3 Best Practices for Retailing Your Mannatech Products

You're going about your business … watching your favorite Dr. Nugent video … when you get a frantic phone call from one of your TruHealth™ Plan customers. The unthinkable has happened … she's run out of TruPure® slim sticks. No need to panic. You have a new box on hand, but what do you do next?

Of course, if she had Automatic Order, this worst-case scenario might be avoided, but sometimes even the best laid plans get foiled. This is one example of when you can directly retail products to your customers.

Read this to find out 3 best practices for how to handle situations like these:

1. **Keep Good Records**

First, you'll need to document your sale by providing your customer a receipt. Find a form receipt at https://library.mannatech.com/58.

Simply give your customer her receipt while also retaining a copy for yourself. Retaining a copy of the receipt for your records serves two purposes:

(1) you'll have a record of the sale to ensure compliance with the 70% Rule; and

(2) you'll have a record of the sale if your customer needs to return her product.

The 70% Rule is discussed in a recent blog post here [link]. Since this transaction was a direct sale, you are responsible for reimbursing the customer if she wishes to return the product. You'll want to ensure you have a record of the sale and retain it for at least 180 days, the return period under Mannatech's Satisfaction Guarantee (See Section 5.13 of the Associate Policies and Procedures). Read on for more details on handling returns.

2. **Return the Product to the Customer**

If your customer needs to return a product, collect the unused product and/or the original packaging, along with the customer's full name, phone number, and email address. You should also note the reason for the return—any issues or unpleasant effects from the product— and convey this information to Mannatech's Customer Care team, who can offer further guidance if necessary.

Next, contact Customer Care to obtain a Return Authorization Request Form. You'll need to enclose the empty or unused portions of the packaging along with the completed form. In addition to refunding the money to your customer, you'll want to allow for shipping expenses for returning the product.

3. **Take Advantage of Using Your Associate Site**

While you provided great customer service by completing the sale directly with your customer, one of the easiest ways to avoid handling returns and other administrative tasks is to tell your customers to purchase through your Mannatech Personal Associate website.

Mannatech handles the costs of returns and all of the recordkeeping for you — saving you time and money! Plus, it's a great way to encourage Preferred Customers and Automatic Orders, ensuring your customers will never run out of their favorite Mannatech product.

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