

# Business Guide for Japan

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## CONTACT INFORMATION

Phone numbers where agents are available:

CS Voice: 0800.291683

CS Fax: 0800.291682

### JAPAN CUSTOMER SERVICE

Toll Free (within Japan ):0120.72.3535

From outside of Japan: 81.3.4590.3570

FAX: (within Japan): 0120.94.8535

From outside of Japan: 81.3.4590.3555

**Customer Service Hours:** M-F 10:00am – 6:00pm  
Closed Saturdays & Sundays

**Corporate Website:** [www.xango.co.jp](http://www.xango.co.jp)

**Email support or questions:** [jpinfo@xango.com](mailto:jpinfo@xango.com)

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

Corporate Address:

XanGo Japan K.K.

4-5-Kioi -cho Kelton Bldg.6F Kioi -cho, Chiyoda -ku TOKYO 102 -0094

### Place an order

Pricing:

Registration fee: 4200yen

XanGo Juice (1case with 4 bottles): 15750yen ( including tax) and1000 yen (up to 5 cases)

for S/H XanGo Treatment Oil: 9450yen (including tax ) and 800 yen (no limits) for S/H

Glimpse total case system: 25200yen (including tax) and 800 yen ( no limits) for S/H

Payment Methods: Visa, MasterCard, JCB , Cash ( will call only ), COD (cash on delivery)  
and Bank wire (only available for initial order)

How to place an order :

Toll Free within Japan: 0120.72.3535

For all international countries: 81.3.4590.3570

Toll Free FAX within Japan: 0120.94.3585

For all international countries: 81.3.4590.3555

Internet: <http://www.myxango.com>

Email: [jpinfo@xango.com](mailto:jpinfo@xango.com)

1. All enrollments and orders can be processed by phone, fax, or online.
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.co.at](http://www.myxango.co.at). 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. 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)

### 5. Order Payment Options

- Visa
- Master Card
- American Express
- Bank Transfer

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

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

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For all international countries: 81.3.4590.3555

### New Distributor Sign-up Information :

Choose one of three ways to sponsor a new XanGo distributor.

#### 1. Online

Go to <http://www.myxango.com>

Enter your Distributor ID and Password

Select "New Sign -up"

Select the region where your new distributor is located

Complete the online distributor application and print out to put the signature to confirm of its

application by new distributor and send it to XanGo Japan via postal.

#### 2. FAX

Fill out a Distributor Application and fax it to Customer Service at 0120.94.8535 for temporarily

membership registration and original application must be submitted to the office within 30 days.

#### 3. GO Studio

New applicant can come to GO studio and we provide one set of application form for free so that she/he can complete the registration on site.

### Returns:

Please call Customer Service at 0120.72.3535 to confirm and authorize any returns.

If the product arrives damaged or if the order could not be delivered because of address,

refunds can be provided at 100%. If you refuse delivery, orders will be refunded at 90 % ( less shipping and handling)

### IMPORTANT:

Gaiyo-shomen: Gaiyo-Shome is the Japanese application form that must be read by new applicant and it is set by law for sponsor to provide it to new applicants.

Japanese regulation requires all new distributor must read Gaiyo -Shomen to confirm their membership agreement before their sign -up. Sponsor normally provides one set of Gaiyo -Shomen (it comes with 3 sets of Gaiyo -Shomen for 600 yen)

### WALK-IN-GOStudio

Address: XanGo Japan K.K.

4 -5 Kioicho -Kelton Bldg 6F Kioi -cho, Chiyoda -ku, TOKYO 102 -0094

What's GO Studio? : Juice bar to taste our premium mangosteen beverage for free and several meeting rooms. To take a virtual tour , go to

<http://www.xango.co.jp/company/gostudio.html>

Business hours: Monday -Friday 1p.m. – 6p.m. (Close on weekends and holidays)

XanGo City Meetings (Success Meetings)