

# PC PERKS –GLOBAL

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These Terms & Conditions (“T&Cs”) are a legal agreement between you and Rodan + Fields, LLC (if you are a resident of the US), Rodan & Fields Australia Pty Ltd ABN 14 600 152 243 (if you are a resident of Australia), Rodan & Fields, Canada, ULC (if you are a resident of Canada) (“Rodan + Fields” or “R+F”) and their respective successors and assigns. These T&Cs govern your enrollment in Rodan + Fields’ Preferred Customer Perks (“PC Perks”), an auto-charge flexible subscription program for Rodan + Fields products, and your status as a Rodan + Fields Preferred Customer. By enrolling in PC Perks, you agree to these Terms & Conditions, as well as Rodan + Fields’ general Terms and Conditions available here.

**In the U.S.:** <https://www.rodanandfields.com/terms-and-conditions>

**In Canada:** <https://www.rodanandfields.ca/terms-and-conditions>

**In Australia:** <https://www.rodanandfields.com.au/terms-and-conditions>

**FOR CUSTOMERS IN THE UNITED STATES, YOU AGREE TO SUBMIT ALL DISPUTES CONCERNING THESE TERMS & CONDITIONS, YOUR USE OF THE RODAN + FIELDS WEBSITE, AND ANY PRODUCTS OR SERVICES YOU PURCHASE FROM RODAN + FIELDS, TO CONFIDENTIAL, BINDING INDIVIDUAL ARBITRATION IN ACCORDANCE WITH THE FULL ARBITRATION AGREEMENT SET FORTH IN THE GENERAL TERMS & CONDITIONS AVAILABLE HERE:** <https://www.rodanandfields.com/terms-and-conditions>

**By agreeing to the Arbitration Agreement, you are (1) waiving your right to pursue relief in a court of law and to have a jury trial on your claims, and (2) are only permitted to pursue claims and seek relief against Rodan + Fields on an individual basis, not as a class representative or class member in any class or representative action or proceeding. The Arbitration Agreement covers all disputes, including but not limited to product liability claims, except claims that can be brought in small claims court and intellectual property claims.**

You may enroll in PC Perks through a Consultant’s Personal Website or through the R+F Website. When you enroll, you will be identified by your email address and you will be required to select a password. You must log in using these credentials in order to view and update your order, billing, or other information on file with R+F.

You must provide the required information, including your valid credit card or other valid payment method, for the initial order and auto-subscription billing. You may not have product shipped to a freight-forwarder. If you have a Consultant sponsor, your Consultant’s credit card or other payment method may not be used for your PC Perks account. If your payment method, shipping address or other information needed to process your auto-subscription order is not kept up to date or otherwise prevents us from processing your order, your PC Perks account may be subject to termination. Before terminating your account, we will attempt to reach you via the email address we have for you on file to give you an opportunity to provide the information we need to process your order.

You may change your subscription order up to one calendar day prior to scheduled shipment. Your initial order will be processed upon completion of enrollment. Please allow up to two (2) business days for order processing. If you do not edit your cart or change your ship date, you will receive the same products you selected in your initial order, resulting in a charge to your credit card or other accepted payment method of the total amount of the products you selected, plus applicable taxes\*, every month or every two months, based on the order frequency you selected during your enrollment. You can update, delay, or cancel your PC Perks subscription up to one day prior to your scheduled ship date by logging in to your online account and changing your PC Perks status. In the event any item in your order is not available at the time of shipping, we will notify you by email. In that case, we reserve the right to substitute another item, which may

have the same or lower price than the item you originally ordered, but you will have the ability to select an alternative item by logging into your account at any time until the order is processed for shipment.

By signing up for PC Perks you also agree to receive product and promotional emails. You can opt out by clicking “unsubscribe” in your emails. Transactional emails pertaining to your order will continue to keep you updated on purchases and shipments. For more information on our marketing practices, please see our Privacy Policy.

- In the U.S.: [Privacy Policy](#)

- In Canada: [Privacy Policy](#)

- In Australia: [Privacy Policy](#)

In the U.S., if you pay with Klarna, each new PC Perks subscription order will be split into four payments due every two weeks. Your first payment will be due on the date the order is processed. Each new Klarna payment plan is subject to loan approval. For California residents, loans are made pursuant to a California Finance Lenders Law license.

If your enrollment order is received by us on or before the 20th of the month, your second subscription order will be billed to your on-file, default payment method and shipped approximately one or two months after the shipment of the initial order, based on your chosen order frequency, unless you log in to your PC Perks account and delay your order at least one day prior to your scheduled ship date. If your initial order is received by us after the 20th of the month, your second subscription order will be billed to your on-file, default payment method and shipped on approximately the 20th day of the next replenishment month, based on the order frequency chosen, unless you log in to your PC Perks account and delay your order at least one day prior to your scheduled ship date.

**You may cancel your PC Perks subscription up to one day prior to your next scheduled ship date. To cancel your subscription, log in to your PC Perks account, click “Manage Subscription” then click “Cancel My Account,” and confirm your cancellation.** Should you wish to return your initial shipment or any subsequent shipments under the terms of the R+F sixty-day satisfaction guarantee, you will receive full credit for the order according to the Rodan + Fields return policy. This right of return is in addition to and not intended to exclude the rights and remedies available to you if a product does not comply with a statutory guarantee.

To become a Rodan + Fields® (R+F) Preferred Customer, you must enroll in PC Perks. To remain a Preferred Customer, you must remain enrolled in PC Perks. You may not re-sell R+F products that you purchased through PC Perks.

As a Preferred Customer, you are eligible for a free product (“Perks Present”) with a second order of at least USD \$80 | CAD \$90 | AUS \$100 placed within 30-90 days from enrollment date, and may, from time to time, receive additional loyalty-related benefits such as personalized offers. Orders placed before 30 days of enrollment or after 90 days of enrollment are not eligible for the Perks Present. The Perks Present will appear in your cart with your eligible order. The Perks Present is designated by Rodan + Fields and cannot be substituted or changed by Preferred Customer. Rodan + Fields reserves the right to change the prices for products at any time.

All orders of USD \$40 | CAD \$53 | AUS \$58 or more are shipped via free ground shipping (i.e., “standard shipping” in Australia). Other, standard shipping will be charged for all other orders under USD \$40 | CAD \$53 | AUS \$58.

If you enroll in PC Perks through the R+F website, you may select a R+F Consultant as your Preferred Customer Sponsor before finishing enrollment. If you enroll in PC Perks through an R+F Consultant’s personal website, that Consultant will be deemed your Preferred Customer Sponsor. If you wish to change your Preferred Customer Sponsor you must terminate your PC Perks account and wait a minimum of 30 days to re-enroll. If you choose to become an R+F Consultant after becoming a Preferred Customer, then you must discontinue your PC Perks account.

Rodan + Fields may terminate or suspend your PC Perks account if you violate these Terms & Conditions or the rodanandfields.com Terms & Conditions, or engage in any conduct that Rodan + Fields reasonably believes violates the spirit of those Terms, including abusive behavior toward Rodan + Fields Consultants or Rodan + Fields staff. R+F may amend these Terms & Conditions from time to time at its discretion. Rodan + Fields will notify you of any material changes to these PC Perks Terms and Conditions in advance of the changes taking effect via the R+F Website and via email.

Effective September 1, 2024