

MATCHA MADNESS

FREQUENTLY ASKED QUESTIONS

Kickstart your business with matcha-powered energy! **Save 20%** on all in-stock **Fizzy Matcha Sours** (15 pk) and **Sweet Matcha Sticks** (10 pk) when you spend \$50 on anything, including your matcha sticks!

Use coupon code **MATCHAMAD** to activate your savings! This limited time offer runs from March 15 – 31, 2024 11:59 pm PT.

Below are answers to questions about this limited time promotion. Please contact support@sipology.com to assist with any other questions. Happy sipping, and happy shopping!

Where can I find details on the Matcha Madness promotion?

The Matcha Madness poster can be found in your **Virtual Office** under the [Resources](#) > [This Month's Exclusives](#) | [Promotions](#) | [Newsletters](#) tab. Social media images can be found in your [Virtual Office](#) through the [Shareable Resources](#) tab.

How long is the promotion?

Matcha Madness begins Friday, March 15 12:00 am PT until Sunday, March 31 11:59 pm PT. Reminder, some popular matcha sticks may run out of inventory, so it's best to get orders in as soon as possible!

Which items are eligible for the Matcha Madness promotion?

All in-stock Fizzy Matcha Sours (15 pk) and Sweet Matcha Sticks (10 pk) are eligible for the 20% off discount. Customers can mix and “matcha” their favorite sticks and get savings on both Fizzy Matcha Sours and Sweet Matcha Sticks.

What is included in the minimum \$50 spend requirement?

Any in-stock available product can contribute to the \$50 spend requirement, including the matcha sticks intended for purchase. The minimum order total is calculated after discount and does not include the Customer Special, Event Special, shipping, or taxes.



Are discounts automatically applied or is a coupon code required?

A coupon code, **MATCHAMAD** is required to unlock the 20% off savings. This coupon will apply to any *Fizzy Matcha Sours* (15 pk) or *Sweet Matcha Sticks* (10 pk) in their cart. Customers can still add more matcha sticks once the coupon is added, so don't worry if you add it first and then start shopping!

I added the coupon but I don't see a discount, what's happening?

First, make sure your cart total adds up to a minimum \$50 spend before discounts and promotions. This does not include what is spent on the Monthly Customer Special or the Monthly Event Special.

Second, make sure you have Fizzy Matcha Sours or Sweet Matcha Sticks added to your cart. If you don't have either of those products, the coupon has nothing to discount.

Will Personal Volume (PV) be earned on the discounted matcha sticks?

Yes, but the Personal Volume will be discounted by 20% to match the amount paid by the customer.

Can you add Matcha Madness discounts to an Event order?

Yes! However, the order must be submitted and paid for by March 31 at 11:59 pm PT. Reminder, Ship to Host orders will not ship until the Event is closed.

Does the amount paid for a Matcha Madness discounted item count towards the Event Total?

Yes! The amount paid for the discounted matcha sticks will contribute to an Event Total.

Will my Share & Save earner (Host) be eligible for Matcha Madness discounts?

Yes, Share & Save earners can use the MATCHAMAD coupon on their order. However, they will need to spend \$50 not including their Product Credits, Half Price Items, or Share & Save Exclusives to unlock. Your Share & Save earners are better to use their product credit to add matcha sticks to their order for free!

Is the Customer Exclusive still available at \$65?

Yes! The Customer Exclusive will still be made available for orders over \$65 in regular priced products.

Is the Customer Free Gift still available at \$100?

Yes! Customers who spend \$100 on regular priced products during the Matcha Madness sale can still select a free gift.

Are the *Make Your Own Sweet Matcha Stick Collection* (19453CA/US) and *Fizzy Matcha Sours Collection* (19483CA/US) included?

No, these collections are not included in this promotion as they are already heavily discounted.