
StyleBox by Jamberry FAQs

SUBSCRIPTIONS

Q. What are my subscription options?

Month-to-month subscriptions are now an option for StyleBox! Longer term subscriptions are still available at a discounted price. Please note that, if you select a 3-, 6-, or 12-month subscription, you will be billed up front for your chosen subscription option. Once you've reached the end of your subscription, you will be billed the current rate on a monthly basis.

U.S. Prices (prices listed in USD):

- Month-to-Month: \$25
- 3 Months: \$75 billed up front (\$25/month)
- 6 Months: \$140 billed up front (\$23.33/month)
- 12 Months: \$275 billed up front (\$22.92/month)

Canada Prices (prices listed in CAD):

- Month-to-Month: \$32
- 3 Months: \$96 billed up front (\$32/month)
- 6 Months: \$185 billed up front (\$30.84)
- 12 Months: \$360 billed up front (\$30/month)

Q. Do I have to be a Consultant to subscribe to StyleBox?

No, you do not have to be a Consultant to subscribe! StyleBox is available to Consultants and customers.

Q. Can I have multiple subscriptions to StyleBox?

Yes, you can have multiple subscriptions to StyleBox.

Q. Can I subscribe mid month?

You may subscribe any time between the 1st and 25th of the month to qualify for the box that ships during the first week of the next month. Subscriptions made between the 26th and the end of the month, will qualify for the box sent the month following the next month.

EXAMPLE: If I subscribe on the 21st of January, I will receive February's box. If I subscribe on the 29th of January, I will receive March's box which I will be allowed to configure between February 1st - 25th.

Q. What if I subscribed for 3, 6, or 12 months and I don't want to receive my StyleBox one month?

You will have the option to skip StyleBox any month you choose within the enrollment period. You must communicate this via your StyleBox dashboard between the 1st and 25th of the month. There is also an option to sign up again if you've previously skipped but change your mind and want to receive that month's box.

Q. How do "skips" work?

Each month you have the option to skip the StyleBox. If you are still in your prepaid subscription period, you will not receive your box for the designated month and Jamberry will extend your subscription for an additional month. If you are in the month-to-month subscription, you will not be billed for that month and your StyleBox will not be shipped. You must indicate that you want to skip the month and can do so at any point during the enrollment period of the 1st-25th of each month.

Q. *If I subscribed for 3, 6, or 12 months, what happens when my initial subscription period ends?*

Once you complete your initial subscription period, your subscription will automatically renew and convert into a month-to-month subscription plan. If you prefer to pre-pay, you can opt to extend your subscription and pre-pay for an additional 3, 6, or 12 month subscription.

Q. *I already signed up for a 3 month subscription, but changed my mind and would like a longer subscription. Can I extend my subscription?*

You may have multiple subscriptions however extending a current subscription is not an option at this time.

Q. *Are StyleBox subscriptions available in International markets?*

StyleBox is currently only available in the US/CA market, but we are working to expand to our International markets as soon as possible!

PRODUCT

Q. *What will be included in my StyleBox by Jamberry each month?*

Each month you will receive \$30 | C\$38 worth of exclusive Jamberry products customized by YOU to fit your personal style.

Q. *Do I get to see what is in the StyleBox prior to receiving it?*

Yes, a sneak peek of the StyleBox wrap designs will be released on the 26th of the month before and opens the enrollment period. StyleBox cannot be customized until the 1st of the month.

EXAMPLE: The April StyleBox customization period will begin on March 1. Sneak peek of designs will be released on February 26.

Q. *Can I customize which wraps I receive in my StyleBox?*

Yes, we will release 6 exclusive wraps for each StyleBox -- 2 Classic styles, 2 Feminine styles, and 2 Trendy styles. You can select ANY 2 of the 6 wraps!

Q. *When can I start customizing my StyleBox?*

The customization period will begin on the 1st day of the previous month, and extend until the 25th of the previous month.

EXAMPLE: For example: December's StyleBox customization period will be November 1 - November 25; January's StyleBox customization period will be December 1 - December 25.

Q. *Can I add extra products to my StyleBox order?*

You can add up to 8 additional wraps (B3G1 applies on additional wraps). You can also add up to 2 lacquers or gels from a curated list. Some limitations apply based on market or product availability.

Q. *If I like ALL the exclusive StyleBox designs, can I add them as extra items to my StyleBox order?*

Yes, you can add up to 8 additional wraps to your StyleBox order and all 6 exclusive StyleBox designs are available to add

Q. *Can I add any wrap, lacquer, or gel to my StyleBox order?*

There are some limitations that apply to the wrap designs and lacquer/gel colors you can add to your StyleBox

order.

Q. *Will I still get free shipping on my StyleBox order if I add extra products to the order?*

Yes, free shipping still applies on all StyleBox orders, even if there are additional items in the order.

Q. *Do my style quiz results affect what I will receive in my StyleBox each month?*

Your quiz result is your default style for the nail wraps you will receive if you elect not to manually select your wraps of choice by the 25th of the previous month. If you do not take a quiz and do not elect which wraps you would like, then the default will be “Trendy” wraps.

Q. *What if I don't like my style quiz results? Can I change them?*

If you are not happy with the style assigned to you from the style quiz, you can either re-take the quiz or manually select the style you feel describes your style best.

PAYMENT/BILLING

Q. *When will I be billed?*

You will be billed on the 26th of each month. If the payment does not go through, you'll receive a popup once you've logged into your account.

Q. *What if my card is declined?*

You will receive a notification that your card has declined on the 26th. Five days later, there will be another attempt to charge the card. You can update your payment information at any time during that period but if your payment does not go through within 5 days, your StyleBox will not ship.

Q. *Can I use a gift card to pay for StyleBox?*

Gift cards cannot be used at this time to pay for StyleBox.

Q. *Can I return the StyleBox products if I don't like them?*

We will not issue any refunds, credits or exchanges for StyleBox. Damaged or defective product may be exchanged only for an identical replacement within 90 days of purchase.

PRV/HOST REWARDS

Q. *How will StyleBox subscriptions work in relation to Host Rewards?*

Host Reward Party Points will be awarded for all pre-paid subscriptions (3, 6, and 12 month) at the time of payment if the subscription order is assigned to an open party.

Q. *Can my Host use their Host Rewards towards a StyleBox subscription?*

No, Host Rewards including free and half off items cannot be applied to StyleBox subscriptions.

Q. *Can my StyleBox be added to an open party?*

Jamberry has made it possible for Consultants to attach StyleBox to a party and earn Host Rewards. However, our generous Host Rewards (some of the best in the industry) were created to benefit the Host of a party. Please only add orders to legitimate parties, as we want to discourage any gaming of the system and continue to be able to offer our rewards program.

Q. *How will StyleBox subscriptions affect my PRV?*

PRV will be earned based on the shipment month, not the subscription date.

EXAMPLE: During the month of July you have a customer subscribe for a 3 month StyleBox subscription at a home party. That \$75 order counts toward the Host Rewards for that party. You will receive 25 PRV in August, September, and October as each monthly box is shipped. If a box is skipped, the PRV is deferred as well. Note that the shipment month and the order date may not always be the same. Jamberry begins fulfilling orders for Stylebox on the 25th of the month in order to deliver the box early in the upcoming month so you can use your designs!

Q. If a customer buys a StyleBox from me and later joins Jamberry as a Consultant, who gets the PRV?

The PRV for the StyleBox is assigned to the sponsor of the subscription. If the subscriber becomes a Consultant they would need to request the sponsor on the subscription be updated, otherwise you will continue to receive the PRV.