

# Business Guide for Germany

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## CONTACT INFORMATION

Phone numbers where agents are available:

Voice: 0800.101.6058  
Fax: 0800.101.6059

Customer Service Hours: M-F 5:00am – 3:00pm (MST)  
Closed Saturdays & Sundays

Corporate Website: [www.xango.de](http://www.xango.de)

Email support or questions: [service@xango.de](mailto:service@xango.de)

Online Ordering/New signups: [www.myxango.de](http://www.myxango.de)

1. All enrollments and orders can be processed by phone, fax, or online.

[orders@xango.de](mailto:orders@xango.de)

[service@xango.de](mailto:service@xango.de)

2. Distributor Agreement—All new Distributors signed up will be sent a Distributor Kit that contains a copy of the Distributor agreement, details of the worldwide compensation plan, and a copy of XanGo Policies & Procedures. These forms can also be found online at [www.myxango.de](http://www.myxango.de). Within thirty (30) days of initial sign-up, all Distributors will be expected to return a signed copy of the Distributor Agreement via fax copy or scanned to customer service.
3. Required Information—Distributors will be required to provide:
  - a. First Name
  - b. Last Name
  - c. Address
  - d. City/Town
  - e. Postal Code
  - f. Email Address
  - g. Phone Number
  - h. Distributor ID Number (will be assigned for new Distributor)
  - i. Date of Birth
  - j. Location of Birth
  - k. Gender
  - l. Government issued ID

#### 4. Product Pricing (all inclusive of shipping and VAT) for Distributors:

XanGo Juice	€ 115.00
XanGo Singles	€ 137.00
Glimpse System I	€ 154.00
Glimpse System II	€ 154.00
Glimpse Complete System	€ 198.00
Creamy Cleanser	€ 43.00
Gel Cleanser	€ 43.00
Toner	€ 43.00
Serum	€ 70.00
Moisturizing Cream	€ 56.00
Moisturizing Lotion	€ 56.00
Distributor Kit	€ 34.00
XanGo Cash Card	€ 25.00

#### 5. Commission Payment Options

- XanGo Prepaid MasterCard, supported by ProPay (subject to US\$2 minimum commission processing fee)
- Direct Deposit / BIC & IBAN (subject to 2 Euro minimum commission processing fee)

#### XanGo Prepaid MasterCard Sign Up

Distributors can sign up for a XanGo Prepaid MasterCard by calling Customer Service or during the online distributor registration process. No paper application is available. The initial fee for the card will be €25,00 payable to XanGo. All subsequent annual fees will be charged directly to individually issued cards by our service provider, ProPay. Customer Service will require the following information:

- a. First Name
- b. Last Name
- c. Address
- d. City/Town
- e. Postal Code
- f. Country
- g. Email Address
- h. Phone Number
- i. Distributor ID Number

- j. Date of Birth
- k. Pin Number of ATM Transactions
- l. A government-issued form of ID

After your application is complete, please 1) fax or e-mail a copy of your government-issued ID (letter l. above) to XanGo customer service and 2) log on to [www.propaypayments.com](http://www.propaypayments.com) and accept the terms and conditions. Once these two steps are complete, your card will be delivered in 10-15 business days.

#### Activate your Card

Once you receive your card, you must first activate it before it can be used. Activate your card by logging on to [www.propaypayments.com](http://www.propaypayments.com) and click on the “Activate my Card” link. If you have any problems or if you do not have internet access, please contact XanGo customer service for further service.

#### Using your Card

Your XanGo Prepaid MasterCard Card can be used in millions of locations worldwide; anywhere MasterCard is accepted – INCLUDING XANGO! You can also withdraw cash from any ATM where the MasterCard or Cirrus logo is presented. Please notice that all commissions paid onto the XanGo card will be in US dollars. This means that anytime you withdraw cash in a currency other than USD you will be subject to fluctuations in foreign exchange.

#### Additional Fees

- \$3.00 USD Int'l ATM withdrawal fees
- \$1.00 USD ATM Balance Inquiry Fee
- \$5.00 USD Card replacement fee
- \$0.00 Card-to-Card Transfer fee (ProPay Account/XanGo Prepaid MasterCards Only)

#### 6. Order Payment Options

- Visa
- Master Card
- American Express
- Bank Transfer

7. Delivery of Product—All products should ship within 5-10 business days of the order placement date.

8. Qualified Representative—Any questions Distributors might have about business operations can be directed to Doug Bingham, the Country Manager, or customer service.