



**TIENS North America**

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August 8, 2009

Re.: Autoship Program

Dear TIENS Independent Consultant,

TIENS North America has implemented new autoship ordering procedures. These procedures are more efficient and will ensure a smoother autoship ordering process. By choosing to participate in our autoship program, you can enjoy the convenience of having a personalized selection of TIENS products automatically delivered directly to you each month!

We now have one day for all autoship orders. It will be on the 16<sup>th</sup> of every month. If you have an existing autoship order, it will be processed on the specified day for August. Starting September 2009, all autoship orders will be processed on the 16<sup>th</sup>.

Orders requiring standard delivery should arrive within 3–10 business days. Orders requiring Customer Pick-Up must be claimed within 30 days from the date of sale. All orders that have not been picked up within the 30 day period will be shipped at the customer's expense. We cannot be held responsible for any unclaimed orders.

Should you decide to change your autoship order, you have two options. You can notify our Customer Service department by submitting an Autoship Adjustment Form at least 5 business days before your autoship date. For your convenience, you can also change your autoship orders online. Simply login to your TIENS Business Center and make the changes to your autoship order. This is much faster than sending in a form as the changes are instant!

If you have any questions or concerns, please feel free to contact us at [customerservice@tiensna.com](mailto:customerservice@tiensna.com). Thank you for choosing TIENS North America!

Sincerely,

TIENS North America