

Challenge Packs – FREE 30-Day Trial Offer

Q: What is included in the Challenge Pack Trial Offer?

A: Beachbody® Challenge Packs are the complete package, offering total support for achieving health and fitness goals. The formula? Fitness + nutrition + support = Success!

Each Customer Pack includes:

- Choice of one of Beachbody's 3 top-selling fitness programs: P90X®, TurboFire®, or Brazil Butt Lift®.
- The first 30-day supply of Shakeology® delivered through Home Direct, Beachbody's monthly autoship program.

With Home Direct, the customer will receive Shakeology every 30 days and will be billed on a monthly basis for each shipment. The customer can cancel anytime by calling Customer Service.

- A 30-day trial to Club membership of Team Beachbody®.

After 30 days, the customer will be billed \$38.87 per quarter. The customer can cancel anytime by calling Customer Service. Offer not valid for current paying Team Beachbody Club members.

Each Coach Pack includes the same as a Customer pack, PLUS a Game Plan Tools Kit and Business Essentials Starter Program—all for the same price!

Q: How much is the Challenge Pack Trial Offer?

A: We are so confident that customers will see results with the Challenge Pack that we are going to let them try it for FREE for 30 days. All they have to do is pay **\$14.95 shipping & handling**.

After 30 days, if they keep the product, we will bill them the full amount of the pack.

- P90X Challenge Pack = \$205
- TurboFire Challenge Pack = \$205
- Brazil Butt Lift Challenge Pack = \$160

Please refer to the Trial Offer Program Overview Chart (available in the Beachbody Challenge Toolkit > Trial Offer Toolkit) for more details on the payment schedule for the Challenge Pack Trial Offer, Shakeology Home Direct, and VIP Club Membership after 30 days.

Q: What is the commission, pricing, PV, CV, etc., on the Challenge Pack Trial Offer?

A: The commission, PV, and CV are the same amounts as the Challenge Packs in the one-pay structure. The only difference is in when these are awarded. The PV is awarded on the day the purchase is made on Day 0. The commission and CV will be awarded once the customer is billed and payment is made on Day 30. Please refer to the Trial Offer Program Overview Chart for more details.

Q: When will commission, PV, and CV be awarded?

A: The PV is awarded on the day the purchase is made on Day). The commission and CV will be awarded once the customer is billed and payment is made on Day 30. Please refer to the chart for more details.

Q: Is the trial Challenge Pack eligible for Success Club points and participation in the Team Beachbody Cup?

A: Yes. Just like with a single-pay Challenge Pack, you will earn Success Club points that will enable you to earn Team points during the Team Beachbody Cup.

Q: How many Success Club points do I get for selling a trial Challenge Pack?

A: You will earn 2 Success Club points, just like you would get if you sold a single-pay Challenge Pack.

Q: When will I get my Success Club points?

A: Success Club points will be awarded when the Challenge Pack is ordered on Day 0. If your customer should return the Challenge Pack, then the applicable points will be deducted.

Q: How do my customers return the Challenge Trial Packs?

A: Your customers should call Customer Service at 1 (800) 470-7870 and Coaches should call Coach Relations at 1 (800) 240-0913 to return the pack within the first 30 days. They must return all items included in the pack. If the pack is not received within the first 30 days, the customer may be charged and payment will be refunded once we receive the returned order in Warehouse.

Q: How should my customers and Coaches order Beachbody Challenge Trial Packs?

A: STEP-BY-STEP INSTRUCTIONS FOR ENROLLING AS A COACH

1. Have your customers go to BeachbodyCoach.com/screenname (use your personalized Web site address).
2. Have them click the “Coach” button—then click “Yes! I want to be a Coach” on the pop-up screen.

3. Have them fill out the “Coach Information” page, check the 3 boxes at the bottom and sign, and click the “Continue My Enrollment” button.
4. Have them decline the purchase of the full-price Challenge Pack in order to receive the Trial Offer in the next screen.
5. Have them choose the Trial Offer Challenge Pack.
6. Have them check out.

STEP-BY-STEP INSTRUCTIONS FOR ENROLLING AS A CHALLENGE PACK CUSTOMER

1. Have your customers go to BeachbodyCoach.com/screenname (use your personalized Web site address).
2. Have them click “Shop”
3. Have them click the “Trial Offers” button in the left-hand navigation.
4. Have them enter their Beachbody Challenge info to enroll as an Official Challenger.
5. Have them choose their Challenge Pack.
6. Have them check out.

Q: How long will the Trial Offer be available?

A: We will be offering this for a limited time from 6/25 to 7/31 only.

Q: Why is there a shipping charge when regular Challenge Packs have free shipping?

A: We must charge shipping and handling for the Trial Offer since we are not receiving full payment for the product at the time of purchase.

Q: How will I know when a Trial Offer has been purchased and when it has been paid for in full?

A: When a trial Challenge Pack is ordered on Day 0 by a customer through the Team Beachbody Shop, you'll see an order for “BB Challenge Pk Trial-[*program purchased*], [*Shakeology item*]” in the orders section of the Coach Online Office. If the trial Challenge Pack is ordered by a new Coach in the Coach sign-up process, you'll see an order for “BB Challenge Pk Trial-[*program purchased*], [*Shakeology item*]-CSF”

When the trial Challenge Pack is paid for in full on Day 30 by a customer who purchased through the Team Beachbody Shop, you'll see “[*program purchased*] CP Rem Bal + [*Shakeology item*]-C1” in the orders section of the Coach Online Office. When the trial Challenge Pack is paid for in full on Day 30 by a new Coach who purchased through the Coach sign-up process, you'll see “[*program purchased*] CP Rem Bal + [*Shakeology item*] Starter-C1” in the orders section of the Coach Online Office.

Q: What is the best way to sell the Trial Offer to my customers?

A: Reference the 5-Step Invitation Process Guide (available in the Beachbody Challenge Toolkit > Trial Offer Toolkit) to learn how to best position this opportunity to your customers.

General Challenge Pack FAQ**Q: Can I earn a Fast Start Bonus when I sell a Challenge Pack?**

A: Yes, to an extent. When you enroll a new Coach with a Challenge Pack, you'll earn what we're now calling a Challenge Pack Bonus. This bonus is equal to the commission you'll make when you sell a Challenge Pack to a customer. For example, you'll get \$50 in commission when you enroll a CUSTOMER with a \$160 Challenge Pack, and a \$50 Challenge Pack Bonus when you enroll a COACH with a \$160 Challenge Pack. There will be NO additional bonus associated with Challenge Packs (as with the Shakeology Fast Start Bonus).

Separately, the Shakeology Fast Start Bonus will still work the same as always. When you enroll a new Coach who chooses the Shakeology Fast Start Pack during sign-up, you'll earn a \$20 bonus. If you sign up 5 Coaches with the Shakeology Fast Start Pack in any consecutive 5-week Period, you'll earn the \$100 bonus.

Q: What if my customer is already a Team Beachbody Club member and wants to buy a Challenge Pack?

A: If a customer is already a Team Beachbody Club member, the system will recognize their account and not create a new Club membership when they purchase a Challenge Pack. The billing for their existing Club membership will continue on the original billing schedule.

Q: What if the customer is already on Shakeology HD and buys a Challenge Pack?

A: If the customer is already on Shakeology HD, buying a Challenge Pack will trigger a second Shakeology HD account.

Q: Can current customers buy a Challenge Pack?

A: Yes. If they're already a Team Beachbody® Club member, the system will recognize them and automatically drop that item. However, they will NOT get a FREE 30-day trial if they're already a paid member. If the customer is already on Shakeology® HD, buying a Challenge Pack will trigger a second Shakeology HD account. You can either encourage them to buy Club and a Fitness program à la carte, OR have them cancel their current Shakeology HD profile.

Q: Can existing Coaches buy a Challenge Pack?

A: No, they can't. Challenge packs are available for those who are signing up to be new Coaches. Existing Coaches can benefit by purchasing the stand-alone items with their discount.

Q: How does the Game Plan tie in to The Beachbody Challenge?

A: Nothing changes with the Game Plan; there's just a new way to execute it. It's easy to build your business with Beachbody Challenge Groups using the Game Plan Sharing Cycle. First, you'll need to Find people who want to get healthy and fit and want to participate in a Beachbody Challenge. Next, Invite them to your Beachbody Challenge Group. Lastly, Share information about your challenge and the benefits of being part of a group. Once your customers achieve success in your group, you can either Sponsor them in another Challenge Group or sign them up as a Coach. Then simply teach the new Coach to follow the Game Plan and begin holding his/her own Challenge Groups!

Q: Does my Shakeology order within the Challenge Pack include a Shaker Cup?

A: No. Shaker Cups are sold separately on TeamBeachbody.com, 1 for \$6.95. Coaches can buy the Shaker Cups at 6 for \$9.95.

Q: Does my Shakeology order within the Challenge Pack include the Shakeology workouts?

A: No. We didn't include the Shakeology workouts—simply because we didn't want to confuse your Challenge Group participants about which workout to use.