



## TIENS North America

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Dear Independent Consultant,

Due to the volume of incomplete forms received at TIENS North America, we have implemented mandatory procedures to accommodate a successful ordering process. We ask that all forms submitted to TIENS North America are completed correctly and are fully legible to reduce input error and avoid unnecessary delays.

Please ensure that each form is filled out completely with the following pertinent information:

- Independent Consultant ID Number *and* Full Name
- Enroller's and Sponsor's Full Name and ID Number
- Complete Payment Information and Signature (full 16-digit credit card number, 3-digit security code, and expiration date of the American Express, VISA, Mastercard)
- Product Code(s) *and* Product Name(s) with quantities and prices
- Complete shipping address if different from billing (must be a physical address; we do not ship to PO Boxes or Military Addresses )
- Consignment Information (if applicable)

### **\*Incomplete and/or illegible forms will not be processed\***

In addition, TIENS has been receiving duplicate fax copies of order forms and applications. To avoid confusion and reduce duplicate orders, please do not re-fax your forms. If you would like a status update on your order, you can call Customer Service at 1-877-TIANSHI (842-6744).

By working together we can ensure that you continue to receive efficient and error-free customer service!

Thank you in advance for your support and co-operation.

TIENS North America