

FREQUENTLY ASKED QUESTIONS

FOR NEW XOXO GINA ARTISTS

ENROLLMENT & ACCOUNT SETUP

Q: How much does it cost to join xoxo Gina?

A: Enrollment is \$75. During checkout, you'll have the option to add up to two exclusive one-time launch offers (one of each) to boost your product value.

Q: Is there an annual fee to maintain my xoxo Gina Artist account?

A: No. There is no annual fee to maintain your account.

Q: What's included in the Starter Kit?

A: Your \$75 kit includes essential business tools, training access, and sample products to help you start strong. Full details are available in the Hug and Kiss your Life Starter Kit Flyer.

Q: How do I set up my account and website?

A: Your account is created at enrollment. The name and login credentials you enter will become your official user profile.

Q: Do I get a personal website?

A: Yes! Every xoxo Gina Artist receives a replicated website with a personal link to share.

Q: Is access to my Back Office (The Lab) and personal website included with enrollment?

A: Yes! Your Back Office (The Lab) and personal website are complimentary from your enrollment date as a xoxo Gina Artist (a \$10.99/month value).

PRODUCTS & SHIPPING

Q: What products are available at launch?

A: We're starting with our signature lipstick line and curated bundle offers designed for value and earning potential.

Q: How much is shipping?

A: Standard U.S. Flat shipping rate of \$8. Shipping is FREE on all purchases of \$65 and above, for all Customer types, Affiliates and Artists.

Q: Is there an Autoship option for xoxo Gina Artists?

A: Yes. Autoship is optional and offers an additional 5% discount on eligible recurring personal orders. It can be paused or canceled at any time.

Q: Do you ship internationally?

A: Not currently. We are currently focused on the U.S. market.

ROYALTIES & BONUSES

Q: When do I get paid?

- Weekly royalties (personal sales + enrollments) are paid every Friday for the previous week.
- Monthly royalties (Team Royalties, Rank Bonuses, etc.) are calculated at the end of each calendar month and paid within 10 days after month-end.

Q: How do I qualify for bonuses?

A: Bonuses are earned through product sales and team enrollments. See the Royalties Plan PDF and Fast Start flyer for full details.

Q: What is the Fast Start Bonus?

A: The Fast Start Bonus is a program that rewards new xoxo Gina Artists for building momentum in their first few months.

- *What you can earn:* Extra royalties and free product credits.
- *The timeframe:* Your Fast Start period includes your join month plus the following three full calendar months.
- *How to qualify:* Reach personal sales goals, promote up, and/or enroll new team members (Affiliates and/or xoxo Gina Artists).

RECOGNITION & RANKS

Q: How do I achieve Emerald Triple Diamond or Sapphire Triple Diamond ranks?

A: Emerald Triple Diamond = sell 3 sets/week consistently. Sapphire Triple Diamond = maintain higher weekly volume. Full rank guides are under the Recognition section.

Q: How do I promote in rank?

A: Advancement is based on personal and team sales volume. See the Rank Advancement chart for requirements.

RETURNS & CANCELLATIONS

Q: What is the return policy?

A: Customers may return unused, unopened products within 30 days of delivery for a full refund (minus shipping). See the Return Policy for details.

Q: Can I cancel my xoxo Gina account?

A: Yes. You may cancel at any time by submitting a cancellation request through your Back Office (The Lab) or emailing helplab@xoxogina.com. Be sure to download any important info before closing your account.

SUPPORT & CONTACTS

Q: How do I contact Customer Service?

A: Email us at helplab@xoxogina.com

Q: What are Customer Service hours?

- Monday–Friday: 9:00 AM – 6:00 PM ET
- Saturday & Sunday: Closed (Self-service tools available in Back Office (The Lab))

Q: Who do I contact for training and field support?

A: Start with your upline leader. You can also find onboarding tools and business resources in the Back Office (The Lab) under Resources.