



## Consultant Policy Guide

### Update Pages

Please take time to familiarize yourself with our most current policies and processes. For questions regarding policy, please contact the Solution Center at 800-342-CHEF (2433).

January Update (01/17)

- P. 11**      **First Nation Tax Exemption**  
New process when submitting shows/orders
  
- P. 55**      **Director Award Reimbursement - Travel Reimbursement Form**  
2017 rate for approved mileage reimbursement - unchanged from 2016

November Update (11/16)

- P. 17**      **Increasing Your Commission Rate**  
\$20,000 Career Sales - earn a sterling silver award featuring the Pampered Chef® logo
  
- P. 22**      **Career Title Award**  
Upon promotion to a new title, you receive a sterling silver award, featuring the Pampered Chef's happy spoon logo, as a symbol of your achievement



# pampered|chef™

## *Consultant Policy Guide*

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## CODE OF ETHICS

Pampered Chef® has built a solid reputation for excellence by continuing to offer our customers the services and products they've come to expect and value. One way we demonstrate this commitment is through our pledge to abide by the highest standards of business practices as outlined in the Direct Selling Association's (DSA) "Code of Ethics".

As a proud member of the DSA, the Code of Ethics ensures that we will make no statements or promises that might mislead either consumers or recruits.

As a Pampered Chef® consultant, we encourage you to review the Code of Ethics, available at [www.dsa.ca](http://www.dsa.ca). We also encourage you to uphold the same ethics by always presenting our products and the Pampered Chef® business opportunity in a truthful and accurate manner.

## CUSTOMER ORDER TYPES

There are several types of orders you place for your customers and it is helpful to note the specific policies that apply to each order type. Most of your orders will be Cooking Shows or Catalog Shows.

The Cooking Show should always remain the core of your business as this is where you will meet others who are interested in joining Pampered Chef and Hosting Shows.

Order types include:

- Cooking Shows (K)
- Catalog Shows (C)
- Online orders (O)
- Individual orders (I)
- Fundraiser Shows (F)
- Wedding Showers (B)

## Cooking Show

To qualify as a Cooking Show, guest sales (excluding shipping, handling, tax, and past host discount) must total a minimum of \$200. The host's purchases do not count toward guest sales.

If the above requirement is not met, then each order will be considered an individual order, and shipping rates will be determined using the individual shipping schedule.

The past host Future Party Pick purchase does count toward guest sales. However, for the past host to be eligible for the Future Party Pick, guest sales (excluding the Future Party Pick) must first reach \$200.

## Co-hosted Cooking Shows:

- Up to two people can co-host a Show.
- Both hosts can divide the Free Product Value and half-price items.
- Only one host can select the monthly Host Special at the original Show. (If the Host Special for a particular month is a "select two items" special, then the host and co-host can each select one.)
- At each future Show booked and held within 6 months, only one Future Party Pick can be claimed by one host (not both)
- Each host receives an earned host discount up to 30%.
- Each host receives the past 10% host discount.
- Co-hosting is reserved for Cooking Shows and does not apply to Catalog Shows, organizations or Consultants.

## Catalog Show

A Catalog Show differs from a Cooking Show in that the host does not have people in his/her home. Otherwise, the requirements and benefits are the same. Refer to the catalog show planner for details.



### **Consultant-hosted Shows**

If you or a member of your household hosts a Show:

- You will receive commission on guest orders only. You will not be paid commission on items you order at the host discount.
- You are not eligible for the Future Party Pick or a past host discount.
- Personal orders placed on the Show do not apply toward the achievement of any bonus, incentive or award.
- A recruiter or upline Director cannot be the host for a downline Consultant.

### **Cooking Show Fundraiser**

A Cooking Show Fundraiser is essentially a Cooking Show for a select group. For example, this might include church groups, your child's sports team, dance group or any other interested organization.

The chairperson for the organization's fundraiser is considered the host. However, instead of receiving free, half-price and discounted products, the organization receives a cash contribution from Pampered Chef®.

A contribution of 10-15% of the Show sales is made directly to the organization. The following rules apply:

- The contribution is based on the total guest sales after discounts are taken and before tax and shipping are applied. All guest sales must include sales tax. There is no tax exempt status for an individual.
- If total guest sales (after discounts are taken and before tax and shipping are applied) are less than \$800, the contribution is 10%.
- If total guest sales (after discounts are taken and before tax and shipping are applied) are \$800 or more, the contribution is 15%.

- An additional \$4 will be contributed for every future Show booking from the fundraiser.
- The merchandise and the fundraiser cheque will be shipped separately to the ship-to address.
- The fundraiser cheque must be payable to an organization. Cheques will not be issued to an individual. We cannot send the fundraiser cheque to a separate address.
- You can earn 15% commission on Cooking Show Fundraisers. This increases to 17% once you achieve \$20,000 in career sales. The maximum commission rate you can earn on a Cooking Show Fundraiser is 17%, referenced above. No additional bonuses apply.
- The organization is not eligible for host benefits. As a thank you, the chairperson of the fundraiser receives a 10% past host discount and may choose to purchase the Monthly Host Special.

Also, if the fundraiser was booked from a Cooking or Catalog Show, that past host may also purchase the Future Party Pick at the Fundraiser Show.

- The past host Future Party Pick purchase does count toward guest sales. However, for the past host to be eligible for the Future Party Pick, guest sales (excluding the Future Party Pick) must first reach \$200.

### **Individual Orders**

When individual customers place orders not associated with a host, they must be placed as an individual order. Direct shipping charges apply and the order will be shipped to the customer.

Individual orders should not be combined and submitted as a Show. The Host Rewards program is reserved exclusively for Cooking, Catalog Show and Wedding Shower® hosts. We recognize and appreciate our host's efforts to introduce you to new customers. The Host Rewards program is an investment to ensure you have future bookings.



### **Show/order Audit**

Pampered Chef® reserves the right to audit sales and recruits to confirm eligibility for awards, incentives, recognition, commission, overrides and bonuses.

Manipulation of orders, or transferring of sales or recruits from one Consultant to another will result in disqualification for promotions or incentives, as well as loss of benefits and earnings for all involved.

### **Large Quantity Orders**

A large quantity order is the purchase of a single item in quantity greater than 50. For example, a customer may want to purchase Pampered Chef® products as client gifts. If you encounter such an opportunity, refer to the guidelines below.

Large quantity orders must be pre-approved by Career Solutions prior to submitting your order and will be placed on hold pending review when received.

- Discounts are available for corporate orders based on the full retail amount of the order (before tax and shipping):
  - 15% discount on orders \$6,500 - \$11,999.99
  - 20% discount on orders \$12,000 or more
- Large Quantity orders are individual orders, not cooking or catalog shows and are not eligible for Host Rewards.
- Items may not be purchased and resold for retail use.
- Products may not be engraved, embossed, stamped, etc. with any other company/corporate logo without prior approval from Career Solutions.
- If the Pampered Chef name, logo or copyrighted materials will be used to promote the items purchased, a copy of the marketing/advertising material must be submitted to Career Solutions for pre-approval.

- Special shipping charges may apply. Shipping rates are based on the item, weight and quantity.

- Orders are non-refundable and are eligible for replacement within the guarantee.

- Commercial use of products voids the guarantee.

- Home Office reserves the right to limit commission overrides and awards. If discounts apply.

Commission/overrides will be paid based upon the discounted retail amount (before tax and shipping).

### **ORDER DETAILS**

#### **Past Host Discount**

Customers who hosted a Show within the past year are eligible for a 10% discount on any items in the catalog.

If your show was submitted through the new web, the 10% discount will be applied automatically by using the past Host's email address that was used for the show.

#### **Future Party Pick**

The past host from whom a Show was booked (if the past host's Show was held within the last 6 months) is eligible to purchase any one item in the catalog at 50% off once the current Show has reached at least \$200 in guest sales (excluding her purchase of the Future Party Pick).

The 10% past host discount does not apply to the Future Party Pick purchase.

#### **Providing a Sales Receipt**

You must provide each customer with an official sales receipt when they place their order, whether it is electronic or paper. The sales receipt includes required legal information about customer rights.



## COMPLETING THE SALES RECEIPT

If you choose to use the paper sales receipt, this triplicate form provides you, your host and your customers with all the information needed to complete an order. The back of the sales receipt includes legal information about customer rights. Therefore, you must provide each guest with their copy of the official sales receipt when they place an order.

Before the show, stamp or write your name and contact information in the blank area.

During the show, follow these steps to complete each customer's order:

- 1. Ask each customer to fill out the form** including their shipping, order and payment information and your consultant number.
- 2. Write in the monthly guest specials** if your customer is eligible based on their purchase total. Fill in the product, cookbook or pantry items earned in the corresponding spaces provided. Use the special product number, description and price as published on Consultant's Corner.
- 3. Calculate** cookbook item orders and tax in the separate Cookbook Description section and add it to the total order.
- 4. Calculate** pantry item orders in the separate Pantry Description section and add it to the total order. Pantry is non-taxable.
- 5. Enter Round-Up from the Heart® donations** on the corresponding line and add the amount before calculating the grand total.
- 6. Indicate the appropriate method of payment.**

If payment is made by cheque, guests may make their cheques payable to either you or to the host.

If payment is made by debit or credit card, enter the card number, expiration date, cardholder postal code and take your guest's signature. When taking an order over the telephone, write "phone order" on the signature line. Tear off the perforated charge section before giving the receipt to your host.

- 7. Distribute each copy of the sales receipt.** One copy must be provided to your customer. Keep one copy for your files and you may want to give one to the host to distribute with guest orders.

## SPECIAL ORDERING SITUATIONS

### Direct Shipment

If a customer wants their order shipped to an address other than the host's, shipping and handling charges apply according to the chart on the back of the sales receipt. In addition, the tax rate must correspond to the address where the order is shipped.

To use host free product value toward a New Consultant Kit, allow 48 hours for processing after the show is received at Home Office, before submitting the Independent Consultant Agreement. Twenty-four to forty-eight hours after the Agreement is submitted, a welcome email will be sent to the new consultant containing the consultant number and password. After that email is received, the new consultant is able to recruit, and submit orders.

## SUBMITTING ORDERS

**You can submit orders one of five ways:**

- 1. Electronically via the new web**

It's simple to submit orders through My Shows & Orders on Consultant's Corner. You collect payment, from customers, guests and hosts, and then enter and submit the order to Pampered Chef® with complete payment. Customers will receive an email receipt as soon as the order is entered.



## 2. Canada Post

If you need to guarantee a month-end receipt date of an order, you must use Federal Express® Priority Overnight service or Purolator® Overnight for delivery to the address below. The order must be sent at least two business days prior to the month-end close date. Mail orders to:

The Pampered Chef—Canada Corp.  
Attn: Solution Center  
One Pampered Chef Lane  
Addison, IL 60101-5630

## 3. FedEx® or Purolator®

If you need to guarantee a month-end receipt date of an order, you must use Federal Express® Priority Overnight service or Purolator® Overnight for delivery to the address below. The order must be sent at least two business days prior to the month-end close date.

The Pampered Chef—Canada Corp.  
Attn: Solution Center  
One Pampered Chef Lane  
Addison, IL 60101-5630

## 4. Other Overnight Couriers

If you use an overnight courier other than FedEx or Purolator, shows will be counted toward the month in which they are received.

## 5. Fax at 1 (630) 261-8566

Once a show has been submitted to the Home Office, no changes or cancellations can be made! Please double-check your work.

## PAYMENT OPTIONS

### Customer Payment Cards

Pampered Chef® accepts payment by Visa® MasterCard®, and American Express® from customers and hosts.

Full payment must be included before an order can be processed for shipping.

### Order Payment Account

The Order Payment Account electronically transfers funds directly out of your bank account approximately four business days after your order is received by the Home Office.

Large orders paid with your Order Payment Account can be subject to funds verification at your banking institution before the order is released for processing at the Home Office. To avoid any processing delays, please ensure funds are deposited prior to submitting your order.

To create your Order Payment Account, go to Consultant's Corner > Business Center > Financial Information > Order Payment Account.

### Consultant Cheque or Money Order

- Made payable to The Pampered Chef®.
- Write your consultant number and show number in the memo section of your cheque.
- Only cheques written by a consultant will be accepted. Your name must be printed on the upper-left corner of the cheque. However, temporary cheques will be accepted from new consultants for one month following the consultant's Agreement date.
- By providing a cheque as payment, you authorize Pampered Chef® to either use information from your cheque to make a one-time electronic funds transfer from your account, or to process the payment as a cheque transaction.

When we use information from your cheque to make an electronic funds transfer, funds may be withdrawn from your account the same day your payment is received. In this case, you will not receive your cheque back from your financial institution.

Submit one cheque or money order per show.



## ORDER SUBMISSION DEADLINES

It may be important for your order to be credited toward a specific month's totals. When submitting an order using one of the following methods, the corresponding rules apply:

### Via the Web

Orders must be received by midnight, CT on the last calendar day of the month to apply toward that month's commission, bonuses or incentives.

The Home Office is not responsible for orders unable to be transmitted electronically for any reason.

The end of the month is our busiest time. Please allow ample time to transmit orders at that time. The end of the month is our busiest time. Please allow ample time to transmit orders at that time.

### Canada Post, Overnight Courier or Fax

These orders must be received prior to midnight CT on the last business day of the month to apply toward that month's commission, bonuses or incentives.

The last business day of the month excludes weekends, published holidays and published Pampered Chef® holidays listed on Consultant's Corner.

The Canadian Postal Service, for either First-Class or Priority Mail, cannot guarantee a date when mail will be received by the Home Office. The Home Office picks up its final mail on the last business day at 4:30 p.m. CT. Orders received after that will apply toward the next month.

### If you use Federal Express® or Purolator®, follow these requirements to guarantee a receipt date:

- Ship the order(s) overnight, by Federal Express® Priority Overnight service or Purolator® Overnight service. Send them at least two business days prior to the month-end close date.

- Save your receipt with a clearly marked tracking number, ship date and indication of the overnight service.
- Be sure to check the pick-up times if using a drop-off box. The Home Office is not responsible for orders placed in drop-off boxes in the event a pick-up is delayed.

### Deadlines for Monthly Host/Guest Specials

To qualify for monthly host/guest specials, shows/orders must be received in the Home Office prior to midnight CT on the 15<sup>th</sup> of the following month.

Web users will not be able to transmit a show that includes the previous month's guest and host specials after the 15<sup>th</sup> of the following month.

Mailed orders received after the deadline will be placed on hold, any monthly specials will be removed, and the Solution Center will contact you to resolve your order.

Example: A show held in September must be received by midnight CT on Oct. 15 to qualify for September host/guest specials.

### Deadlines for End of a Selling Season

At the end of a selling season, shows/orders must be received in the Home Office prior to midnight CT on the 15<sup>th</sup> of the month following the end of the season.

Web users will not be able to transmit shows/orders past the deadline date.

Mailed orders received after the deadline will be adjusted to the current season's prices.

Shows/orders that include discontinued products will be refunded or exchanged and your commission will be adjusted.

For example, a show held in September must be received prior to midnight CT on October 15 to receive discontinued products or end of season pricing.





**If you fax in an order, include a cover sheet with the following information:**

- Your name and consultant number.
- The show number(s) and date(s).
- The country and country code from which you are faxing.
- A phone number where you may be reached.
- The number of shows you are transmitting and the number of pages you are transmitting. Please number each page at the top.
- Your Order Payment Account is the only payment type accepted for faxed orders.

## **ORDER RESOLUTION**

The Shipping Status page on Consultant's Corner updates you on the status of your order. Orders will not be allowed to be transmitted without approved authorizations on all credit cards.

All credit cards payments are authorized at the time of submission. If a credit card is declined, resolve the declined credit card with the customer within 48 hours or you risk losing approved authorizations on other credit cards on the order.

If you do not resolve a problem order in time to meet month-end deadlines, the order will be processed in the following month. This will affect when you receive your commission, as well as your eligibility for promotions and incentives.

## **SHIPPING INFORMATION**

All shows/orders are generally shipped within two business days of the date received in the Home Office. During periods of peak order volume, such as month-end and promotional cut off, two business day turnaround time may not be possible. When this occurs, every effort is made to ship in no more than five business days. If there is a problem with an order, it will be shipped once the problem is resolved.

Orders are typically processed on a first-come, first-served basis. Occasionally orders may be delayed briefly due to temporary product shortages. To check the shipment status of an order, go to Consultant's Corner > Show Support > Shipping Status.

## **PRODUCT AVAILABILITY**

### **Back Orders**

If Pampered Chef® experiences an unexpected delay, a product may be placed on "Back Order" status.

Although Pampered Chef® tries to avoid back orders, they do occur occasionally. Back-ordered item(s) will be shipped separately to the host as soon as they are available.

Occasionally (e.g., at the end of a product's life), Pampered Chef® may run out of a particular item. If that occurs, we may substitute a similar item of equal or greater value, or refund the cost of the item.

### **Stop Sell**

If Pampered Chef® experiences an unexpected loss of availability; a product may be placed on "Stop Sell" status. You will be notified of this so you can notify customers that the product is unavailable.

Shows/orders received which contain a product on "Stop Sell" will be refunded and the consultant will be commission adjusted.

### **While Supplies Last**

Discontinued items are available while supplies last and will no longer be available when sold out.

For complete details on product availability go to Consultant's Corner > Product Status Alerts.

### **Paperwork Availability**

Occasionally (at the end of a season) Pampered Chef® may run out of a particular item. If that occurs, we may substitute a similar item or refund the cost of the item.

### **Guest Specials**

Use monthly guest specials to promote sales to your customers. Any customer who meets the requirements of that month's guest special is eligible. Guest specials can be found on Consultant's Corner.



## YOUR PAMPERED CHEF® ACCOUNT

### DIRECT DEPOSIT ACCOUNT

All consultants may have their commission cheques directly deposited into their chequing or savings account. If you do not enroll in direct deposit, you will receive your monthly commission cheque in the mail.

There is a \$6.00 monthly charge for this service, which will be applied as a commission adjustment each month.

#### Consultants on direct deposit receive two payments each month:

- A mid-month payment of commission on the 22<sup>nd</sup> day of the month for all shows and online orders received between the 1<sup>st</sup> and the 15<sup>th</sup> days of the month.
- Commission is paid at 20 – 22%. Mid-month commission is paid at a percentage based upon the total commissionable sales received by the 15<sup>th</sup> of the month. No overrides are included in this payment. If the 22<sup>nd</sup> day of the month is a Saturday, Sunday or holiday, the deposit will be made on the following business day.
- A month-end payment of commission and overrides on the 8<sup>th</sup> day of the following month, including adjustments for increased commission earned.

Allow up to two full business days for direct deposit funds to be credited to your account. If after two full business days you have verified with your financial institution that the funds were not received, contact the Solution Center.

To see your monthly commissionable statements online, go to Consultant's Corner > Business Center > Financial Information > My Commission Statement.

### APPLYING FOR DIRECT DEPOSIT

To apply to have your commission direct deposited into your bank account, go to Consultant's Corner > Managing Your Business > Financial Forms and Applications > Order Payment Account and Direct Deposit. Request forms submitted to the Home Office between the 1<sup>st</sup> and the 15<sup>th</sup> of the current month will have direct deposit become effective beginning with mid-month commission payment. Request forms submitted between the 16<sup>th</sup> and the 31<sup>st</sup> of the current month will have direct deposit become effective beginning with the following month's commission payment.

### CHANGING FINANCIAL INSTITUTIONS OR ACCOUNT INFORMATION

To transfer your existing direct deposit of your commission cheque to another financial institution, or to a new account number at the same financial institution, you may submit your account change online at Consultant's Corner > Business Center > Financial Information > Direct Deposit.

You may also sign and return a completed paper form by mail or fax to:

The Pampered Chef, Ltd.  
Attn: Financial Services & Risk Management  
One Pampered Chef Lane  
Addison, IL 60101-5630  
Fax: (630) 261-8586

Completed direct deposit authorization forms for account changes submitted to the Home Office between the 1<sup>st</sup> and the 15<sup>th</sup> of the current month will have the change become effective beginning with the mid-month commission payment.

Changes received between the 16<sup>th</sup> and 31<sup>st</sup> of the current month will become effective beginning with the next month's commission payment. Do not close your old account until the first deposit has been made to your new financial institution or to your new account number.



## ORDER PAYMENT ACCOUNT

All consultants must have an order payment account to electronically submit commissionable orders to Pampered Chef®. With the exception of New consultants within the first 60 days of signing their Agreement, the order payment account is the only accepted consultant form of payment for these orders.

The order payment account will allow Pampered Chef® to electronically withdraw funds from the checking or savings account you provide.

### APPLYING FOR YOUR ORDER PAYMENT ACCOUNT

You can sign up for the order payment account on Consultant's Corner. Once you submit your request, it will take 2 business days for your order payment account to be available for use. Your order payment account number will be sent to you in an email from the Home Office.

## CHANGING FINANCIAL INSTITUTIONS OR ACCOUNT INFORMATION FOR YOUR ORDER PAYMENT ACCOUNT

To change the bank account information for your order payment account, you must submit a completed paper form to Pampered Chef by fax or mail to:

The Pampered Chef, Ltd.  
Attn: Financial Services & Risk Management  
One Pampered Chef Lane  
Addison, IL 60101-5630  
Fax: (630) 261-8586

Order payment account changes cannot be made online. You will be notified by Pampered Chef® once your completed form is received and when the change is effective.

Orders already received in the Home Office will not be able to be redirected to the new account.

Any order payment account transaction returned unpaid by your financial institution will be subjected to the Returned Payment Transaction policy.

## RETURNED CHEQUES AND ORDER PAYMENT ACCOUNT TRANSACTIONS

It is important to deposit your customer's payments in your account **prior** to submitting your order, or you risk being charged additional fees by your bank and Pampered Chef. Cheques and Order Payment Account transactions can only be submitted once to your account. If the transaction is returned unpaid to Pampered Chef's bank due to Nonsufficient Funds (NSF) or any other reason, including invalid account, account closed, stop payment, etc., it will be handled as follows:

- You will be notified from the Home Office when the transaction is returned.
- You will be charged a \$30.00 bank return fee by Pampered Chef® for each returned item. You will be unable to submit any orders until your outstanding balance is paid in full. Commissionable orders paid in full by host and guest credit cards will be accepted. As a reminder, it is against policy to use your personal credit card as payment on any guest order.
- Any commission, overrides or other amounts due to you will be applied to the outstanding balance.
- Once you pay your balance in full, it can take up to 48 hours to update your status. Once your status is updated you may resume submitting orders using your order payment account.
- Failure to promptly pay your outstanding balance can lead to termination of your Consultant Agreement and the balance being forwarded to an outside collection agency.



## SALES TAX AND BUSINESS LICENSING

You are responsible for collecting the appropriate rate of sales tax based on the ship-to address of the order. Typically, this is the host address. All consultants are responsible for complying with any local business licensing requirements.

### First Nation Tax Exemption

Tax for first nation customers must be paid and submitted with the show/order. The products must be shipped to a reserve. Collect a copy of the Certificate of Indian Status identification cards and then complete the form found on Consultant's Corner. Once the show/order has been submitted, send the form and copies of the ID cards to the Solution Center via email, fax or mail. When the First Nation status has been verified, a refund will be processed and deposited into your Order Payment Account.

For additional information, go to Consultant's Corner > Business Center > Financial Information > Tax Information.

## COMMISSION ADJUSTMENTS

The Home Office may make corrections to orders without delaying the shipment of your customers' products or issuance of your commission cheques.

- Commission adjustments under \$20 are completed automatically.
- In case of a commission adjustment over \$20 you will be contacted for approval.

### How Commission Adjustments Work:

- Show totals will be adjusted, and your commission cheque will reflect the corrected amount. Commissionable sales will also be adjusted.
- A deduction will be made as a line item on your commission statement if the adjustment requires additional funds to be paid to Pampered Chef®.

- Commission adjustments may total up to \$20 per order. When errors require corrections that exceed the \$20 maximum per show:
- The order processing procedure will stop.
- The order will be held until a response with the correction is received.
- The received date will be changed.
- The order will be processed in the date/month that the correction was received in the Home Office.
- Order corrections will not be processed ahead of other orders.
- If we are unable to contact you, your Director may be notified of the resolution needed and may give authorization to process.
- If the error on an order causes a \$20 or more overpayment by the host, a guest or you, a refund will be issued. The balance of the order will be shipped separately to the requested address. This type of error delays order processing and shipment.
- If the error on an order causes less than a \$20 overpayment by the host, a guest or you, the amount will be added and appear on your next commission statement. This type of error delays order processing.

### Product Returns

- Per the Consultant Agreement, a consultant authorizes the Company to deduct commission, overrides and other amounts due to a consultant on products returned by customers.

As a result of the returned sale, commissionable sales totals will be adjusted accordingly. On any adjustment to commission or overrides over \$20, the consultant will be notified by Career Solutions.

- In addition, points toward incentives or credit toward promotions or bonuses will be similarly adjusted.



Pampered Chef® is not responsible for any loss of incentives or awards, Director promotion, maintenance requirements or consultant activity status that might occur as a result of the adjustment.

## CONSULTANT PURCHASING OPPORTUNITIES

### PAMPERED CHEF® DOLLARS (PC DOLLARS)

Pampered Chef® Dollars can be earned through incentives offered by the Home Office. Both active and inactive Consultants can use PC dollars on all non-commissionable orders, such as supply orders, kit enhancement, samples, personal orders and registration payment for some corporate sponsored meeting, please check meeting registration for details.

### SUPPLY ORDERS

Pampered Chef has a variety of items to support your business, including print and show supplies. Go online to Consultant's Corner for more information.

- No returns, exchanges or refunds can be made for paperwork/supply orders.
- Non-commissionable order shipping and handling rates apply.
- Should you experience a problem with your order, contact the Solution Center.

### KIT ENHANCEMENT

All active consultants may purchase products from the entire line at a 40% discount during kit enhancement month, which occurs every year in April.

- To place a kit enhancement order submit your orders via the web or send a sales receipt with payment to the Home Office.

- All consultants, regardless of title, must be active for 3 consecutive months in order to submit a kit enhancement order.

Example: For April kit enhancement, consultants must be active January – March or February – April.

In the second case, at least \$200 in personal commissionable sales must be submitted in April prior to submitting a kit enhancement order.

- Only one kit enhancement order is allowed per consultant during April.
- New consultants are eligible for kit enhancement in their fourth full month of business if they have been active in the three consecutive previous months. If they have been active in only the two previous months, they can submit \$200 in personal commissionable sales in the fourth month, and then place a kit enhancement order. (If your New Consultant Kit enhancement month would be April, it will be assigned to May instead.)
- A consultant is considered new in the month he/she joins or until \$200 in commissionable sales is submitted, at which time they are considered active.
- The retail value of items ordered, before discount, cannot exceed \$900.
- Kit enhancement orders cannot be combined with any other order.
- Only one quantity of any item may be purchased during kit enhancement month.
- Non-commissionable order shipping and handling rates apply.
- Guest and host specials may not be ordered on a kit enhancement order.

### PERSONAL ORDERS

New and active consultants at all levels may purchase products for personal use at a discount based on their title.



Consultants receive a minimum 20% – 40% discount (based on title) on purchases made for personal or business use. See the Career Plan section for discount levels.

This discount does not apply to products purchased for resale to customers. Discounted sales do not qualify for commission, consultant sales promotions or incentive programs.

Submit your orders via the web or send a sales receipt with payment to the Home Office.

You may pay by personal cheque, money order, Pampered Chef® dollars or with your Order Payment Account.

Non-commissionable order shipping and handling rates apply.

No commission or incentive points are awarded on these orders. New Consultant Reward bonuses and consultant promotions/incentives are not earned on personal orders.

You may not place personal orders on a show order.

## **EARLY PURCHASE OF GUEST SPECIALS**

In order to have a sample to demonstrate, you can purchase most guest specials (but not host specials) the month prior to the promotion (as well as the month of the promotion) on a personal order. See the monthly promotions flyer for specific details. Guest specials are assigned a unique order number for the month of the promotion.

### **To order a guest special on a personal order:**

- When submitting the order electronically you must identify the order as a personal order and use the assigned guest special product number.
- You may purchase only one early guest special in the month prior to the promotion.
- If the guest special has specific purchase requirements, you must meet the requirements after the discount has been taken to take advantage of the special.

- Example: Spend \$95 and receive the Bar Board free! If the consultant wants a free Bar Board, she or he must spend \$95 (after the personal discount) to receive the item free.

If the consultant simply wants a sample of the Bar Board, we recommend that she or he order it using the regular product number and purchase it at the regular personal discount.

## **PERSONAL INVENTORY**

Although it is not required, you may choose to carry a small amount of inventory occasionally when exhibiting at a fair or for other special purposes. These orders can be placed on a Personal Order (see above).

## **SOLUTION CENTER PROCEDURES**

### **UNDERSTANDING YOUR ROLE**

Pampered Chef® wants every customer to be a satisfied customer.

You are the connection between the customer and the company, so when a customer contacts you, be sure to:

- Listen to the situation.
- Explain our guidelines that apply.
- Always verify that the adjustment is within our guarantee guidelines.
- Prepaid shipping arrangements are available within 30 days of shipment when a product return is necessary.
- Shipment on returns over 30 days is at the customer's expense.
- Confirm proof of purchase by checking that your customer has the original sales receipt.
- For Product Adjustments, you can email or call the Solution Center at the Home Office.
- A reference number will be authorized and provided for all approved requests.



This reference number must be included and written on the outside of the carton on all requests including returns, exchanges and refunds. Do not include any product that was not on the request.

- All approved requests that include a refund or exchange will be required to be returned with a reference number and the merchandise. An original sales receipt is not necessary as long as we can find reference to the original purchase in the system that is tied to the show.
- Keep your confirmation information or log details regarding your phone conversations.

## CONTACTING THE SOLUTION CENTER

**You can contact the Solution Center any of four ways:**

### 1. Internet:

[www.pamperedchef.ca](http://www.pamperedchef.ca) — Contact Us.  
Please allow 48 business hours for a response. A reference number will be authorized and given for all approved requests. This reference number must be included and written on the outside of the carton on all requests including returns, exchanges and refunds.

### 2. Email:

English:

[SolutionCenterCA@pamperedchef.ca](mailto:SolutionCenterCA@pamperedchef.ca)

French:

[CentredesolutionsCA@pamperedchef.ca](mailto:CentredesolutionsCA@pamperedchef.ca)

Career Solutions can be reached by emailing:

[career\\_solutions@pamperedchef.com](mailto:career_solutions@pamperedchef.com)

### Please provide the following information:

- Show number
- Customer's or host's name, address, phone number
- Reason for adjustment
- Product to be returned
- End result desired (replacement/exchange/refund)

- Address for 30-day courtesy (consultant, host or customer address), if applicable.
- Confirmation of the request will be provided within three business days including an approved reference number and/or additional information needed to process the request.
- All exchanges and refunds require a proof of purchase. Be sure to include the original sales receipt when returning product unless informed by the Solution Center that the original sales receipt is not necessary.

### 3. Phone:

Call Customer Solutions at 1-800-342-CHEF (2433) from 7 a.m. to 11 p.m. CT Monday through Friday and Saturday 8:30 a.m. to 4:30 p.m. CT.

### 4. Fax:

(630) 261-8566 seven days a week, 24 hours a day. To ensure that you have included all necessary information, refer to the "Adjustment Form" located on our Web site.

### Be prepared to:

- Provide your name, consultant number, show number and the appropriate adjustment information.
- Confirm any necessary follow-up.
- Retain the approved reference number for all future references and shipments since this is your authorization.
- Keep a log to record the name of the representative who helped you, date, time of call and reference number.

## UNDERSTANDING OUR PRODUCT GUARANTEES

Pampered Chef® supports our customers by offering products with guarantees and by adjusting orders when appropriate. You are responsible for properly communicating these policies to customers.



Please refer to the sales receipt for product guarantee information or call the lifetime guarantee number at (800) 808-5395.

## **LIFETIME GUARANTEE**

For our products with a lifetime guarantee, the guarantee applies to the original purchaser (or gift recipient). The guarantee covers any manufacturing defects under normal home use.

The lifetime guarantee does not cover normal wear and tear, or misuse of a product. Refer to the sales receipt for lifetime guarantee information.

## **ADJUSTMENT/RETURN PROCEDURES**

### **Courtesy Pickup within the First 30 Days from the show Ship Date**

During this time period, your host should contact you regarding any error or other problems. We will arrange for pre-paid shipping arrangements when applicable. You must obtain a reference number for all requests to be honored. This number is your authorization.

Once you receive a reference number, the item should be properly packaged for shipping. All exchanges and refunds must be returned with the original copy of the sales receipt enclosed unless informed by the Customer Solutions that the original sales receipt is not necessary. The receipt will be returned. Instruct your customers to write the reference number on the outside of the carton.

### **Beyond the First 30 Days from the show Ship Date**

If an adjustment is requested after this timeframe, you can offer to contact the Customer Solutions to obtain an approved reference number. Return the original sales receipt (when a refund or exchange is desired unless informed that the original sales receipt is not necessary.) with the merchandise and the pre-approved reference number, or have the customer handle the return by contacting the Customer Solutions. Be sure the mailing receipt is saved for return verification.

All sharp and pointed items must be securely packaged in the original case or protective sleeve.

If this protection is not available, sufficiently pack the items so that sharp points or edges do not cut through packaging during shipment.

## **TYPES OF ADJUSTMENTS**

Please be aware of these guidelines for each of the following situations:

### **Missing Product**

- Verify that the item was submitted on the original order.
- Verify that the missing item was indicated as shipped on the packing list.
- Customer Solutions can process a commission adjustment for an order for products up to \$20. However, adjustments for items that are inadvertently left off the order, for whatever reason, are not commissionable, nor do they affect show totals, bonuses, etc.
- Verify the product number and description of the item.
- Verify that nothing extra was received.
- Determine the ship-to address for the missing item (host or customer address).
- Use our Product Adjustment online application on Consultant's Corner, call 1-800-342-CHEF (2433) or, [SolutionCenterCA@pamperedchef.ca](mailto:SolutionCenterCA@pamperedchef.ca)
- Always retain the reference number since this is your authorization.
- If there are any changes to the adjustment after the original request (address, product, etc.), notify the Solution Center to ensure accurate shipping.

### **Tracing a Missing Shipment**

- You can track your shows on Consultant's Corner. Click on Check Shipment Status under My Action Items.





- Be sure to document all missing items before contacting Customer Solutions. This will ensure that the appropriate follow-up can be taken.
- Email or call to request a tracer. (Be sure to have the show number, correct shipping address and the recipient's phone number.)
- The shipper must issue a claim number, which may take up to seven business days, for us to confirm in cases where the missing items are from a lost carton.

#### **Extra Product**

- Verify if the item received is on the packing list. The Solution Center will need to know this information when processing the adjustment.
- Verify the product number and description of the item received.
- Call 1-800-342-CHEF (2433) or email SolutionCenterCA@pamperedchef.ca. If applicable, we will arrange for prepaid shipping arrangements for return within 30 days from the shipment of the original order.
- Provide your address or your host's address from which the incorrect item(s) will be returned.
- Always retain the reference number (this is your authorization) and print this number on the outside carton of the merchandise being returned.
- If there are any changes to the adjustment after the original request (address, product, etc.), notify Customer Solutions to ensure accurate return processing.

#### **Damaged Product/Replacements**

- Verify that the item is within the guarantee guideline for replacement.
- Verify the product number and description of the damaged item.
- Obtain the address for the damaged item(s) to be returned, when applicable.

- Call 1-800-342-CHEF (2433) or email SolutionCenterCA@pamperedchef.ca.  
If applicable, we will arrange for prepaid shipping for return within 30 days from the shipment of original order.
- Always retain the reference number (this is your authorization) and print this number on the outside carton of the merchandise being returned.
- If there are any changes to the adjustment after the original request (address, product, etc.), notify Customer Solutions to ensure accurate shipping.

#### **Exchanges**

- Verify that the item is within the stated one-year exchange guarantee.
- Call 1-800-342-CHEF (2433) or email SolutionCenterCA@pamperedchef.ca. If applicable, we will arrange for prepaid shipping for return within 30 days from the shipment of the original order.
- Always retain the reference number. This is your authorization. Print this number on the outside carton of the merchandise being returned for refund.
- When a sales receipt must accompany a return, write in the reference number on the back of the original sales receipt.
- Securely pack merchandise and original sales receipt (when necessary) in the box.
- If there are any changes to the adjustment after the original request (address, product, etc.), notify the Solution Center to ensure accurate shipping.

#### **Refunds**

- Verify that the item is within our stated one-year refund policy.
- Call 1-800-342-CHEF (2433) or email SolutionCenterCA@pamperedchef.ca. If applicable, we will arrange for prepaid shipping for return within 30 days from the shipment of the original order.



- Always retain the reference number. This is your authorization. Print this number on the outside carton of the merchandise being exchanged.
- When a sales receipt must accompany a return, write in the reference number on the back of the original sales receipt.
- Securely pack merchandise and original sales receipt (when necessary) in box. The original receipt will be returned to the customer with the refund cheque unless otherwise indicated.
- If there are any changes to the adjustment after the original request (address, product, etc.), notify Customer Solutions to ensure accurate mailing.
- Shipping and handling charges are non-refundable.

### **Adjustments for Consultant's Products**

Our product guarantee also applies to all items you receive in a kit, bonus, sample or personal order. If you experience a problem with your merchandise within the guarantee and beyond the first 30 days, follow these steps:

- Identify the order on which you want to request an adjustment.
- Always retain the reference number (this is your authorization) and return the damaged or defective merchandise to Pampered Chef® with the reference number written on the outside of the carton.
- If the item is from a kit enhancement, New Consultant Kit, bonus kit, new product samples or personal order, a replacement will be shipped upon receipt of the merchandise.

### **"Restyled" Products**

As we continually evaluate each product's performance, enhancements may be made. This does not mean the original product is inferior or does not work according to the Use and Care instructions.

A product that does not perform according to our guarantee will be replaced with the same product ordered — not with a later, restyled model. In some cases, replacements of a preceding product with an enhanced product will be made based on guarantee and inventory levels. If actual product replacement cannot be made due to unavailability, Pampered Chef® may, in its discretion, offer comparable product replacement or credit toward future product purchases.

## **INCOME OPPORTUNITIES**

### **COMMISSIONABLE SALES**

**As a consultant, you earn at least 20%**

#### **commission on:**

- Cooking show, catalog show and wedding shower sales (excluding host free, half-price items and monthly host specials, shipping and handling & tax).
- The discounted price of items purchased by a host with their 10 – 30% discount.
- Individual/online orders (not including your personal orders).

**You will earn at least 15% commission on:**

- Cooking show fundraiser sales (excluding future party pick, shipping and handling and tax).

#### **You do not earn commission on:**

- Host free, half-price items, monthly host specials, future party pick, shipping and handling and tax.
- Past host discounts.
- Personal and supply orders.
- Adjustments to orders.

### **INCREASING YOUR COMMISSION RATE**

The commission rate you earn each month is based on the total commissionable sales you submit that month. This means that when you increase your sales, you increase your commission rate as well.



At first you will earn from 20 – 25%, based on the chart below.

When you reach \$20,000 in commissionable career sales, you will receive a 2% monthly commission bonus, effective the first full month after the \$20,000 is achieved.

In addition, to commemorate this achievement you will receive a sterling silver award featuring the Pampered Chef® logo, as a symbol of your achievement.

Monthly Commissionable Sales Total	Commission %	Commission % After \$20,000 Career Sales
\$5,000 and over	25%	27%
\$3,500 – \$4,999.99	24%	26%
\$1,500 – \$3,499.99	23%	25%
\$850 – \$1,499.99	22%	24%
\$1 – \$849.99	20%	22%

\* The highest commission rate you attain for the month will apply to all commissionable sales received during that month.

For fundraiser commission rates, see the information under the cooking show fundraiser heading.

### ELITE SELLER BONUS

To qualify as an Elite Seller, you must have \$85,000 in personal commissionable sales in the past rolling 12 months and \$7,000 in personal commissionable sales in the current month. As an Elite Seller, you will earn an additional 2% commission on your personal sales for that month. You will also qualify as a Director that month and are eligible for Director privileges and awards. For more details, refer to the Career Plan section of this document.

### COMMISSION PAYMENT

Monthly payments of commission, bonuses and overrides are mailed or sent for direct deposit on the 8<sup>th</sup> day of the month for the prior month’s performance. If the 8<sup>th</sup> day is a Saturday, Sunday or holiday, payments will be mailed or sent for direct deposit on the following business day.

### BONUSES AND OVERRIDES

See the Career Plan section of this document for details on earning monthly bonuses and overrides in addition to your commission on personal sales.

## THE PAMPERED CHEF® CAREER PLAN

At Pampered Chef®, you can earn income not only from your personal sales, but also from helping others to build their own businesses. You truly have unlimited earning potential, and you determine the pace! As you help others to succeed in this business, you can earn monthly overrides and bonuses for the support you provide them.

This section explains the requirements for each title, the overrides and bonuses related to that title, and the specific privileges and awards that are available with the title.

### PROMOTING TO A HIGHER TITLE

When you meet the requirements for a higher title, you are paid that level’s applicable overrides and bonuses for the month in which you met the requirements. The new title is effective the first of the following month.

Example: You are a consultant who meets the Team Leader requirements in May. You will be paid-as a Team Leader for May, and will promote to the title of Team Leader effective June 1.

To maintain your title, continue to meet that title’s requirements. When you do, you’ll be paid at that level.



## MAINTAINING YOUR TITLE

Once you achieve a title, you will keep that title for the following minimum period of time.

Senior Consultant	Qualify monthly
Team Leader, Director, Advanced Director and Senior Director	3 months
Executive Director	6 months
Senior Executive Director	9 months
National Executive Director	12 months

When you meet your current title's requirements in a month, the title maintenance period is extended according to the chart above. For details on what occurs when title requirements are not maintained, see the Pay Based on Performance section.

## MERCHANDISE DISCOUNT

Use this generous discount to stock your own kitchen with Pampered Chef® products and build your collection of products to display at Shows. By trying out products at home, you can share what you love with hosts and guests at your Shows.

Both active and inactive Consultants can use their merchandise discount to purchase product.

Consultants	20% discount
Senior Consultants	20% discount
Team Leaders	30% discount
Directors	30% discount
Advanced Directors	35% discount
Senior Directors and above	40% discount

Discounted sales do not qualify for commission or overrides, and do not count toward Director maintenance requirements, consultant sales promotions or incentive programs.

### Active Consultants:

If a consultant submits \$200 or more in commissionable sales, he/she is active that month.

## SENIOR CONSULTANT

### PROMOTION AND MAINTENANCE REQUIREMENTS

#### Each month:

- Be active yourself
- Have one active consultant (direct or indirect)

#### What is a direct recruit?

A consultant is direct to you if you personally recruited her. The other way someone is direct to you is if their recruiter is no longer with Pampered Chef®, and the consultant is now directly assigned to you.

## OVERRIDES AND BONUSES

#### Overrides:

- 1% override on personal sales
- 1% override on personal recruits' sales

#### Bonuses:

- Recruiting Bonus of 30 Pampered Chef® dollars on each personal recruit who reaches \$1,500 in commissionable sales within their first 90 days. (You must be active in the month your personal recruit reaches the \$1,500 in sales.)

## TEAM LEADER

### PROMOTION AND MAINTENANCE REQUIREMENTS

#### Each month:

- 2 active lines
- \$1,000 in personal commissionable sales
- \$3,000 in team commissionable sales (personal sales plus the sales of both direct and indirect recruits)



**What is a line?**

When you personally recruit someone, you start a new line. When your personal recruit brings on a new consultant, the line continues.

**What makes a line active?**

A line is active when at least one person in the line is active, that is, submits at least \$200 in personal commissionable sales in that month.

Your promotion is effective the first day of the month following the month in which you qualify by meeting the Team Leader requirements.

**OVERRIDES AND BONUSES**

**Each month that you meet the requirements above, you will earn the following:**

**Overrides:**

- 2% override on your personal commissionable sales.
- 2% override on the commissionable sales of your personal (direct) recruits.
- 1% override on the commissionable sales of your indirect recruits.

**Bonuses:**

- Recruiting Bonus of 30 Pampered Chef® dollars on each personal recruit who reaches \$1,500 in commissionable sales within their first 90 days. (You must be active in the month your personal recruit reaches the \$1,500 in sales.)

**PRIVILEGES AND AWARDS**

When you hold the title of Team Leader, you are eligible for the following privileges and awards. Some awards have additional eligibility requirements.

**Celebration Package**

The first time you promote to Team Leader, you will receive a Celebration package. This special award includes a variety of recruiting materials to use and share with your team to keep the recruiting momentum going.

**Professional Development Award**

The more equipped you are with valuable leadership skills, the more effective you will be in helping your team members set and achieve their goals. Pampered Chef® has partnered with national training providers that offer discounts on quality programs on the below list of approved topics.

In addition, Directors and above may choose other trainers/companies that offer professional development on the following topics.

- Time Management & Organizational Skills
- Computer Skills
- Communication Skills
- Conflict Management
- Coaching and Team-Building Skills
- Presentation Skills, Public Speaking

Professional Development reimbursement is an annual award based on your level.

• Team Leader	\$150
• Director	\$150
• Advanced Director/Senior Director	\$250
• Executive Director and above	\$350

**Professional Development Award Guidelines:**

The professional development award can be used toward registration fees for live classes and online training classes.

- To receive reimbursement, a certificate of completion, receipt and Professional Development Reimbursement Request form must be submitted to Consultant Career Solutions.
- The award is not granted for training given by other Pampered Chef® consultants (current or past) or active representatives of other direct-selling companies.



- The award covers class registration fees only; materials such as books, video and audiotapes, or travel expenses are not eligible for reimbursement.

### National Training Partners

- Dale Carnegie – [www.dalecarnegie.com](http://www.dalecarnegie.com)
- McLuhan & Davies – [www.mdctraining.ca](http://www.mdctraining.ca)
- Skillpath  
[www.skillpath.ca/pamperedchef.html/star/50865](http://www.skillpath.ca/pamperedchef.html/star/50865)

## DIRECTOR

By fulfilling Director responsibilities, you are eligible to receive the overrides, bonuses, privileges and awards associated with your title.

The responsibilities of a Director are detailed in the Independent Sales Director Agreement.

When you promote to the Director level, you are required to complete the Independent Sales Director Agreement. When you log on to Consultant's Corner, you will be prompted to review, print and agree to the current Terms & Conditions.

### PROMOTION REQUIREMENTS

- 5 active consultants in the personal team (direct or indirect)
- \$1,000 personal commissionable sales
- \$6,000 personal team commissionable sales (includes your personal sales)

Your promotion is effective the first day of the month following the month in which you qualify by meeting the Director requirements.

### MAINTENANCE REQUIREMENTS

#### Each month:

- \$1,000 personal commissionable sales
- \$6,000 personal team commissionable sales (includes your personal sales)

### Personal Team:

A personal team is composed of all the direct and indirect recruits of a Director who have not achieved the level of Director or higher. A personal team includes all Consultants, Senior Consultants and Team Leaders who are not part of another Director's personal team.

### Elite Seller Program

Performance as an Elite Seller substitutes for the personal team structure promotion requirement.

To qualify as an Elite Seller, you must have:

- \$85,000 in personal sales in the past rolling 12 months. The rolling 12 months includes the current month and the eleven prior months.
- \$7,000 in monthly personal sales

When the above maintenance requirements are met, you qualify as a Director and will earn the following:

- An additional 2% commission on personal commissionable sales. (Elite Sellers earn 29% personal commission on sales.)
- Director overrides, bonuses, privileges and awards

### OVERRIDES AND BONUSES

**Each month that you meet the requirements above, you will earn the following:**

#### Overrides:

- 3% override on personal team commissionable sales (including your own sales).
- 3% override on 1<sup>st</sup> generation commissionable sales

#### Bonuses:

- Recruiting Bonus of 30 Pampered Chef® dollars on each personal recruit who reaches \$1,500 in commissionable sales within their first 90 days.



(You must be active in the month your personal recruit reaches the \$1,500 in sales.)

- \$15 Activity Bonus on every active Consultant, Senior Consultant and Team Leader in your personal team.

## **PRIVILEGES AND AWARDS**

When you hold the title of Director and fulfill your Director responsibilities, you are eligible for the following privileges and awards. Some awards have additional eligibility requirements. The responsibilities of a Director are detailed in the Independent Sales Director Agreement.

### **Career Title Award**

Upon promotion, you will receive a sterling silver award, featuring the Pampered Chef's happy spoon logo, as a symbol of your achievement.

### **Pampered Chef® Dollars Award**

Directors will receive 250 Pampered Chef® dollars when they promote to Director for the first time.

### **New Director Academy**

This valuable training prepares new Directors to grow their businesses and offers a unique opportunity to visit Pampered Chef® Canadian Office. New Directors will forge valuable connections and receive hands-on training. The curriculum includes goal-setting, coaching for results, understanding reports, time-management and increasing personal and team recruiting.

For details visit Consultant's Corner > Consultant and Leadership Training.

### **New Director Product Samples**

The first time you promote to Director, you are eligible to earn a selection of new season product samples. There are three ways to earn:

- Promote to Director by meeting the Director promotion requirements within your first 90 days of joining Pampered Chef®. Please refer to your welcome letter or email for your 90-day end date.

- Promote to Director and submit \$1,500 or more in personal commissionable sales in three of the four months prior to your promotion.
- Promote to Director and submit a total of \$6,000 or more in personal commissionable sales in the four months prior to your promotion.

The seasonal product selection will be based on the date of promotion. Promote January 1 through June 1 and receive a selection of new spring/summer products. Promote July 1 through December 1 and receive a selection of new fall/winter products.

### **New Product Samples**

**Directors through Executive Directors** can earn a selection of new season product samples. There are two ways to earn:

- Submit \$1,500 or more in personal commissionable sales in three of the four qualifying months.

Or,

- Submit a total of \$6,000 or more in personal commissionable sales in the four qualifying months.

Spring/summer products can be earned by submitting the required sales September – December. Fall/winter samples can be earned with sales submitted March – June.

If you take a grace month during the four qualifying months, you must submit at least \$1,500 in commissionable sales in each of the other three qualifying months to receive new product samples.

### **Annual Incentive Program**

Please refer to the current incentive program requirements for details.

### **Professional Development Award**

The professional development award of up to \$150 annually provides Directors the opportunity to increase their knowledge and leadership skills to make a positive impact on their teams. See details under Professional Development Award guidelines.



### Upper Level Directors

The term “upper level Director” refers to Advanced, Senior, Executive, Senior Executive and National Executive Directors.

## ADVANCED DIRECTOR

By fulfilling Director responsibilities, you are eligible to receive the overrides, bonuses, privileges and awards associated with your title. The responsibilities of a Director are detailed in the Independent Sales Director Agreement.

## PROMOTION AND MAINTENANCE REQUIREMENTS

### Each month:

- 1 qualified 1<sup>st</sup> generation Director
- \$1,000 in personal commissionable sales
- \$6,000 personal team sales (includes your personal sales)
- \$15,000 organizational sales (includes commissionable sales from everyone through your 3<sup>rd</sup> generation)
- In addition, if a Consultant, Senior Consultant or Team Leader is promoting to Advanced Director or above, he or she must have 5 active consultants in the personal team (direct or indirect)

Your promotion is effective the first day of the month following the month in which you qualify by meeting the Advanced Director requirements.

### Generation:

A generation refers to the position a Director has relative to another Director in the downline. A Director may have any number of “generations” of Directors.

### What is 1<sup>st</sup> generation?

When you promote a Director, the Director becomes the leader of his/her own personal team and that personal team is 1<sup>st</sup> generation to you.

### What does it mean to be a Qualified Director?

A Director who meets all maintenance requirements for a month is considered a “qualified” Director.

**Organizational sales** are the total monthly commissionable sales from all consultants through three generations, even if the Director does not receive an override on all the generations. Organizational sales include all 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> generation sales as well as personal team sales.

## OVERRIDES AND BONUSES

**Each month that you meet the requirements above, you will earn the following:**

### Overrides:

- 4% override on personal team commissionable sales, including your own sales
- 4% override on 1<sup>st</sup> generation commissionable sales
- 3% override on 2<sup>nd</sup> generation Director’s commissionable sales (who have at least \$1,000 in personal commissionable sales).
- 1/2% override on 2<sup>nd</sup> generation team commissionable sales (excluding the Director, on whom a higher override is paid).





**Bonuses:**

- Recruiting Bonus of 30 Pampered Chef® dollars on each personal recruit who reaches \$1,500 in commissionable sales within their first 90 days. (You must be active in the month your personal recruit reaches the \$1,500 in sales.).
- \$15 Activity Bonus on every active Consultant, Senior Consultant and Team Leader in your personal team.
- \$100 Bonus for each qualified 2<sup>nd</sup> generation Director, up to maximum of \$300 monthly.
- \$600 2<sup>nd</sup> generation Director Leadership Development Bonus is awarded when a new 2<sup>nd</sup> generation Director is promoted.

**PRIVILEGES AND AWARDS**

When you hold the title of Advanced Director and fulfill your Director responsibilities, you are eligible for the following privileges and awards. Some awards have additional eligibility requirements.

**Career Title Award**

Upon promotion, you will receive a sterling silver award, featuring the Pampered Chef's happy spoon logo, as a symbol of your achievement.

**Professional Development Award**

The professional development award of up to \$250 annually provides Advanced Directors the opportunity to increase their knowledge and leadership skills to make a positive impact on their teams. See details under Professional Development Award guidelines.

**Travel Award**

The face-to-face time you invest in developing Directors is a smart investment in your own future.

To help support long-distance teams, Advanced Directors and above can receive reimbursement up to \$600 to offset travel expenses when traveling to eligible 1<sup>st</sup> generation Directors.

The Travel Award is available to reimburse travel once per year to 1<sup>st</sup> generation Directors who reside more than 160 kilometres away.

Eligible expenses include transportation (car, train, air), hotel and meals (up to \$50 per overnight for the traveling upper level Director only). Meal expenses are part of the \$600 travel expense reimbursement, not in addition.

The Travel Award is available to Advanced Directors, Senior Directors and Executive Directors who have \$1,500 in personal commissionable sales in at least three of the four months prior to travel and one personal recruit in the same time period.

**Travel Award guidelines:**

- A Request for Award form must be submitted to the Solution Center along with a meeting agenda that includes the specific training the upper level Director will be presenting.
- Travel is allowed only once per calendar year for each 1<sup>st</sup> generation Director. A Travel Request must be submitted prior to travel allowing you time to plan the training agenda and announce meeting dates in advance to ensure good attendance – maybe even offer a team challenge! As a result, you'll maximize your time with long distance Directors and their teams.
- The award will be paid upon the receipt of itemized expense receipts (i.e., plane ticket, itemized hotel bill, etc.). The travel award does not cover gifts, awards, or meeting room.
- Requests for separate travel award reimbursement to an area where there are multiple 1<sup>st</sup> generation Directors, and additional overnight stays would be required, the upper level Director may be eligible for an additional reimbursement up to \$600 for each approved visit.



Example: if an Executive Director is approved for travel to a 1<sup>st</sup> generation Director and has to travel over 160 kilometres to another 1<sup>st</sup> generation Director and as a result, an overnight stay is required, the Executive may be eligible for reimbursement up to \$1,200.

These special requests must be reviewed and approved by Consultant Career Solutions prior to travel plans being scheduled.

- Upper level Directors will not be reimbursed for travel connected to a meeting sponsored by Home Office such as National Conference or Regional Meetings.
- The award will not be made for travel during November and December. Executive, Senior Executive, and National Executive Director requests for travel during November will be reviewed.

The Home Office has the sole discretion to approve travel awards. Approval is based on team size, travel cost, timing with relationship to Home Office visits to the area, and other considerations. Written approval for travel will be sent to the Director. No reimbursement will be made for unapproved travel.

### **Bereavement Continuity Payment**

This award provides short-term financial support for the families of upper level Directors after the death of an upper level Director. Advanced Directors' beneficiaries may receive a one-month bereavement continuity payment.

### **Bereavement program guidelines:**

- Upon the death of an upper level Director, Pampered Chef® will assign responsibility for the personal team to the upline Director or to whomever Pampered Chef® deems appropriate.

- The estate or designated beneficiary\* of the deceased upper level Director will receive the earned commission, overrides and bonuses for the month in which the death occurs plus one month following the death. All monthly requirements to receive overrides and bonuses are waived.
- The upline Director designated by Pampered Chef® will assume responsibility for the deceased Director's personal team after such payments have been made.
- Pampered Chef® reserves the right at any time to change, modify or terminate this award at its sole discretion. Appropriate financial planning is the responsibility of each independent contractor.

New Advanced Directors will receive a beneficiary form which should be submitted to the Home Office. See additional Privileges and Awards for Directors and above.

## **SENIOR DIRECTOR**

By fulfilling Director responsibilities, you are eligible to receive the overrides, bonuses, privileges and awards associated with your title. The responsibilities of a Director are detailed in the Independent Sales Director Agreement.

## **PROMOTION AND MAINTENANCE REQUIREMENTS**

### **Each month:**

- 3 qualified 1<sup>st</sup> generation Directors
- 1 qualified 2<sup>nd</sup> generation Director
- \$1,000 in personal commissionable sales
- \$6,000 personal team commissionable sales (includes your personal sales)
- \$30,000 monthly organizational sales (includes commissionable sales from everyone through your 3<sup>rd</sup> generation)



Your promotion is effective the first day of the month following the month in which you qualify by meeting the Senior Director requirements.

## OVERRIDES AND BONUSES

**Each month that you meet the requirements above, you will earn the following:**

### Overrides:

- 4% override on personal team commissionable sales, including your own sales
- 4% override on 1<sup>st</sup> generation commissionable sales
- 3% override on 2<sup>nd</sup> generation Directors' commissionable sales (who have at least \$1,000 in personal commissionable sales).
- 1% override on 2<sup>nd</sup> generation team commissionable sales (excluding the Director, on whom a higher override is paid).

### Bonuses:

- Recruiting Bonus of 30 Pampered Chef® dollars on each personal recruit who reaches \$1,500 in commissionable sales within their first 90 days. (You must be active in the month your personal recruit reaches the \$1,500 in sales.)
- 15 Activity Bonus on every active Consultant, Senior Consultant and Team Leader in your personal team.
- \$100 Bonus for each qualified 2<sup>nd</sup> generation Director, up to maximum of \$300 monthly.
- \$600 2<sup>nd</sup> generation Director Leadership Development Bonus is awarded when a new 2<sup>nd</sup> generation Director is promoted.

## PRIVILEGES AND AWARDS

When you hold the title of Senior Director and fulfill your Director responsibilities, you are eligible for the following privileges and awards. Some awards have additional eligibility requirements.

### Career Title Award

Upon promotion, you will receive a sterling silver award, featuring the Pampered Chef's happy spoon logo, as a symbol of your achievement.

### Professional Development Award

The professional development award of up to \$250 annually provides Senior Directors the opportunity to increase their knowledge and leadership skills to make a positive impact on their teams. See details under Professional Development Award guidelines.

### Bereavement Continuity Payment

This award provides short-term financial support for the families of upper level Directors after the death of an upper level Director. Senior Directors' beneficiaries may receive a two-month bereavement continuity payment. See details under Bereavement program guidelines.

## EXECUTIVE DIRECTOR

By fulfilling Director responsibilities, you are eligible to receive the overrides, bonuses, privileges and awards associated with your title. The responsibilities of a Director are detailed in the Independent Sales Director Agreement.

## PROMOTION AND MAINTENANCE REQUIREMENTS

### Each month:

- 6 qualified 1<sup>st</sup> generation Directors
  - 2 qualified 2<sup>nd</sup> generation Directors\*
  - \$1,000 in personal commissionable sales
  - \$6,000 personal team commissionable sales (includes your personal sales)
  - \$60,000 organizational sales (includes commissionable sales from everyone through your 3<sup>rd</sup> generation)
- \* The 2<sup>nd</sup> generation Directors may not both be downline from the same 1<sup>st</sup> generation Director.



Your promotion is effective the first day of the month following the second consecutive month in which you qualify by meeting the Executive Director requirements. You are paid-as an Executive Director during the two qualification months.

## OVERRIDES AND BONUSES

**Each month that you meet the requirements above, you will earn the following:**

### Overrides:

- 4% override on personal team commissionable sales, including your own sales
- 4% override on 1<sup>st</sup> generation commissionable sales
- 3% override on 2<sup>nd</sup> generation Directors' commissionable sales (who have at least \$1,000 in personal commissionable sales)
- 1% override on 2<sup>nd</sup> generation team commissionable sales (excluding the Director, on whom a higher override is paid)
- ½% override on 3<sup>rd</sup> generation commissionable sales

### Bonuses:

- Recruiting Bonus of 30 Pampered Chef® dollars on each personal recruit who reaches \$1,500 in personal commissionable sales within their first 90 days. (You must be active in the month your personal recruit reaches the \$1,500 in sales.)
- \$15 Activity Bonus on every active Consultant, Senior Consultant and Team Leader in your personal team.
- \$600 2<sup>nd</sup> generation Director Leadership Development Bonus is awarded when a new 2<sup>nd</sup> generation Director is promoted.
- \$600 Car Allowance

### What is a Car Allowance?

The Executive Director Car Allowance Program provides complete flexibility. Choose the vehicle of your choice and drive in style!

Executive Director	\$600
Senior Executive Director	\$800
National Executive Director	\$1,000

## PRIVILEGES AND AWARDS

When you hold the title of Executive Director and fulfill your Director responsibilities, you are eligible for the following privileges and awards. Some awards have additional eligibility requirements.

### Career Title Award

Upon promotion, you will receive a sterling silver award, featuring the Pampered Chef's happy spoon logo, as a symbol of your achievement.

### Professional Development Award

The professional development award of up to \$350 annually provides Executive Directors the opportunity to increase their knowledge and leadership skills to make a positive impact on their teams. See details under Professional Development Award guidelines.

### Bereavement Continuity Payment

This award provides short-term financial support for the families of upper level Directors after the death of an upper level Director. Executive Directors' beneficiaries may receive a three-month bereavement continuity payment. See details under Bereavement program guidelines.

### Executive Summit

**Executive Directors and above** are invited to attend this exclusive Pampered Chef®-sponsored seminar. Pampered Chef® leaders join to exchange ideas, build leadership skills and network alongside Home Office staff and fellow leaders.



### **Pampered Chef® eBizTools™**

**Executive Directors and above** receive a free annual subscription for Pampered Chef® eBizTools™. Promote your business with online marketing tools, manage guest lists and collect online orders.

You must be an Executive Director or above at the time your Web site renewal is due in order to receive this benefit.

### **National Conference Award**

Executive Directors receive free registration for National Conference plus \$275 to offset related expenses, such as team gatherings, recognition and wardrobe related to attending and participating in National Conference.

## **SENIOR EXECUTIVE DIRECTOR**

By fulfilling Director responsibilities, you are eligible to receive the overrides, bonuses, privileges and awards associated with your title. The responsibilities of a Director are detailed in the Independent Sales Director Agreement.

## **PROMOTION AND MAINTENANCE REQUIREMENTS**

### **Each month:**

- 9 qualified 1<sup>st</sup> generation Directors
- 5 qualified 2<sup>nd</sup> generation Directors\*
- 1 qualified 3<sup>rd</sup> generation Director
- \$1,000 personal commissionable sales
- \$6,000 personal team commissionable sales (includes your personal sales)
- \$120,000 organizational sales (includes commissionable sales from everyone through your 3<sup>rd</sup> generation)

\* The 2<sup>nd</sup> generation Directors must be downline from at least 2 different 1<sup>st</sup> generation Directors.

Your promotion is effective the first day of the month following the third consecutive month in which you qualify by meeting the Senior Executive Director requirements. You are paid-as a Senior Executive Director during the three qualification months.

## **OVERRIDES AND BONUSES**

**Each month that you meet the requirements above, you will earn the following:**

### **Overrides:**

- 4% override on personal team commissionable sales, including your own sales
- 4% override on 1<sup>st</sup> generation commissionable sales
- 3% override on 2<sup>nd</sup> generation Directors' commissionable sales (who have at least \$1,000 in personal commissionable sales)
- 1¼% override on 2<sup>nd</sup> generation team commissionable sales (excluding the Director, on whom a higher override is paid)
- ½% override on 3<sup>rd</sup> generation commissionable sales.

### **Bonuses:**

- Recruiting Bonus of 30 Pampered Chef® dollars on each personal recruit who reaches \$1,500 in personal commissionable sales within their first 90 days. (You must be active in the month your personal recruit reaches the \$1,500 in sales.)
- \$15 Activity Bonus on every active Consultant, Senior Consultant and Team Leader in your personal team
- \$600 2<sup>nd</sup> generation Director Leadership Development Bonus is awarded when a new 2nd generation Director is promoted.
- \$800 Car Allowance



## PRIVILEGES AND AWARDS

When you hold the title of Senior Executive Director and fulfill your Director responsibilities, you are eligible for the following privileges and awards. Some awards have additional eligibility requirements.

### Career Title Award

Upon promotion, you will receive a sterling silver award, featuring the Pampered Chef's happy spoon logo, as a symbol of your achievement.

### Professional Development Award

The professional development award of up to \$350 annually provides Senior Executive Directors the opportunity to increase their knowledge and leadership skills to make a positive impact on their teams. See details under Professional Development Award guidelines.

### Personal Sales Bank

Senior Executive Directors may draw on a Personal Sales Bank to meet their monthly personal sales requirement. In any month that a Senior Executive Director sells more than their personal sales requirement, the excess amount will be added to their Personal Sales Bank. In any month that the Senior Executive Director sells less than their personal sales requirement, the amount needed is automatically drawn from the Personal Sales Bank.

- Commission on personal sales are paid for the month in which the sales are submitted.
- No commission will be paid on amounts drawn from the Personal Sales Bank.
- The Personal Sales Bank cannot be used to meet Personal Team or organizational sales requirements.
- At the time of promotion to Senior Executive Director, \$2,000 will be deposited in the Personal Sales Bank.
- At the end of the year, the Senior Executive Director must have \$2,000 in their bank.

- The bank is reset to \$2,000 at the beginning of each year.
- Since Senior Executive Directors have the Personal Sales Bank for flexibility needs, they are not eligible for grace months.

### Reduced Sales Requirement for Travel Award

To be eligible for the Travel award, a Senior Executive Director must have met their annual personal sales requirement of \$12,000 in the prior year.

### Reverse Travel Award

**Senior Executive Directors and above** may choose to bring a 1<sup>st</sup> generation Director to his or her city, rather than making an annual downline team visit when the 1<sup>st</sup> generation Director lives more than 160 kilometres away, up to \$600 can be reimbursed to offset the 1<sup>st</sup> generation Director's travel expenses. See Travel Award guidelines.

### National Conference Award

Senior Executive Directors and above receive free registration for National Conference plus \$500 to offset related expenses, such as team gatherings, recognition and wardrobe related to attending and participating in National Conference.

### Promotion Items

Senior Executive Directors and above will receive promotional items featuring the Pampered Chef® logo with no sales or recruiting requirements whenever possible. If a promotion features oversized or special order logo items, you may not receive each item.

The purpose is to showcase these items at meetings to motivate your Directors and consultants to earn them. Your minimum requirement for consultant sales promotions is reduced to half of the commissionable sales amount required to earn. The reduced requirements do not apply to promotions that are based on number of shows submitted.

### Bereavement Continuity Payment

This award provides short-term financial support for the families of upper level Directors after the death of an upper level Director.



Senior Executive Directors' beneficiaries may receive a three-month bereavement continuity payment.  
See details under Bereavement program guidelines.

## NATIONAL EXECUTIVE DIRECTOR

By fulfilling Director responsibilities, you are eligible to receive the overrides, bonuses, privileges and awards associated with your title. The responsibilities of a Director are detailed in the Independent Sales Director Agreement.

### PROMOTION AND MAINTENANCE REQUIREMENTS

#### Each month:

- 12 qualified 1<sup>st</sup> generation Directors
- 9 qualified 2<sup>nd</sup> generation Directors\*
- 3 qualified 3<sup>rd</sup> generation Directors\*\*
- \$750 personal commissionable sales
- \$6,000 personal team commissionable sales (includes your personal sales)
- \$240,000 Organizational Sales (includes commissionable sales from everyone through your 3<sup>rd</sup> generation)

\* The 2<sup>nd</sup> generation Directors must be downline from at least 2 different 1<sup>st</sup> generation Directors.

\*\* The 3<sup>rd</sup> generation Directors must be downline from at least 2 different 2<sup>nd</sup> generation Directors.

Your promotion is effective the first day of the month following the third consecutive month in which you qualify by meeting the National Executive Director requirements. You are paid-as a National Executive Director during the three qualification months.

## OVERRIDES AND BONUSES

**Each month that you meet the requirements above, you will earn the following:**

#### Overrides:

- 4% override on personal team commissionable sales, including your own sales
- 4% override on 1<sup>st</sup> generation commissionable sales
- 3% override on 2<sup>nd</sup> generation Directors' commissionable sales (who have at least \$1,000 in personal commissionable sales)
- 1½% override on 2<sup>nd</sup> generation team commissionable sales (excluding the Director, on whom a higher override is paid)
- ½% override on 3<sup>rd</sup> generation commissionable sales

#### Bonuses:

- Recruiting Bonus of 30 Pampered Chef® dollars on each personal recruit who reaches \$1,500 in personal commissionable sales within their first 90 days. (You must be active in the month your personal recruit reaches the \$1,500 in sales.)
- \$15 Activity Bonus on every active Consultant, Senior Consultant and Team Leader in your personal team
- \$600 2<sup>nd</sup> generation Director Leadership Development Bonus is awarded when a new 2<sup>nd</sup> generation Director is promoted.
- \$1,000 Car Allowance

## PRIVILEGES AND AWARDS

When you hold the title of National Executive Director and fulfill your Director responsibilities, you are eligible for the following privileges and awards. Some awards have additional eligibility requirements.



### **Personal Sales Bank**

National Executive Directors may draw on a Personal Sales Bank to meet their monthly personal sales requirement. In any month that a National Executive Director exceeds their personal sales requirement, the excess amount will be added to their Personal Sales Bank. In any month that the National Executive Director sells less than their personal sales requirement, the amount needed is automatically drawn from the Personal Sales Bank. Other rules are as follows:

- Commission on personal sales are paid for the month in which the sales are submitted.
- No commission will be paid on amounts drawn from the Personal Sales Bank.
- The Personal Sales Bank cannot be used to meet personal team or Organizational Sales requirements.
- At the end of the year, the National Executive Director must have \$2,000 in their bank.
- The bank is reset to \$2,000 at the beginning of each year.
- Since National Executive Directors have the Personal Sales Bank for flexibility needs, they are not eligible for grace months.

### **Career Title Award**

Upon promotion, you will receive a sterling silver award, featuring the Pampered Chef's happy spoon logo, as a symbol of your achievement.

### **Professional Development Award**

The professional development award of up to \$350 annually provides National Executive Directors the opportunity to increase their knowledge and leadership skills to make a positive impact on their teams. See details under Professional Development Award guidelines.

### **Reduced Sales Requirement for Travel Award**

To be eligible for the Travel award, a National Executive Director must have met their annual personal sales requirement of \$9,000 in the prior year.

### **Yearly Travel to a U.S. event**

National Executive Directors are eligible to attend one U.S. event each calendar year that is mutually agreed upon with the Company. Expenses covered include airfare for one, accommodation and meals as appropriate for the agreed upon event.

### **Promotion Items**

See details for Promotion Items under Senior Executive Directors and above.

### **Bereavement Continuity Payment**

This award provides short-term financial support for the families of upper level Directors after the death of an upper level Director. The National Executive Director's beneficiaries may receive a three-month bereavement continuity payment. See details under Bereavement program guidelines.

## **PAY BASED ON PERFORMANCE**

### **When you meet all the requirements of a level, you're paid at that level.**

When a **Senior Consultant** meets the requirements of being active herself and having one active consultant, she earns Senior Consultant-level overrides and bonuses.

- If not, she is paid at the consultant level.

When a **Team Leader** meets the requirements of 2 active lines, \$1,000 in personal sales and \$3,000 team sales, she earns Team Leader-level overrides and bonuses.

- If not, she is paid at the level whose requirements are met (Senior Consultant or Consultant).





When a **Director** meets the maintenance requirements, she's a "qualified Director" that month and earns Director-level overrides and bonuses.

If a Director doesn't "qualify" that month, she is paid at the level whose requirements are met (Team Leader, Senior Consultant, or Consultant).

For an **upper level Director** to be paid the maximum override for her title, her downline Directors must *qualify* for the month.

Example, an Advanced Director needs one qualified 1<sup>st</sup> generation Director and \$15,000 in organizational sales. If the 1<sup>st</sup> generation Director doesn't qualify in a given month, then she would be paid as a Director for that month, assuming all Director maintenance requirements are met.

If Director sales requirements were not met, she would be paid at the level whose requirements are met. For example, Team Leader, Senior Consultant, or Consultant.

**An upper level Director's overrides are based on the number of qualified Directors in each generation (as well as total organizational sales).**

Overrides are paid on all Directors (and their personal teams), even those who don't qualify in a given month, based on which level's requirements are met.

Example: Lisa is a Senior Director who has four 1<sup>st</sup> generation Directors and two 2<sup>nd</sup> generation Directors.

- In June, three of Lisa's 1<sup>st</sup> generation Directors qualify, one of her 2<sup>nd</sup> generation Directors qualifies, and she has organizational sales of at least \$30,000. Assuming that Lisa has met her personal and personal team sales requirements, Lisa will be paid-as a Senior Director.
- She will earn 4% on all of her 1<sup>st</sup> generation, even the one Director who didn't qualify that month.

- She will earn 1% override on both her 2<sup>nd</sup> generation teams and 3% on both her 2<sup>nd</sup> generation Directors' personal sales (if they sold at least \$1,000).
- In August, only two of Lisa's 1<sup>st</sup> generation Directors qualify, one of her 2<sup>nd</sup> generation Directors qualifies, and she has organizational sales of at least \$30,000. Assuming that Lisa has met her personal and personal team sales requirements, Lisa will be paid-as an Advanced Director, because she didn't have at least three qualified 1<sup>st</sup> generation Directors.
- She will earn 4% on all of her 1<sup>st</sup> generation, even the two Directors who didn't qualify that month.
- She will earn ½% override on both her 2<sup>nd</sup> generation Teams, and 3% on both her 2<sup>nd</sup> generation Directors' personal sales (if they sold at least \$1,000).

## ACTIVE AND INACTIVE STATUS

### Active Consultant

A consultant (of any level) is active in a month when he or she submits at least \$200 personal commissionable sales.

### Inactive Consultant

A consultant (of any level) is considered inactive for the month if she submits less than \$200 in personal commissionable sales.

- Demonstrator liability insurance and support will accumulate while inactive and be deducted from the commission cheque as soon as a consultant is active in a month.
- After two months of continuous inactivity, a consultant (of any level) will lose his/ her career sales, as well as his/ her 2% commission increase (if already earned).
- Consultants (at any level) do not lose their recruits after two consecutive inactive months.



We want consultants who have already started building a team to reengage in the business with their team in place.

#### **EXTENSION**

To provide help in a prolonged situation, a consultant may request a one-month extension. This gives him/ her one additional month in which to submit \$200 in personal commissionable sales, so that she can retain her career sales and 2% commission increase. This extension is available once every rolling 12 months.

- Example: Lori didn't sell at all in June, so she was inactive in June. In July, she sold \$100 but didn't reach \$200 in sales, so she was inactive in July. In July she requests and is granted a one-month extension, which means that she will need to submit at least \$200 in personal commissionable sales in August to retain her career sales and 2% commission increase.
  - An extension request must be in writing, and must be received at Home Office by the last day of the second consecutive month of inactivity. Send an email to [career\\_solutions@pamperedchef.com](mailto:career_solutions@pamperedchef.com). Include the word "Extension" in the subject line.
  - An extension only prevents loss of career sales and the 2% commission increase (if already earned).
  - The extension month is counted toward the 6 months of continuous inactivity, after which the consultant Agreement is dissolved.
- After six months of continuous inactivity, the consultant Agreement is dissolved and recruits are re-assigned to the next upline active consultant. If the former consultant would like to sell again, he/she must sign a new agreement and purchase a kit.
  - A consultant's access to their eBizTools™ will be removed effective the first of the month following six months of consecutive inactivity.

#### **New Consultants**

Just like all other consultants, when a new consultant submits \$200 or more in personal commissionable sales, she is active that month. If he/she submits less than \$200 in personal commissionable sales, he/she is inactive that month.

For the month in which the new consultant submits his/her agreement:

- If the new consultant submits at least \$200 in personal commissionable sales in her first "partial" month, she is active that month. In this case, the Director earns a \$15 Activity Bonus, and can count that consultant as active for purpose for Director structure qualification.
- If the new consultant doesn't submit at least \$200 in personal commissionable sales that month, she is listed as new. In this case, the Director does not earn a \$15 Activity Bonus on this new consultant. This month does not count as an inactive month for the new consultant.

#### **DIRECTOR GRACE MONTH**

Directors and above are allowed two (2) grace months within a 12 month rolling period. The purpose of a grace month is to protect the Director's (or above) income for the month, when personal circumstances interfere with meeting the \$1,000 personal sales requirement.

The grace exempts the Director from the \$1,000 personal sales requirement for the month requested.

- The Director must meet the personal team sales requirement for the month for the grace month to be granted.
- A grace month will not be granted in the third consecutive month of not having been paid at the Director level.

A grace month must be requested, and it is approved at the discretion of the Home Office. One or two months may be requested.



- The request must be received in the Home Office by midnight CT on the last day of the month for which the grace is requested. Send an email to [career\\_solutions@pamperedchef.com](mailto:career_solutions@pamperedchef.com).
- When a grace month is applied, the Director (or above) is considered as having met active status for the grace month.

In a grace month, the Director is considered “qualified” for the month. This means the upline Director can count the Director as a qualified Director toward the upline Director’s organization structure requirement (for Advanced Director and above).

If a Director is granted a grace month in her first or second consecutive month of not being paid at the Director level, she is considered qualified that month. In the following month, if she does not meet her Director maintenance requirements, it is considered her first month of not meeting requirements.

The paid-as level for a Director or above in an approved grace month is determined by the level requirements for which they qualify (except for the personal sales requirement, which is covered by the grace).

- If the paid-as level is higher than the current recognition title, the Director (or above) will promote to the new title.
- If the paid-as level is below the current recognition title, the normal title maintenance rules are in effect.
- Example 1: An Advanced Director meets all Senior Director promotion requirements in June with the exception of \$1,000 in personal sales. The grace month means that she would be paid-as a Senior Director in June, and promote to Senior Director on July 1.
- Example 2: An Executive Director doesn’t meet Executive Director maintenance requirements in June, but meets all Senior Director

maintenance requirements with the exception of \$1,000 in personal sales. The grace month means she would be paid-as a Senior Director, and this month still counts as a consecutive month of not meeting Executive Director maintenance requirements.

A grace month does not count as having met \$1,500 for privileges & awards, such as leads, product samples; etc. (In other words, a grace month is not granted if the Director’s personal sales are at least \$1,000.)

National Executive Directors and Senior Executive Directors are not eligible for grace months, because their Personal Sales Bank provides them flexibility in meeting personal sales requirements.

## SPECIAL SITUATIONS

### CONSULTANT RESIGNATION

If you wish to resign, please send your resignation in writing to the Home Office and copy your Director. Consultant resignations are effective on the first day of the month following the date notification is received in the Home Office.

A Consultant must be resigned for a period of six months prior to rejoining under a different recruiter/upline. If a Consultant wants to rejoin through the Renewal Program under the same recruiter/upline, they can join with no waiting period. See the Renewal Program FAQ on Consultant’s Corner for complete details.

### DIRECTOR RESIGNATION

A Director may terminate his/her Independent Sales Director Agreement and either resign completely or remain a consultant after resigning Directorship by indicating this in the resignation.

Resignation must be received in writing and should be directed to [career\\_solutions@pamperedchef.com](mailto:career_solutions@pamperedchef.com). Resignations are effective on the first day of the month following the date notification is received in the Home Office.



Upon resignation, the Home Office permanently reassigns the Director's personal team to her upline Director.

For example, an Advanced Director submits a resignation on June 5. Her resignation is effective July 1. She is paid as a Director in June and the roll-up becomes effective on July 1.

If an upline Director's level changes as a result of receiving the roll-up, the effective date of the promotion is the first of the month following the month the roll-up is received.

## **SIMULTANEOUS PROMOTION**

A simultaneous promotion can occur when a Consultant, Senior Consultant or Team Leader, as well as a Consultant, Senior Consultant or Team Leader beneath her, both meet Director promotion requirements in the same month.

- In the month of qualification for Director, the first consultant [A] needs \$1,000 in personal sales, \$6,000 in personal team and a total of five active consultants in the personal team. consultant [B] can count as one of the five active consultants for [A]. consultant [B]'s personal team can count toward the five total active. Plus, in the month of qualification, the \$6,000 in sales from consultant [B]'s personal team also counts toward upline consultant [A]'s \$6,000 personal team sales requirement.
- For the three months following the qualification month, [A] is in Rebuild. See Rebuild rules.
- A reverted Director may not be part of a simultaneous promotion unless she has 5 active, NEW consultants in her personal team, direct or indirect. See Reversion rules.

Example: Anna is a Team Leader, and Beth is a Team Leader beneath Anna.

- In June, Beth meets the Director promotion requirements of \$1,000 in personal sales,

\$6,000 in personal team sales, and five active consultants.

On July 1, Beth promotes to Director, and she is paid as a Director for her June performance.

- Anna can simultaneously promote to Director with Beth on July 1, if in June Anna has:
  - \$1,000 in personal sales
  - \$6,000 in personal team sales (inclusive of Beth's personal sales and personal team sales)
  - Five active consultants in the personal team.

Beth can count as one of Anna's five active consultants. In addition, Beth's personal team can count toward Anna's five active consultants.

- Anna could promote directly to Advanced Director by meeting **all** the above requirements, plus the Advanced Director requirements of one qualified 1<sup>st</sup> generation Director and \$15,000 in organizational sales. If this occurs, she will be paid as an Advanced Director in June and promote on July 1.
- In July, August and September Anna is in Rebuild. See Rebuild rules.

## **PASSING BY**

Passing by occurs when a new Director promotes beneath a Consultant, Senior Consultant or Team Leader. This happens when a person [A] is unable to simultaneously promote to Director along with the Team Leader [B] below her. In this situation, she has three months to promote to Director under the normal Director promotion requirements. If she does not, the new Director will "pass by" and be permanently assigned to the first upline Director.

- In the month of qualification and the three months following the promotion of the downline Team Leader [B], the "passed by" person [A] does not earn overrides on the newly-promoted Director or her personal team. (Because only qualified Directors earn on downline generations.)



- In the month of qualification and the three following “potential pass by” months, the newly promoted Director [former Team Leader B] is considered 1<sup>st</sup> generation to the Director upline from [A].

Example: Anna is a Team Leader, and Michael is a Team Leader beneath Anna.

- In June, Michael meets Director promotion requirements of \$1,000 in personal sales, \$6,000 in personal team sales and 5 active consultants in his personal team. On July 1, Michael promotes to Director, and he is paid-as a Director for his June performance.
- However, Anna does not meet the requirements for simultaneous promotion.
- If Anna meets the normal Director promotion requirements in July, August or September, Michael and his personal team will become 1<sup>st</sup> generation to Anna. If she does not, Michael is reassigned to Anna’s upline Director, and Michael’s personal team is 1<sup>st</sup> generation to Anna’s upline Director.
- Anna does not earn overrides on Michael or his personal team (unless Anna promotes to Director).

## REBUILD

This occurs when a Director or above promotes (or repromotes) a Director from her personal team.

- For the new Director’s month of qualification, the upline Director can count the personal team sales of the promoting Director to meet her own Director maintenance requirements.
- Then, during the three months following the promotion, the personal team sales requirement is reduced to \$3,000 for the upline Director.

Example: Director Jill has Team Leader Sue who meets the Director promotion requirements in June. Sue is direct to Jill. Sue is paid-as a Director for June and promotes to Director on July 1.

- For the month of June, Jill can count Sue’s personal and team sales toward her own \$6,000 personal team sales requirement,
- In July, August and September, Jill’s personal team sales requirement is reduced to \$3,000.
- As long as Jill meets the above requirements and her personal sales maintenance requirement in July, August and September, she is considered a qualified Director. She is paid-as a Director, and her upline Director counts her as a qualified Director.

**Important Note:** If a Director loses her title and reverts to Team Leader or below, she forfeits the rebuild privilege. Rebuild is a program available to those who have the title of Director and above.

## REVERSION

If a Director (or above) fails to qualify (be paid-as) for Director for three consecutive months, she will “revert,” that is, move back into her upline Director’s personal team and lose her title. This change is effective the 1<sup>st</sup> of the month following the third consecutive month of not paid-as a Director.

- The reverted Director will keep her direct and indirect recruits (unless one of those recruits promotes to Director and then normal Passing By rules take effect).
- A reverted Director may not be part of a simultaneous promotion unless he or she has 5 active NEW consultants in her personal team (direct or indirect).
- When the reverted Director repromotes, the upline Director is in Rebuild. See Rebuild rules.

**Important note:** Directors through Senior Directors must meet monthly maintenance requirements and if they do not, after three months of not meeting requirements, they will revert to Team Leader or below. (For Executive Director and above please refer to the Maintaining Your Title section.)



- Example 1: Director Robert does not meet Director maintenance requirements of \$1,000 personal sales and \$6,000 personal team sales for June / July / Aug.

On Sept. 1 he reverts to Team Leader, Senior Consultant or Consultant (based on his performance).

- Example 2: Senior Director John does not meet Director maintenance requirements of \$1,000 personal sales and \$6,000 personal team sales for June / July / Aug. On Sept. 1 he reverts to Team Leader, Senior Consultant or Consultant (based on his performance).

If a reverting Director has downline generation Directors, the following occurs upon reversion of the Director:

- The order of any downline generations will be reordered accordingly (e.g., a 2<sup>nd</sup> generation downline becomes 1<sup>st</sup> generation to upline Director).
- The reverted Director (who is now a Team Leader or lower) has six months from when she reverts to promote to Director again, otherwise all downline Directors will be permanently assigned to the first upline Director.

Example: Advanced Director Pat has 1<sup>st</sup> generation Director Sue. Pat's upline Director is Tina.

- Advanced Director Pat does not meet maintenance requirements of \$1,000 personal sales and \$6,000 personal team sales for the months of June / July / Aug. On Sept. 1 she will revert to Team Leader, Senior Consultant or Consultant (based on her performance).
- 1<sup>st</sup> generation Director Sue and her entire personal team "move up" a generation to become 1<sup>st</sup> generation to Tina.
- Pat and her former personal team (direct and indirect Consultants, Senior Consultants,

and Team Leaders) are now part of Tina's personal team.

- If Pat meets the requirements to repromote to Director (\$1,000 personal sales, \$6,000 personal team sales and a total of 5 new, active consultants in her personal team, recruited after the month of reversion, by the end of February (her last possible qualification month), she will repromote to Director and regain Sue as a 1<sup>st</sup> generation Director. Sue will then be 2<sup>nd</sup> generation to Tina.
- In order for Pat to repromote to Advanced Director (or above), she must meet the Director repromotion requirements (\$1,000 personal sales, \$6,000 personal team sales and a total of 5 new, active consultants in her personal team, recruited after the month of reversion) along with the required Organization Sales and number of qualified Directors.
- If Pat does not meet Director repromotion requirements by the end of February, she can still repromote to Director, but she cannot regain Sue as a 1<sup>st</sup> generation Director.
- If Pat and Sue were to revert at the same time and Sue regains her Director title prior to Pat, Passing By rules are in effect

If no upline Director is in place, Pampered Chef® will assign the consultants in the best interest of the consultants and Pampered Chef®.

## WHEN REVERSION LEADS TO PASSING BY

- If a reverted Director has a downline Director who also reverts, either in the same month the upline reverts or during the next six months, the downline reverting Director becomes part of the first reverting Director's team. If the former downline Director repromotes to Director before the upline repromotes, the Passing By rules apply.

Example: Advanced Director Pat has 1<sup>st</sup> generation Director Sue. Pat's upline Director is Tina.



- Pat reverts to Team Leader on September 1, but Sue maintains her Director title. Sue and her personal team “move up “a generation to become 1<sup>st</sup> generation to Tina.
- Sue then reverts to Team Leader on October 1. Sue and her former personal team (direct and indirect Consultants, Senior Consultants, and Team Leaders) are now part of Pat’s personal team.
- Sue meets the Director repromotion requirements (\$1,000 Personal sales, \$6,000 personal team sales and a total of 5 new, active consultants in her personal team, recruited after the month of reversion), in October and repromotes to Director on Nov. 1, but Pat does not repromote simultaneously with Sue. Pat is now in a Passing By situation, which means that she has just three months to regain Sue as a 1<sup>st</sup> generation Director.
- If Pat meets Director repromotion requirements (\$1,000 Personal sales, \$6,000 personal team sales and a total of 5 new, active consultants in her personal team, recruited after the month of reversion), in November, December or January, Sue and her personal team will become 1<sup>st</sup> generation to Pat.
- If she does not, Sue is reassigned to Pat’s upline Director Tina, and Sue’s personal Team is 1<sup>st</sup> generation to Tina. Pat cannot regain Sue as a 1<sup>st</sup> generation Director.

### Repromotion

The reverted Director can regain her Director title by meeting repromotion requirements.

In order to repromote to Director or above, the reverted Director (who is now a Team Leader, Senior Consultant, or Consultant) must have \$1,000 in Personal sales, \$6,000 personal team sales and a total of 5 new, active consultants in her personal team, recruited after the month of reversion.

A former Consultant who rejoins after the month of reversion under the Renewal Program will count as new to fulfill this requirement.

- The 5 new consultants may be at any level of the personal team (direct or indirect) and must be active in the month the Director meets repromotion requirements. (consultants are considered active if they submit \$200 in commissionable sales in a given month.)
- **Note:** A former Director who lost the Director title between March 1, 2010 – December 1, 2012, and did not hold a Director title since that time, may repromote to Director for the first time by achieving Director promotion requirements of \$1,000 Personal sales, \$6,000 personal team sales and 5 active consultants in the personal team. The 5 active consultants do not need to be new.

Example: Director Sue lost her Director title on August 1, 2012. In September 2013, she meets the special, one-time only repromotion requirements of \$1,000 Personal sales, \$6,000 personal team sales and five, active consultants in her personal team. Sue repromotes to Director on October 1.

- Beginning July 1, 2013 or after, if the repromoted Director subsequently loses the Director title, the current repromotion rules of \$1,000 Personal sales, \$6,000 personal team sales and a total of 5 new, active consultants in his/her personal team will apply. A former Consultant who rejoins after the month of reversion under the Renewal Program will count as new to fulfill this requirement.
- In addition, if promoting to Advanced Director or above, he or she must have the number of qualified Directors and organization sales required for the applicable title.

### HOSPITALITY

Pampered Chef’s hospitality arrangement allows a consultant not residing in her Director’s area to attend local meetings. The following guidelines can make hospitality work smoothly.



The requesting Director is the primary source of training, coaching and recognition for everyone in your first line. Hospitality is a supplement to your ongoing support. As the requesting Director, you are responsible for initiating arrangements for hospitality. You can ask the Solution Center to help find a hospitality Director. You may ask the hosting Director to recognize the visiting consultant's achievements. You need to provide all relevant information to the hosting Director in a timely manner.

As a hosting Director, you may recognize the guest if the requesting Director gives you the relevant information. If the guest has questions or needs additional training, please refer her to her upline Director. Be sure to communicate any important feedback to the requesting Director.

## **NATURAL DISASTER PROGRAM**

A consultant residing in a mandatory evacuation or declared disaster area as declared by the area's local government are eligible to apply for consideration for the following circumstances:

- A make-up month can be requested to earn the consultant sales and/or recruiting promotion that was in effect the month of the disaster. The make-up month will be the third month after the disaster occurs. For example, if the disaster or mandatory evacuation occurred in September, the make-up month would be December. If a consultant earned the monthly sales or recruiting promotion in the original month offered, he/she is not eligible to earn it again as part of the natural disaster program.

A one-month extension can be requested, for either the month the disaster occurred or the month following.

This special extension will not be counted against the one-month extension of time allowed within any 12-month period.

- The extension period will not be counted toward the six months of continuous inactivity, after which the consultant Agreement is dissolved.
- For a Director, the one-month extension waives the \$1,000 Personal sales requirement.

The Director's monthly personal team sales maintenance requirement must be met in order for the Director to be considered "qualified" for the month. This means the upline Director can count the Director as a qualified Director toward the upline Director's organization structure requirement (for Advanced Director and above). The paid-as level for a Director or above on an approved extension is determined by the level requirements for which they qualify (except for the Personal sales requirement, which is waived).

- A one-month extension of the New Consultant Rewards Program can be requested. Should a natural disaster or mandatory evacuation occur within the first 30 days of the New Consultant Rewards Program the 30 and the 90-day end dates will each be extended an additional thirty days. Should a natural disaster or mandatory evacuation occur between the 31<sup>st</sup> and 90<sup>th</sup> day, the 90-day end date will be extended an additional thirty days.

### **Disaster Occurs within the first 30 days**

Example: A New consultant's 30-day end date is Feb. 27; the 90-day end date is April 30. A disaster occurs on February 10. If approved, the new 30-day end date will be March 29. The 90-day period will be extended to May 30.

### **Disaster Occurs between the 31<sup>st</sup> and 90<sup>th</sup> day**

Example: A New consultant's 30-day end date is Feb. 27; the 90-day end date is April 30). A disaster occurs on April 6. If approved, the 30-day end date remains Feb. 27. The 90-day period will be extended to May 30.

- A one-month extension can be requested for the reversion or rebuild periods for Directors who live in the disaster or mandatory evacuation area.





These allowances do not apply to upper level Director Travel requirements, Director overrides, host promotions, guest specials, Pampered Chef® Excellence Awards and annual incentive programs.

Requests for consideration under the Natural Disaster program must be made in writing to [career\\_solutions@pamperedchef.com](mailto:career_solutions@pamperedchef.com) no later than the last day of the month following the month the disaster or mandatory evacuation was declared.

Approval (or denial) of the request will be provided in writing.



# UNLIMITED EARNING OPPORTUNITIES

## CONSULTANT

- Bonuses:*
- Earn 20% - 25% on all sales
  - Earn an extra 2% after \$20,000 in career sales
  - 30 Pampered Chef dollars Recruiting Bonus\*\*
- Active Requirement:*
- \$200 monthly personal sales\*

## SENIOR CONSULTANT

- Bonuses & Overrides:*
- 1% override on personal sales
  - 1% override on personal recruits' sales
  - 30 Pampered Chef dollars Recruiting Bonus\*\*
- Monthly Requirements:*
- \$200 personal sales
  - 1 active recruit

## TEAM LEADER

- Bonuses & Overrides:*
- 2% override on personal sales
  - 2% override on personal recruits' sales
  - 1% override on indirect recruits' sales
  - 30 Pampered Chef dollars Recruiting Bonus\*\*
- Monthly Requirements:*
- 2 active lines
  - \$1,000 personal sales
  - \$3,000 team sales

## DIRECTOR

- Bonuses & Overrides:*
- 3% override on Personal Team sales
  - 3% override on 1<sup>st</sup> Generation
  - 30 Pampered Chef dollars Recruiting Bonus\*\*
  - \$15 Activity Bonus per active Consultant
- Promotion Requirements:*
- 5 active Personal Team Consultants
  - \$1,000 personal sales/\$6,000 Personal Team sales
- Monthly Maintenance Requirements:*
- \$1,000 personal sales/\$6,000 Personal Team sales
- Elite Seller:* (alternate Director requirements)
- \$85,000 personal sales in past rolling 12 months and \$7,000 personal sales in current month

## ADVANCED DIRECTOR

- Bonuses & Overrides:*
- 4% override on Personal Team sales
  - 4% override on 1<sup>st</sup> Generation
  - 3% override on 2<sup>nd</sup> Generation Directors
  - 1/2% override on 2<sup>nd</sup> Generation Team
  - 30 Pampered Chef dollars Recruiting Bonus\*\*
  - \$15 Activity Bonus per active Consultant
  - \$100 Bonus per qual. 2<sup>nd</sup> Gen. Dir. (max. \$300 monthly)
  - 2<sup>nd</sup> Gen. Dir. Leadership Development Bonus<sup>†</sup>
- Monthly Requirements:*
- 1 - 1<sup>st</sup> Generation Director
  - \$1,000 personal sales/\$6,000 Personal Team sales
  - \$15,000 organizational sales

## SENIOR DIRECTOR

- Bonuses & Overrides:*
- 4% override on Personal Team sales
  - 4% override on 1<sup>st</sup> Generation
  - 3% override on 2<sup>nd</sup> Generation Directors
  - 1% override on 2<sup>nd</sup> Generation Team
  - 30 Pampered Chef dollars Recruiting Bonus\*\*
  - \$15 Activity Bonus per active Consultant
  - \$100 Bonus per qual. 2<sup>nd</sup> Gen. Dir. (max. \$300 monthly)
  - 2<sup>nd</sup> Gen. Dir. Leadership Development Bonus<sup>†</sup>
- Monthly Requirements:*
- 3 - 1<sup>st</sup> Generation Directors/1 - 2<sup>nd</sup> Generation Director
  - \$1,000 personal sales/\$6,000 Personal Team sales
  - \$30,000 organizational sales

## EXECUTIVE DIRECTOR

- Bonuses & Overrides:*
- 4% override on Personal Team sales
  - 4% override on 1<sup>st</sup> Generation
  - 3% override on 2<sup>nd</sup> Generation Directors
  - 1% override on 2<sup>nd</sup> Generation Team
  - 1/2% override on 3<sup>rd</sup> Generation
  - 30 Pampered Chef dollars Recruiting Bonus\*\*
  - \$15 Activity Bonus per active Consultant
  - \$600 Car Allowance
  - 2<sup>nd</sup> Gen. Dir. Leadership Development Bonus<sup>†</sup>
- Monthly Requirements:*
- 6 - 1<sup>st</sup> Generation Directors/2 - 2<sup>nd</sup> Generation Directors
  - \$1,000 personal sales/\$6,000 Personal Team sales
  - \$60,000 organizational sales

## SENIOR EXECUTIVE DIRECTOR

- Bonuses & Overrides:*
- 4% override on Personal Team sales
  - 4% override on 1<sup>st</sup> Generation
  - 3% override on 2<sup>nd</sup> Generation Directors
  - 1/4% override on 2<sup>nd</sup> Generation Team
  - 1/2% override on 3<sup>rd</sup> Generation
  - 30 Pampered Chef dollars Recruiting Bonus\*\*
  - \$15 Activity Bonus per active Consultant
  - \$800 Car Allowance
  - 2<sup>nd</sup> Gen. Dir. Leadership Development Bonus<sup>†</sup>
- Monthly Requirements:*
- 9 - 1<sup>st</sup> Generation Directors/5 - 2<sup>nd</sup> Generation Directors/1 - 3<sup>rd</sup> Generation Director
  - \$1,000 personal sales/\$6,000 Personal Team sales
  - \$120,000 organizational sales

## NATIONAL EXECUTIVE DIRECTOR

- Bonuses & Overrides:*
- 4% override on Personal Team sales
  - 4% override on 1<sup>st</sup> Generation
  - 3% override on 2<sup>nd</sup> Generation Directors
  - 1/2% override on 2<sup>nd</sup> Generation Team
  - 1/2% override on 3<sup>rd</sup> Generation
  - 30 Pampered Chef dollars Recruiting Bonus\*\*
  - \$15 Activity Bonus per active Consultant
  - \$1,000 Car Allowance
  - 2<sup>nd</sup> Gen. Dir. Leadership Development Bonus<sup>†</sup>
- Requirements:*
- 12 - 1<sup>st</sup> Generation Directors/9 - 2<sup>nd</sup> Generation Directors/ 3 - 3<sup>rd</sup> Generation Directors
  - \$750 personal sales/\$6,000 Personal Team sales
  - \$240,000 organizational sales



\*Personal sales = commissionable sales. \*\*On personal recruits who reach \$1,500 in sales within their first 90 days, as long as recruiter is active in the month that occurs.  
<sup>†</sup> \$600 Bonus awarded when a new 2<sup>nd</sup> Generation Director is promoted. Effective June 1, 2013. See *Consultant Policy Guide* for complete details.



# PAMPERED CHEF CAREER PLAN

## REQUIREMENTS

TITLE	MONTHLY QUALIFICATIONS			
	Personal Sales	Personal Team Sales	Personal Team Actives	Qualified Director Teams
Consultant	\$200			Organization Sales
Senior Consultant	\$200		1 active line	
Team Leader	\$1,000	\$3,000	2 active lines	
Director Promotion	\$1,000	\$6,000	5 active	
Director* Maintenance	\$1,000	\$6,000		
Director Re-promotion	\$1,000	\$6,000	5 New	
Advanced Director	\$1,000	\$6,000		1 – 1 <sup>st</sup> Gen.
Senior Director	\$1,000	\$6,000		3 – 1 <sup>st</sup> Gen. 1 – 2 <sup>nd</sup> Gen.
Executive Director	\$1,000	\$6,000		6 – 1 <sup>st</sup> Gen. 2 – 2 <sup>nd</sup> Gen.*
Senior Executive Director	\$1,000	\$6,000		9 – 1 <sup>st</sup> Gen. 5 – 2 <sup>nd</sup> Gen.* 1 – 3 <sup>rd</sup> Gen.
National Executive Director	\$750	\$6,000		12 – 1 <sup>st</sup> Gen. 9 – 2 <sup>nd</sup> Gen.* 3 – 3 <sup>rd</sup> Gen.*

## BONUSES & OVERRIDES

TITLE	BONUSES						TEAM OVERRIDES				LEADERSHIP OVERRIDES			
	Recruiting Bonus	Monthly Activity Bonus	2 <sup>nd</sup> Gen. Dir. Bonus (maximum \$300)	2 <sup>nd</sup> Gen. Dir. Leadership Dev. Bonus	Executive Director Car Allowance	Personal Sales	Direct Recruits	Indirect Recruits	Team (Including Personal)	1 <sup>st</sup> Generation	2 <sup>nd</sup> Generation Directors	2 <sup>nd</sup> Generation Teams	3 <sup>rd</sup> Generation	
Consultant	30 PC \$													
Senior Consultant	30 PC \$					1%	1%							
Team Leader	30 PC \$					2%	2%	1%						
Director Promotion	30 PC \$	\$15 per Active Cons.							3%	3%				
Director* Maintenance	30 PC \$	\$15 per Active Cons.							3%	3%				
Director Re-promotion	30 PC \$	\$15 per Active Cons.							3%	3%				
Advanced Director	30 PC \$	\$15 per Active Cons.	\$100 per qualified 2 <sup>nd</sup> Gen. Dir.	\$600**					4%	4%	1/2%			
Senior Director	30 PC \$	\$15 per Active Cons.	\$100 per qualified 2 <sup>nd</sup> Gen. Dir.	\$600**					4%	4%	1%			
Executive Director	30 PC \$	\$15 per Active Cons.		\$600**	\$600				4%	4%	1%	1/2%		
Senior Executive Director	30 PC \$	\$15 per Active Cons.		\$600**	\$800				4%	4%	1 1/4%	1/2%		
National Executive Director	30 PC \$	\$15 per Active Cons.		\$600**	\$1,000				4%	4%	1 1/2%	1/2%		

\*Elite Seller: (alternate Director requirements) – \$85,000 personal sales in past rolling 12 months and \$7,000 personal sales in current month

\*\* Awarded when a new 2<sup>nd</sup> Generation Director is promoted.

2<sup>nd</sup> Generation Directors cannot all be under the same 1<sup>st</sup> Generation Director, 3<sup>rd</sup> Generation Directors cannot all be under the same 2<sup>nd</sup> Generation Director.

Effective June 1, 2013. See *Consultant Policy Guide* for complete details.



## MARKETING, ADVERTISING AND PUBLICITY POLICIES

As a consultant with Pampered Chef®, you build your business primarily by holding cooking shows and sharing the opportunity. There are times, however, when promotional activities via advertising and public relations can be of great value.

All Pampered Chef® business, advertising, publicity and sales activities are limited to Canada. Please do not promote your business outside Canada.

To maintain consistency and to promote the image Pampered Chef® wants to project, it is important to adhere to the following policies. Therefore, it's also important to understand how to appropriately represent yourself and the proper ways to use Pampered Chef® logos and trademarks.

If you have questions about title identification, logo and trademark usage, copyrighted materials or advertising, please contact the Solution Center at:

E|career\_solutions@pamperedchef.com or,  
P|1-800-342-CHEF (2433) and ask for Career Solutions.

Anyone in violation of any of the Marketing, Advertising and Publicity policies will be notified that they must correct the violation. If the consultant fails to comply within the time specified by Consultant Career Solutions, action will be taken per our Policy Enforcement procedure (see section for specific details).

### YOUR TITLE/IDENTIFICATION

Always clearly identify yourself as an independent consultant for Pampered Chef®, rather than as the company or one of its employees. Use your full name, and Independent consultant or Independent Sales Director (or appropriate title) for Pampered Chef®.

Example:

Mary Smith, Independent Sales Director for Pampered Chef®.

The same policy applies when answering the phone or recording an answering machine or voicemail greeting.

### 3<sup>RD</sup> PARTY COPYRIGHTS, LOGOS & TRADEMARKS

Pampered Chef® strongly respects other parties' intellectual property rights, including those relating to copyrights, trademarks and logos. In running your business, it is imperative that you also respect these rights, not only as they relate to Pampered Chef®, but also as they relate to any third party.

While we cannot outline all the possible intellectual property issues you may encounter, we do want to provide guidance to help you understand both the restrictions, and also ways to accomplish your goals without running afoul of these third party rights.

For copyright, for example, consultants may consider using photos/images and recipes from food bloggers and other sources on their Facebook® pages. Sharing photos/images and recipes is a great way to create interest, but it's imperative that you respect other party's copyright rights in doing so.

For example, instead of saving photos/images and recipes and republishing them as your own on social media, "Share" posts you like on Facebook®, "Re-Tweet" on Twitter® and "Re-Pin" on Pinterest®. Sharing, re-tweeting and repinning allow links to the original content and owner to remain intact which is required. If you're not sharing according to the terms of use of these social media channels, and you do not otherwise have permission from the owner, you will legally be at risk.



The same consent or authorization is required in order to use trademarks and logos. Unless you have the approval of the owner, either directly or through an applicable “terms of use” page, your actions are likely to be considered to be infringing.

A violation of another party’s intellectual property rights is a serious matter and can put you and your business at risk. Most social media sites also make it clear that this type of activity is not acceptable. A violation of this nature is considered a direct violation of this Consultant Policy Guide.

## **COPYRIGHTS, LOGOS & TRADEMARKS**

There are two separate and distinct sets of Pampered Chef® logos and rules for their use.

1. The official Pampered Chef® logos – For Home Office use and approved licensed merchandise vendors.
2. The Independent consultant logos – For consultant’s use.

Except for these two authorized uses, and as otherwise may be provided herein, no other use may be made of Pampered Chef® logos. All consultants must use the Independent Consultant Home Office approved logo formats for advertising and publicity as set forth below. There are three rules for use:

1. The logos may not be altered in any way
2. You may not use the happy spoon icon alone. If you are currently utilizing the logo in any other format, it must be replaced with one of the approved formats below
3. You must include your name and proper title (see above) at all times when promoting your business.

The Independent consultant logos are available online for download from Consultant’s Corner. Follow the downloading and file-saving instructions that accompany the logos.

### **Printed Logo Usage**

The best way to market your business and ensure proper use and protection of our trademarks and logos is to:

1. Use the promotional flyers the Home Office produces and makes available in *Consultant News* and in downloadable format on Consultant’s Corner.
2. Purchase marketing materials available through our licensed merchandise vendor. These pieces contain the official Pampered Chef® logo. You may not alter the logo in any way if you choose to use these materials.
3. If you generate your own printed advertisement or flyer at a printer, or on your own, you must use the Independent consultant logo.

### **Online or Electronic Logo Usage**

You must use the Independent consultant logo (see below) when conducting or promoting your business online. This includes use of your:

- Personal Website
- e-mail signatures
- e-newsletters
- Participation in social networking websites
- All other approved online activity

Please see the Social Networking websites section for specific rules and guidelines regarding logo usage on these sites.





### Additional Trademark, Brand and Name Usage Restrictions

Except as otherwise provided in these policies, it is inappropriate to use the Pampered Chef® corporate name, any trademark used by the Company or any derivation of such, for instance, “pamper,” “pampered,” “chef,” “discover,” “in you,” etc. as part of an e-mail address, domain name, or any profile on a social network or other social media. Other examples of trademarks include product names like RockCrok®, etc.

You may use the Independent consultant logo to market your business under the guidelines outlined in these policies. All other usage is prohibited.

If you reference trademarked Pampered Chef® products, brands or materials in print or online advertising, you must use the proper trademark symbol ™ that is provided in catalogs and/or marketing materials, for example, TM, ® or ©.

Please understand however that the “TM” or “®” is not required to indicate a trademark or registered trademark exists with respect to products, brands or materials in print or online advertising, so be sure to adhere to the instructions outlined in the section “Copyrights, Logos & Trademarks” above.

### Approved Vendor

As it relates to the official Pampered Chef® logo, do not give the logo or other trademarks to outside vendors for use on items such as personal checks, business cards, promotional merchandise, etc. The following licensed merchandise vendor is the only authorized vendor to make and sell business supplies and promotional items that feature Pampered Chef® logo and trademarks.

Formcor Inc. – access the PC Logo Shop (operated by Formcor Inc.) through Consultant’s Corner > Promoting & Building Your Business > PC Logo Shop.

### COPYRIGHTED MATERIALS

The “©” symbol indicates copyrighted materials. Other than in communications with show hosts or guests, the catalog, postcard invitations, newsletters, recipes, etc., or anything bearing the “©” symbol should not be reproduced in whole or in part. This applies to Pampered Chef® copyrighted materials as well as those of 3<sup>rd</sup> parties as discussed above in the section “3<sup>rd</sup> Party Copyrights, Logos & Trademarks”.

Please understand however that the “©” is not required to indicate a copyright exists with respect to published material so be sure to adhere to the instructions outlined in the section “Copyrights, Logos & Trademarks” above. Do not sell or provide copyrighted materials to any non-licensed vendors. Do not write “all rights reserved” on anything that bears Pampered Chef® name, trademarks or logos. This includes printed or electronic materials like newsletters or flyers.

### CONTEST, SWEEPS & RAFFLES

As a consultant, we know you will look for new and exciting ways to promote your business and may even consider running a promotional event through a sweepstakes, raffle or contest.



The legal requirements around administering a sweepstakes, raffle or contest are extremely complex. If not done correctly, these innocent efforts to promote your business can end up putting you and your business in jeopardy.

It is your sole responsibility to ensure that any sweepstakes, raffle or contest you might set up is done in full compliance with all applicable laws and regulations. These activities are complex and extra care and attention is required. Consultants are prohibited from setting up or administering a lottery type game of chance under any circumstance.

## **PUBLICITY**

You “publicize” your business when you invite a representative from the media to write about your business. For example, you might invite a local newspaper reporter to write about your business or your fundraising activity. With publicity, any coverage you receive is free to you, and the reporter/publication controls what’s said and shown.

The Home Office reserves the right to contact the top newspapers in the Canada on behalf of all of our consultants. The top 100 newspapers are posted as on Consultant’s Corner > Promoting & Building Your Business.

Please review the following publicity policies closely. If you have questions about the following publicity policies, contact Corporate Communications at:  
[media\\_inquiries@pamperedchef.com](mailto:media_inquiries@pamperedchef.com).

If you are placing a paid advertisement, please refer to separate policies on advertising.

## **If You Are Contacted for an Interview**

You should not conduct any interviews with or supply content to the top newspapers, national magazines, website, blog with 20,000 or more unique visitors per month, any radio station or any television stations unless the opportunity is first approved by the Corporate Communications Department. You can determine the number of unique visitors a blog receives per month by asking the blogger when you are contacted for an interview. If contacted by a member of the media, you must immediately alert the Corporate Communications Department for counsel on how to proceed.

Assistance will be provided within 24 hours. The Home Office will ensure the media request is legitimate and in the best interest of Pampered Chef® and all consultants. Publicity opportunities that are national or in large markets will reference the corporate website ([www.pamperedchef.ca](http://www.pamperedchef.ca)) and may not link to the individual consultant’s Personal Website.

## **ADVERTISING**

You “advertise” your business when you pay for a mention or space for an ad in a newspaper, magazine, social media or event program. Because you pay for the mention/space, you have control over what’s said and shown about your business.

You may only advertise your business in publications that are limited to Canada. Please review the following advertising guidelines closely as they vary depending on consultant level and medium.

To ensure your advertisement follows the appropriate guidelines, you can e-mail your ad to [career\\_solutions@pamperedchef.com](mailto:career_solutions@pamperedchef.com).



If you have additional questions, please contact the Solution Center at [career\\_solutions@pamperedchef.com](mailto:career_solutions@pamperedchef.com) or, 1-800-342-CHEF (2433) and ask for Career Solutions.

### **Print and Radio Advertising**

All consultants may place paid advertisements in print publications such as local, community and national newspapers, town newsletters,

Chambers of Commerce or other business organizations' publications; school, church or county fair programs, flyers, etc., local magazines. Radio Advertising may be placed with stations broadcasting to local radius no greater than 80 kilometres.

However, Consultant Career Solutions must first approve what will be said and the station(s) on which it will air.

In all advertisements, identify yourself as an Independent consultant rather than as the company or one of its employees. You may also include your name, phone number, personal e-mail address and Personal Website.

### **Television**

Television advertising of any kind is not permitted for any consultant. This includes cable access channels that have community billboards.

## **CONDUCTING YOUR BUSINESS ONLINE**

### **Your Online Presence**

Every Pampered Chef® Consultant can be searched for on [pamperedchef.ca](http://pamperedchef.ca). Customers looking for a specific Consultant enter the Consultant's first name, last name and province in order to find contact information for a Consultant they already know.

In addition, Team Leaders and above with a Personal Website (part of eBizTools™) can be found on [pamperedchef.ca](http://pamperedchef.ca) when consumers are looking for Consultants in their area.

The customer enters his/her location information to see up to three Team Leaders or above in their area.

To be eligible to appear in this listing, a Team Leader or above must have had \$1,500 in commissionable sales in the prior month and be subscribed to eBizTools™.

### **Online Business Rules**

In order to maintain a fair and equitable market opportunity for all consultants, **YOU MAY NOT:**

- Place/pay for online-only advertisements, such as Facebook ads or Google ads.
- List or sell Pampered Chef® products using online classifieds (such as Kijji, Craigslist and Amazon), on eBay (or other online auctions) or through online retail stores or ecommerce sites; nor may you enlist or knowingly allow a third party (customer) to sell or list Pampered Chef® products on these sites for you.
- Purchase lists for e-mail marketing purposes.
- Spam, over-solicit or harass members of any online communities, groups, forums, chat rooms, blogs or reader comments sections related to your Pampered Chef® business, or Pampered Chef® products and programs. Unsolicited spamming of any kind is prohibited.
- Link to your Personal Website from your personal blog without clearly identifying yourself as an Independent Pampered Chef consultant and including Independent consultant logo on the home page.
- Purchase or use a separate domain name to specifically re-direct visitors to your Personal Website.





- Use the username Pampered Chef, The Pampered Chef or variations of the brand name on any site without including your full name, Independent consultant title and personal profile photo so it's clear to the reasonable consumer that you are an independent consultant.
- Upload or publish images, photos, recipes or other copyrighted material, or use a party's logo, trademarks or other intellectual property without proper authorization or consent. See Digital Media section for more information.

### **Website Monetization and Optimization**

- Monetization refers to purchasing/using online advertising (banner ads, links, etc.) in order to drive traffic to your Personal Website. Monetization of your Personal Website through affiliate programs, such as adSense, Google Ads or similar programs is strictly prohibited.
- Optimization is paying for or using free resources on a search engine (Google, Bing, Yahoo, etc.) or other website in order to increase the traffic to your Personal Website. You may not use search engine optimization (SEO) tactics to promote or enhance your Personal Website. If you maintain a personal blog or an Executive Director training website, you may not search engine optimize the site with any hotlinks, words or references relating to Pampered Chef® or any of its products, programs, trademarks or copyrighted materials.

### **Bulk E-mails and Standardized Communications**

You may only send bulk e-mails, newsletters or other standardized communications promoting Pampered Chef®, its products or the Pampered Chef® opportunity to subscribers who have “opted in” or requested to receive communications from you.

You must include an “opt out” option that allows recipients to be removed from your distribution list and you must promptly remove anyone from further distribution who advises you that they wish to opt-out of receiving further communications. Unsolicited spamming is prohibited. You must keep accurate records of this information including the dates of ‘opt-in’ permission as well as ‘opt out’ dates.

### **Truthfulness and Tactfulness in Online Postings, Activity and Compliance with the Law**

It is your obligation to ensure your postings and other online marketing activities are truthful and in good taste. Such materials must not be deceptive, in bad taste or offensive and must not mislead customers or potential consultants in any way. Postings that are false, misleading, deceptive or not in compliance with laws and regulations are prohibited. This includes, but is not limited to, false or deceptive postings relating to Pampered Chef's income opportunity, Pampered Chef's products and services, and/or your biographical information and credentials.

Websites and web promotion activities and tactics that mislead or are deceptive, regardless of intent, will not be allowed. This may include spam linking or unethical search engine optimization (SEO) tactics. Pampered Chef® will be the sole determinant of truthfulness and whether specific activities are misleading or deceptive, are/or may be offensive or in bad taste.

### **Professionalism**

You must ensure that your content is truthful and accurate. This requires you to fact-check all material and product use & care that you post online. You should also carefully check your content for spelling, punctuation, and grammatical errors. Use of offensive language, slogans or materials is prohibited.



## **PERSONAL WEBSITE ADDRESS**

Consultants of all levels may promote their businesses with a Personal Website. Personal Websites are part of the eBizTools™ subscription. Personal Website domain names begin with www.pamperedchef.biz

You can list and link to your Personal Website address in your personal email correspondence, e-newsletters, on personal blogs, social networking websites or profiles, or on business cards, checks, stationery and other similar materials. Your host may use your Personal Website address to promote their show through printed invitations, email invitations, or through their social networking profile. You can also list your personal site in print advertising as long as you act in accordance with all other guidelines.

New consultants are eligible for a free eBizTools™ 90-day free trial period. The 90-day trial period is calculated beginning on the date you subscribe.

The new consultant is responsible for the set-up of his/her eBizTools™, including setting up Personal Website content, and identifying contacts to receive monthly customer connection emails, etc.

### **Personal Website Addresses/Names**

Consultants may not attempt to represent themselves as the Pampered Chef® Company in their Personal Website address. These consultants are in violation and will be contacted to change their Personal Website name.

### **Fundraiser Shows**

If you have a fundraiser with an organization that wishes to post a link to your Personal Website on their website, fundraiser links may only be active for 60 days. It is your responsibility to make sure the link is removed at the end of the 60 days.

### **Fairs and Expos**

If a bridal fair, home expo or similar event sponsor offers you space on the sponsor's website, you may list your name, appropriate Pampered Chef® title

(which must include the word "Independent," the Independent Consultant Logo, your phone number, personal email and Personal Web Site address. All contact information must be removed from the website at the conclusion of the event.

### **eBizTools™ and Privileges of Executive Directors**

Executive Directors and above receive a free annual subscription for Pampered Chef® eBizTools™.

Only Executive Directors and above may purchase a separate domain name and/or develop a website or blog outside of their Pampered Chef® Personal Website for the sole purpose of training and recognizing their downline.

As with Personal Website names, domain names and blog titles cannot include Pampered Chef® corporate name, the tagline, or any trademark used by the company. On the site itself, Pampered Chef® may be mentioned and the Independent consultant logo may be used, but the company logo or tagline may not be used, and products may not be sold from the site. If you mention Pampered Chef®, you may only do it in the same font that you use for your text. You may not use it in a headline or create a new logo with a special typeface or font. You must identify yourself as an Independent Executive Director for Pampered Chef®.

Executive Directors may not link to their Personal Website from their training site.

An Executive Director who is interested in having his or her own site with a separate domain name must have the domain name pre-approved, in writing, by Consultant Career Solutions prior to deployment of the website. Pampered Chef® corporate office reserves the right to monitor any Pampered Chef-related website.



## SOCIAL NETWORKING

### Personal Responsibility

You are personally responsible for understanding and adhering to the official rules and regulations of any social networking website on which you are active.

You, not Pampered Chef®, are responsible for or liable for actions taken by a third party social network in the case that a violation of their policies occurs.

You may use social networks like Facebook, Pinterest, Instagram, LinkedIn, Twitter etc., to share information about the Pampered Chef® business opportunity. You may promote your Pampered Chef® business on such sites, but must abide by the following requirements:

- Clearly identify yourself using your name and Independent consultant title.
- You may include the Independent consultant logo, your e-mail address, phone number, and link to your Personal Website. See Linking to Your PWS through Social Networking Sites section for additional policies on PWS linking.
- You may not post anything anonymously.
- You may not upload or publish another party's intellectual property or copyrighted material such as images, photos, recipes without crediting the source by sharing or hyperlinking, or obtaining proper authorization or consent.
- You may use Pampered Chef branded images and content

If you choose to promote your Pampered Chef® business on your social networking sites, be mindful that all content you post reflects on your Pampered Chef® business and the Pampered Chef® brand.

Do not post any content or materials that are obscene, threatening, derogatory, offensive (or which some may view as offensive), disparaging

and malicious or that infringe on or violate, in any way, any law or any right of any person or entity, or any other content that might in any way reflect poorly on Pampered Chef®. All social media activities must be in compliance with the terms and conditions of the consultant and director agreements.

Consultants will be held fully responsible for any and all of their online activities conducted on behalf of their business.

In the event of the termination of your Consultant Agreement, you must remove references to your Pampered Chef business from social networking profile(s) from public view. If you created separate accounts for your Pampered Chef business, we ask that you close those accounts

### Blogging

Mentioning your Pampered Chef® business on a blogging platform will be permitted if:

- You are clearly maintaining a “lifestyle” blog – one that promotes more than your Pampered Chef® business
- You may not use The Pampered Chef®, Pampered Chef® or any variations in the name or URL of your blog
- The primary purpose is NOT to sell Pampered Chef® products
- You clearly identify yourself as an Independent consultant in an “About Me” section accessible from the home page
- The Independent consultant logo is present on your sidebar
- Please review all marketing, advertising, and publicity as it relates to blogs

Pampered Chef reserves the right to enforce discontinuation of any blog as it pertains to Pampered Chef product or a Pampered Chef business at any time as necessary.



## **Linking to Your Personal Website through Social Networking Sites**

All URLs for pages in your Personal Website now include your website address.

This means that when you provide a customer with the URL (including “Pins” for Pinterest), the link will take them directly to the page in your PWS, including product and shop pages. In addition, the links do not expire or redirect to the corporate site as long as you have an active PWS.

Note: Attempts to mislead web traffic into believing they are going to Pampered Chef’s corporate site, when in fact they are being directed to a consultant’s Personal Website will not be allowed.

The determination as to what is misleading will be at Pampered Chef®.

## **Groups or Group Pages on Social Networking Sites**

If you create a consultant group on a social networking site that is primarily dedicated to your Pampered Chef® business, you must privatize the group. For example, if a Director creates a Facebook group for their downline or other consultants, it needs to be private. Only individuals specifically invited by the group moderator should have the ability to join the group and access the group’s page/information.

## **Corporate Facebook Page**

The official Pampered Chef® Canada Facebook page is a resource for you and your customers.

When engaging with the official Pampered Chef® Facebook page, you can:

- Republish our posted content, photos, updates and articles to your own Facebook wall and other networks
- Express your enthusiasm for Pampered Chef® and its products — this reflects well on the company and all consultants.

It is not appropriate to:

- Publicize your business or Personal Website on the company page — remember that this is a resource for everyone’s customers.
- Post content on the corporate page or any other page that offers negative opinions or complaints about Pampered Chef® – customers can see this and it will make it harder for you and everyone else to do business. Instead, please contact the Solution Center at 1-800-342-CHEF (2433) to resolve or discuss any issues regarding your business, Pampered Chef® products, policies or procedures.
- Upload or publish another party’s intellectual property without proper authorization or consent.

Violation of these policies may result in the removal of your post(s) and may lead to further action being taken. See also policies on Social Networking.

## **Digital Media Submission (Facebook®, Pinterest, Instagram, YouTube®, PhotoBucket®, etc.)**

You may upload, submit or publish any personal Pampered Chef-related photo content to a personal profile site or the corporate Facebook page, as long as it aligns with Pampered Chef® values, contributes to the Pampered Chef® community greater good and is otherwise in compliance with Pampered Chef® policies and procedures.

These submissions must comply with all copyright/legal requirements, and must state that you are solely responsible for this content and not The Pampered Chef – Canada Corp. or The Pampered Chef, Ltd.



You may upload, post or share personal videos that include Pampered Chef® content (including cooking shows) to your personal social networking profile.

You may not upload, submit or publish any content (video, audio, presentations or any computer files) received from Pampered Chef® or captured at official Pampered Chef® events or in buildings owned or operated by Pampered Chef® without prior written permission from Consultant Career Solutions.

### **Using Photos on the Web**

You may use any photos the Home Office has posted in the Personal Website gallery, images on pamperedchef.ca, branded images provided via Pinterest, which are linked to from the Marketing Online page on Consultant's Corner and photos on official Pampered Chef social networking sites.

You must clearly identify yourself as an Independent consultant in these posts and may not alter, misuse or misrepresent the original content in any way.

### **IMAGERY USAGE**

Pampered Chef® (the Company) reserves the right to photograph and/or video consultants and to use their image in any medium for any purpose related to the business of the Company. Additionally, the Company reserves the right to use any photo or video provided to the Company by consultants.

### **POLICY ENFORCEMENT**

The Home Office will randomly audit social networking and other websites and links to Personal Websites to ensure these guidelines are being followed. If you wish to report a violation, please e-mail Consultant Career Solutions at [career\\_solutions@pamperedchef.com](mailto:career_solutions@pamperedchef.com).

Consultant Career Solutions will notify consultants who are not following internet policy. Following notification, the violation must be removed. If there is continued non-compliance, the consultant

risks cancellation of their Personal Website or potentially their social profile page.

Pampered Chef® reserves the right to take immediate action, up to and including termination of a consultant's agreement with Pampered Chef® if, in Pampered Chef®'s sole and exclusive judgment, it determines such action is warranted under the circumstances.



# Professional Development Award



# Reimbursement Request

Please complete this form, attach a certificate of completion and receipt. Send by fax to (630) 261-4088 or email [career\\_solutions@pamperedchef.com](mailto:career_solutions@pamperedchef.com). Reimbursement will be made by commission adjustment. Please see the Consultant Policy Guide for details.

Name \_\_\_\_\_ Consultant Number \_\_\_\_\_

Business Level (at time of seminar) \_\_\_\_\_

Name of Seminar \_\_\_\_\_

Location of Seminar \_\_\_\_\_

Date of Seminar \_\_\_\_\_

- Dale Carnegie       McLuhan & Davies       Skillpath       Other

Amount Paid: \$ \_\_\_\_\_

Certificate of course completion attached

Proof of payment attached

**Home Office Use Only:**

Date received \_\_\_\_\_

Approved  
Amount \$ \_\_\_\_\_

Approver \_\_\_\_\_



# Travel

# Request



Please complete this form, include a meeting/travel agenda and send by fax to (630) 261-4088 or email [career\\_solutions@pamperedchef.com](mailto:career_solutions@pamperedchef.com). Reimbursement will not be made without prior approval. Please see the Consultant Policy Guide for details.

Name \_\_\_\_\_ Consultant Number \_\_\_\_\_

Date of Request \_\_\_\_\_

### Travel Information:

Name of 1st Generation Director(s) \_\_\_\_\_

Consultant Number(s) \_\_\_\_\_

Location of 1st Generation Director(s) \_\_\_\_\_

Date(s) of Director/Team Training \_\_\_\_\_

I have met the travel requirements per the Consultant Policy Guide

### Home Office Use Only:

Date received \_\_\_\_\_

Date approved \_\_\_\_\_

Approver \_\_\_\_\_

Meeting/Training  
Agenda Attached \_\_\_\_\_

160 kilometers or more \_\_\_\_\_

1<sup>st</sup> Generation Director \_\_\_\_\_

Approval letter \_\_\_\_\_

Sales requirement met \_\_\_\_\_

Recruiting requirement met \_\_\_\_\_



# Travel

# Reimbursement Form



Please send this completed form along with itemized receipts by fax to (630) 261-4088 or email [career\\_solutions@pamperedchef.com](mailto:career_solutions@pamperedchef.com). Reimbursement will be made by commission adjustment. Please see the Consultant Policy Guide for details.

Name \_\_\_\_\_

Consultant Number \_\_\_\_\_ Destination: \_\_\_\_\_

Purpose of Trip \_\_\_\_\_

Names of Directors \_\_\_\_\_

TRAVEL EXPENSES								
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	TOTAL
Date								
Lodging								\$
Meals								\$
Air Transportation								\$
Personal Auto*								\$
Auto Rental								\$
Gasoline (Auto rental)								\$
							Total Amount	\$

Submitted by \_\_\_\_\_ Date \_\_\_\_\_

**Please attach all itemized receipts.**

\* Mileage may be reimbursed at the established Pampered Chef® rate (54 cents per kilometer in 2017 for personal auto used for business purposes only when the mileage from the upline Director's home to the Director exceeds 160 kilometers each way.

<b>Home Office Use Only:</b>
Date received _____
Reimbursement Amount Approved \$ _____
Approver _____

