credit for one single product (up to \$72 value) for each referral who places an order. This can be earned up to 3 times per month.

**Q: Is there a loyalty program?**

A: Amare offers a Subscribe & Save Rewards Program. Customer and Brand Partners can earn points on each Subscribe & Save order that can be redeemed for free products. Click [here](#) for more details.

## **Kyäni Convention Questions**

**Q: I purchased a Kyäni Convention 2023 ticket. What will happen to my ticket?**

A: Your Kyäni Convention 2023 ticket will be automatically transferred to an Amare Convention 2023 ticket. Amare's 2023 Convention will be held this fall.

**Q: What If I cannot attend the convention in Fall. Can I transfer my ticket to 2024?**

A: Yes, your convention ticket can be transferred to Amare's convention in 2024 if you cannot attend in 2023. For more information, contact our Amare Customer Experience team by email at [support@amare.com](mailto:support@amare.com) or by phone at 888-898-8551.