

## PRODUCT INFORMATION

### **There are so many different laws about hemp, how do you keep track?**

Each Brand Partner and retail customer is required to be aware of any state or local laws that may impact their ability to purchase. We work with The Hoban Law Group, "The Nation's Premier Cannabusiness Law Firm." The Brand Partner Agreement requires that individuals be aware and follow their State and Local laws.

### **How do we store the chocolate and what is the shelf life?**

Keep the chocolate in a cool, dark place. Do not freeze or refrigerate as this causes the chocolate to bloom. The shelf life of the chocolate is 6 to 8 months because we do not use waxes or fillers.

### **What is the carrier oil for the CBD?**

The carrier for the Hemp Oil CBD is Coconut oil.

### **Is there anything I might be allergic to in the Classic Kaya piece?**

The LiveKAYA classic chocolates contain soy, and Hemp CBD Oil. They are gluten free, dairy free and non gmo.

They are prepared in an environment that may contain traces of tree nuts, peanuts, and dairy.

### **Will there be future products offered?**

Yes, we are working on a variety of options and will share the information as it progresses.

## BUSINESS INFORMATION

### **Is there a fee to be a Brand Partner?**

There is a \$24.95 annual membership fee to be a distributor. This begins when a Brand Partner signs up and is renewed annually.

### **Do Brand Partners receive a price discount?**

Yes, when Brand Partners pay their annual membership fee of \$24.95, they become eligible for special pricing.

### **Should spouses or partners wanting to work the business together sign up as one or two positions?**

By signing up as one position, couples will be able to qualify for bonus pools and overrides more quickly.

### **Does LiveKAYA have a customer support team in place for any questions?**

Yes, there will be support available online through the website and by phone.

## FAQ

Email: [support@livekaya.com](mailto:support@livekaya.com) Phone: 888-488-KAYA (5292).

### **Are there different levels to the startup plan, or one kit only?**

Brand Partners may begin by simply paying the \$24.95 annual membership. You will be able to earn limited commissions without purchasing products. Our compensation plan explains how to maximize your income eligibility if you are working this as a business.

### **How do the orders work?**

Auto-ship is recommended but not required. You may order from your website at anytime. Orders are shipped to your desired address. We want our Brand Partners to get the maximum benefits of the product by consuming it daily.

### **Will there be any “Retail customer” or “autoship” pricing?**

Retail Customers are eligible for autoship and can receive discounts on shipping for larger quantity orders.

## **BACK OFFICE INFORMATION**

### **Are we allowed to have our own landing pages?**

As soon as the company launches, each Brand Partner will have their own LiveKAYA supported website. This is paid for by your annual Brand Partner membership.

### **Is there a monthly website fee when you join?**

No. Your annual membership fee covers a basic back office. You will have the option to upgrade to additional features for \$14.95 if you choose.

### **When does my commission calendar start?**

Your commission calendar begins when you enroll and pay your Brand Partner fee of \$24.95. Commissions are paid on a calendar month-to-month basis.

### **How are orders placed to ensure we retain our retail customers/order credit down the line?**

Brand Partners (you) will direct new retail customers and potential Brand Partners to your individual site and the people will be connected to you as long as your Brand Partner status is in good standing.

### **Does software have a “real time” dashboard so we can track our sales down the line?**

Yes, the software has real time information and you can track when and where the orders are coming from in your back office on your website.

### **Is there a requirement that you need to follow to remain an “active” rep?**

## FAQ

This is explained in detail in the compensation plan. The beauty of our plan is that you may have retail customers (non-Brand Partners purchase through your website to meet the eligibility requirements).

### **Are there any marketing materials that are coming out for promoting?**

There will be an introductory flyer that Brand Partners can print after adding their contact information. Business card templates are available in the Back Office. You may personalize and print them. The compensation plan pdf is also available. Your duplicated website and the phone app are intended to replace brochures.

### **Will LiveKAYA be marketing and selling the same products through any other channels aside from reps who sign up?**

No. This business will rely on the success of the Brand Partners. There are no other sales channels.

### **Can Brand Partners resell in their own store/shop/office? For instance, if a chiropractor wants to resell to clients via “cash and carry”, can they do that, and if so - do they have a pricing requirement?**

Brand partners may offer the product to their clients; however, the intention is for people to purchase through the LiveKAYA website so that individuals do not need to keep product in stock, with the company being responsible for fulfilling orders. Brand Partners must charge at least the maximum amount the product may be purchased for by a retail customer on the LiveKAYA website (including taxes and shipping) in accordance with the Brand Partner Agreement.