



Welcome to the ONEgroup community of Affiliates. Since 2001, ONEgroup (Organic and Natural Enterprise Group) have been the trusted pioneers of the world's first wide range of certified organic skincare, body, household, cosmetic and nutritional products. Our current brands are **MiEssence, MiVitality, Happi** and **Ultrafoods**.

'Regeneration for Generations' sums up our entire mission, vision and purpose. We plant a tree for every AUD\$99 purchase and use biodegradable sugar cane plastic, compostable pouches or reusable containers for packing our products.

What is an Affiliate program?

- ▲ An automated marketing system where a merchant (ONEgroup) enlists affiliates to share the company website, for a reward of commissions, using affiliate tracking software.
- ▲ This is achieved via an Affiliate Link. Affiliates can attract customers or other Affiliates when they share this link via their own online presence, websites, blogs, social media pages, ads etc.
- ▲ A default commission is set by the merchant for these sales and the Affiliate benefits more reward, the more sales they make.
- ▲ Affiliate marketing is one of the fastest growing worldwide online income trends.

How are customers tracked?

- ▲ ONEgroup uses online tracking software 'Affiliatly' which tracks visitors or customers who click on the affiliated link.
- ▲ When someone visits this link, a 'cookie' or identifying data, is stored on the user's computer, the software knows it is an affiliated user.
- ▲ Even if the user doesn't make an order right away, when they eventually do, it allows the Affiliate to be linked as the referrer.
- ▲ When a user makes an order on your site, the software checks if this customer has a 'cookie' and if so, marks the order in the database for the original Affiliate who referred this user.

Benefits of being a ONEgroup Affiliate

- ▲ Align yourself with trusted company with the purest health-giving ethical products available on the market.
- ▲ Make a positive change to your health, the health of others and shape the future sustainability of our planet.
- ▲ Earn an income via an easy-to-understand program that has a lucrative earning capacity and inspire and support others to create their own home business.
- ▲ Receive exclusive discounts, offers and rewards, including free shipping*
- ▲ Access ongoing training and support by a dedicated team of experts
- ▲ Access professional promotional tools designed toward growing your business

The ONEgroup Affiliate model

- Register via the 'Affiliate Register' link at the bottom of the ONEgroup website.
- Once registered, you receive an identifying link which allows you to earn commissions from customers using this link.
- You can also share an identifying link for others to register as Affiliates in your team, enabling you to earn further rewards.
- You can enlist as many of your own Affiliates or Customers, which allow you to earn commissions from their purchases
- In any given month, you are required to make a minimum order to earn commissions from your personally introduced customers or Affiliate's purchases.
- You can access further commissions from your Affiliate's teams or companywide, by enlisting from one to three new Affiliates or customers in any calendar month

LEVEL	COMMISSION	TO QUALIFY	NOTES
PERSONALLY INTRODUCED	20%	ON SUBSCRIPTION Australia: \$99: Canada \$99: New Zealand \$99: Japan ¥1200: UK£69: US \$79: Other US\$79	This level you may earn commissions from purchases people you introduced made.
2 ND LEVEL	5%	+ BRING ONBOARD 1 New Affiliate OR 1 New Customer IN A CALENDAR MONTH	This level you may earn commissions from orders by the people your first level introduced
SHARE IN POOL	5% COMPANY WIDE	+ BRING ONBOARD 3 New Affiliate OR 3 New Customer IN A CALENDAR MONTH	RECEIVE 1 share in the Pool For every 3 new Affiliate/Customers In the Calendar month

First Level

You earn 20% commission from the sales of any customer or Affiliate you have personally introduced. To qualify, you will have ordered either AUD\$99+ (retail value) in any given month or AUD\$299+ (retail value) per quarter based on your chosen subscription.

Australia	Canada	Japan	New Zealand	United Kingdom	United States	Other
\$99 = 20%	\$99 = 20%	¥10,000 = 20%	\$99 = 20%	£69 = 20%	\$79 = 20%	US\$79 = 20%
\$299 = 30%	\$299 = 30%	¥40,000 = 30%	\$299 = 30%	£199 = 30%	\$249 = 30%	US\$249 = 30%
\$999 = 40%	\$999 = 40%	¥100,000 = 40%	\$999 = 40%	£699 = 40%	\$799 = 40%	US\$799 = 40%

Second Level

You earn 5% commission from your team's customers and Affiliates orders, in addition to first level earnings to qualify, you will have enlisted at least one new team member in that calendar month.

Share in pool

You earn one share in the pool which is 5% of sales from all customers and affiliate orders, companywide. To qualify, you will have enlisted at least three new Affiliates or customers in a calendar month.

Affiliate Panel

- ▶ Your Affiliate Panel is accessible once you register as an Affiliate. Scroll to the bottom of the page and click on 'Affiliate Log-in'
- ▶ You can log-in to your Affiliate Panel to review information, check your customers or Affiliate orders, your commissions, create unique product links and access marketing materials.
- ▶ Please note that if 'Referring Page' under 'Orders' shows no data, it means this was an existing customer visiting your link. Also, websites you may not recognise showing in 'Referring Page' under 'Stats' could be from Google Ads placed and their choice of website being promoted on via their algorithms.
- ▶ Visit this link for a recorded webinar to navigate the Affiliate Panel:
<https://drive.google.com/file/d/1xirxWo8u45JUxJOjqzq2oaLSrn3FRNlyj/view>

Commission Payments

- ▶ All commission payments are paid upon request for the previous month. Send your email to finance@one.organic requesting payment
- ▶ 2nd Tier or Pool commissions are also paid via request to finance@one.organic
- ▶ Commissions will be paid on a monthly basis by 16th day of each month via PayPal. This payment gateway was chosen due to its high security.
- ▶ A flat 2% transaction fee will be incurred whatever country one resides in.
- ▶ Enter your PayPal details via the Affiliate Log-in, found in the Affiliate Account section of the website under the profile tab (second tab along).
- ▶ If you do not have a PayPal account, please set one up via www.paypal.com and follow the prompts to set up a new account.
- ▶ There will be no currency exchange as Affiliates will receive funds in their individual currencies and pay in their currency.

Contacting your team

- ▶ You will have access to information of your personally introduced Affiliates only. This excludes information on Affiliates that your Affiliates have introduced (2nd Tier) as this is only available to the Affiliate that introduced them.
- ▶ You will have no access to customer's contact information due to privacy laws. As Affiliate or multi-level marketing programs promote anywhere, when a customer visits to purchase, they become the customer of the company that they purchased from, therefore the company have a duty of care with that personal information.

Affiliate Development

- ▶ Support is available to help you grow your business via email an Affiliate Development Lead contactable via affiliate@one.organic
- ▶ Access to this support and training is available via emailing affiliate@one.organic and via questions on the ONEgroup Affiliate Forum.
- ▶ The Facebook ONEgroup Affiliate Forum is available for those who have registered as an affiliate to connect, share information and ask questions. www.facebook.com/groups/forumaffiliate
- ▶ Affiliate development training is focused on building an online Affiliate business online via social media marketing and ad placement. The training system is based on 7 Modules (or 'belts' as in karate) Webinars are offered, including recordings. Please follow the Facebook Affiliate Forum for updates and email the Affiliate development lead for the modules as you are ready to receive them. Access Modules 1 & 2
- ▶ https://drive.google.com/drive/folders/1K5tF_bb47MX5y2Lf76EBHaKtLiRlzyDK?usp=sharing

Marketing

- As an affiliate you will be able to offer the company's promotional campaigns discounts and prizes.
- Promotional resources are available to you via the 'Banners' section of your Affiliate Panel - please ensure you personalise wording to make it more likely to be approved by marketing methods such as Facebook
- Product images are available via:
<https://miessencemy.sharepoint.com/.../EvFmXxs5S75FmhLyN...>
- ONEgroup will release marketing emails periodically to the entire customer / affiliate base.
- ONEgroup social media pages are as follows:
 - www.facebook.com/miessencecertifiedorganics
 - www.instagram.com/miessence
 - www.facebook.com/Happi.earth

Ordering

- Your own orders should be via www.miessence.com unless you are introduced by an Affiliate, where you would use their link to make the order.
- There is no need to log in as your email address is recognised at each purchase, however you can create an account to view your previous orders (see below).
- Shipping is free over AUD\$99* and otherwise approximately AUD\$10 depending on location You will receive a confirmation email regarding your order
- Delivery is expected within 5-7 days (unless unexpected delays occur)
- Share your Affiliate link to others to make their orders (see below).

Order Log-In

- If you would like to review your shopping history, you have an option to create an account to log into. Click on the person icon at the top right of the website, click 'create account', follow the instructions and use the same email and password.
- Once this is set up you can log-in each time that you order or to review your orders.
- This will not allow you to see other Affiliates orders or commission information.
- For a video on how to create a shopping account (separate to Affiliate account), visit: https://drive.google.com/file/d/13AOeJOi6c2lDnrB_FH4c_pw7TOdbJtPO/view

International

- ONEgroup is an Australian-based company, with Affiliates and customers all over the world. The website has geo-location technology and can identify which country a person is shopping from and displays the product pricing in their currency. Eventually domestic facilities for distributing products will be located in Canada, UK & USA.

Returns

- If for any reason a customer is unhappy with a product after they have opened it, they may return it to us within 30 days of the delivery date and be provided a credit or exchange for the same value product – that's our 100% Satisfaction Guarantee
- Photographic evidence may be required if the product was damaged or faulty for insurance purposes.
- If you have been paid a commission for an order that has been returned, there will be an adjustment to your commission.

Gift Certificates

- Gift certificates are available from the website under 'Shop' and 'More'. Add your unique message, choose from a variety of 3 image styles and 2 value amounts, send immediately, select your own date, send via email, instant messenger or print.

TERMS & CONDITIONS

Obligations of the Company

- ▲ Conduct itself in an ethical and professional manner.
- ▲ Deal with its Affiliates with the highest standards of honesty, integrity and fairness.
- ▲ Make available quality products and/or services to the Affiliates and Customers in a timely manner.
- ▲ Make commission payments to Affiliates in accordance with the Company's Commission Structure.
- ▲ Company staff are always to be courteous and professional in all contact with Brand Partners.

Obligations of the Affiliate

- ▲ Conduct themselves in an ethical and professional manner.
- ▲ Deal with customers, other Affiliates and the Company, with the highest standards of honesty, integrity and fairness.
- ▲ The Affiliate understands that the Company's commission program is based on the sale of the Company's products.
- ▲ Comply with applicable consumer protection laws and regulations concerning the sale of the Company's products.
- ▲ Make no misleading sales claims or guarantees concerning the Company's products.
- ▲ Affiliates are always to be courteous and professional in all contact with Company and its staff.

Independent Status

- ▲ The relationship between the Company and its Affiliates, is not to be construed as a franchise, partnership, employee/employer relationship, joint venture or distribution business. Affiliates may not represent, by implication or otherwise, that they are an officer, employee, exclusive agent, or owner of the Company.
- ▲ An Affiliate is fully responsible for any and all actions and statements they make regarding the Company and/or its products, including being responsible for payment of their own operational expenses, taxes (Local, State and Federal), insurance, pensions funds, workers compensation and the like. Brand Partners of the Company have no authority to bind the Company to any contractual obligations, explicit or inferred.
- ▲ Any and all expenses arising from the Affiliate's business operations are the sole responsibility of the Brand Partner, including, but not limited to legal costs, telephone expenses, advertising, etc.

Legal Considerations

- ▲ No claim as to therapeutic, curative or beneficial properties of any products offered by Company may be made except those contained in official Company literature.
- ▲ Affiliates shall comply with all appropriate federal, state, and local laws in the conduct of their business.

TRADEMARKS and other INTELLECTUAL PROPERTY of the Company

- ▲ The Company uses trade names and trademarks to identify itself, its products, its sales and marketing programs, and to be distinguished from competing products and programs offered to the public. The Company, Miessence, Happi Earth, UltraFoods as well as other names, logos or trademarks, are proprietary to, and have great commercial value to, The Company. Whenever the names and/or marks are misused, the value and effectiveness of the name and/or mark is lessened. Consequently, The Company does everything it can to protect the integrity of the name or mark. For that reason, Affiliates have a restricted license to use company names, logos or trademarks, in those materials generated by the Company for the perpetuation of its business pursuant to these Policies & Procedures. Any materials not generated by the Company must be approved by the Company before use in the public domain.

- ▲ No Affiliate may use any Company trademarks, including but not limited to the words ONEgroup, Miessence, Happi Earth, UltraFoods or any derivative of these within their business name, email address, username or website address. An example of an unauthorised use of the trademarked name is Happi.shop, www.miessence.us etc. Also the use of country names, towns or regions is not permitted as this may be misconstrued as the company's international office. Brand Partners must change any name used that contravenes this clause.
- ▲ Affiliate must have prior written consent from the Company to use copyright and/or trademarked material, designs, logos, trade names, and or marks that are the property of the Company for materials not generated by the Company.

Copyright

- ▲ The Company also copyrights all its printed and audiovisual-recorded materials, including but not limited to manuals, brochures, sales aids audio and videotapes, video training, Internet material, etc. As protected under copyright law, these materials are exclusive property of the Company.

100% Satisfaction Guarantee

- ▲ If for any reason you are unhappy with your product after you have opened it, you may return it to us within 30 days of the delivery date and we will provide a credit or exchange for the same value product.
- ▲ We may require you to send us photographic evidence if the product was damaged, faulty for insurance purposes.

Promotional Activities

- ▲ ONEgroup does not allow Affiliates, Retailers or Customers to sell via 3rd party websites such as eBay, Amazon, Facebook Marketplace, TMall, Rakuten, Gum Tree, Trade Me and any general auction/ trade type websites.
- ▲ ONEgroup does not allow Affiliates to use any of the following usernames as this will cause confusion with the direct Happi website: HappiShop, HappiStore, HappiOrders, HappiWash, HappiBuy, Shop, Store, Orders, Wash, Buy, Save etc.

Customers

- ▲ Customer lists are confidential and the property of The Company. The Company has compiled and currently maintains Customer lists through the expenditure of considerable time, effort and monetary resources. Customer lists, in past, present and future forms, constitute commercially advantageous proprietary assets and trade secrets of the Company, which the Company's employees have agreed to hold confidential.

ONEgroup Brand Fonts & Colours

- ▲ In all circumstances, when referring to any ONEgroup Brand, the correct fonts and colours must be used.
- ▲ In order to achieve this, only promotional materials supplied by ONEgroup are to be used.



CONTACT INFORMATION

Website: www.miessence.com

Email: Queries relating to orders, shipping or tech errors – support@one.organic
 Affiliate business development and training – affiliate@one.organic
 Placing offline orders or changes to orders – orders@one.organic
 Requesting payment or commission queries – finance@one.organic

Phone: If verbal communication is required, leave a message - +61 7 5539 2011