

EPIC BOX, Subscription Program FAQs

1. Can Consultants order the Epic Box for themselves?

Yes, of course! We encourage all Consultants to sign up for an Epic Box subscription.

2. How do I receive the Epic Box I earned in January for selling 2500QV?

This reward will be added to your Achievement tab by the end of February and may be added to any Personal order you place, until it expires on March 31, 2022. We want you to receive one of the very first Epic Boxes we produce! Watch for an email when it's ready.

3. Will customers or Consultants know ahead of time what's coming in the box or is it a surprise every single month?

The Epic Box will be a surprise box each month. Each box contains the website address for where the monthly contents and recipes will be displayed on Epicure.com. However, they will not be visible until subscribers begin to receive their boxes each month to give customers a chance to open their box.

4. If a customer orders mid-March, for example, do they get the March box, and then would their second box be April?

No, any orders during March would receive the April box as their Box 1 and Box 2 would be the May box, etc.

5. Will Epic Box information be attached to Consultant e-commerce websites?

Yes, there will be a product page on Epicure.com, as well as a website address on the box packaging to take customers to Epicure.com.

6. Will customers be emailed each month with the matching monthly meal planning tips and recipe ideas? Or will Consultants need to reach out?

Yes, an automatic email will be sent to every customer subscriber with links to the monthly meal planning tips and bonus recipes. Subscribers will receive an email every month when the new content is posted, plus the Epic Box website address is printed on the box.

7. Can Epic Box orders be added to a Cooking Class?

Yes! The initial order for the very first Epic Box can be counted towards a Cooking Class qualification. All subsequent month orders will not count towards any Cooking Classes. All Epic Box orders count towards a Consultant's monthly qualifications.

8. Can an Epic Box order be changed to a different country address mid-term?

Not at this time. All Epic Box orders are either a Canadian order or a US order. You cannot change the country of the shipping address during your 3- or 6- or 12-month term. Our boxes are shipped out separately from our Canadian and US distribution centers.

9. Can a catalogue be included in the boxes that ship out during a new season launch?

Currently, adding a catalogue is not an option, though we will look into adding that as a feature in the future.

10. How does the Epic Box ship out if I add other products to my order on the 1st box order?

Your first Epic Box order ships separately from other orders and/or items in your order. Epic Box orders are shipped through the first week of each month, after payment is successfully processed.

11. What happens to an Epic Box subscription once the monthly term completes?

Epic Box subscriptions will renew automatically after the plan is completed and will be renewed on the same 3-, 6-, or 12-month plan. Prior to this renewal customers will receive a reminder email inviting them to upgrade. They may contact Epicure to change their renewal plan to a different monthly term.

12. Can a Host use their free or 1/2 price rewards to purchase their first Epic Box?

No, Host Benefits are not able to be used on an Epic Box purchase.

13. Can I use a voucher towards the purchase of an Epic Box subscription?

An Epicure voucher may be used on a cart that contains an initial Epic Box purchase. If the voucher amount covers the entire cost of the cart, the Consultant will be asked to follow up and provide credit card details for the Epic Box portion of the order.

14. If a customer decided to join as a Consultant, would their Epic Box subscription carry over to their MyEpicure account?

Yes, if they join using the same email address they were using as a customer. Their Epic Box subscription would carry on and be visible on MyEpicure under their "Orders > My Subscriptions" page.

15. What forms of payment can be used for an Epic Box subscription order?

Only credit card payment is accepted. This includes pre-paid credit cards as well as Visa Debit cards in Canada, and Visa or MC Debit cards in the US.

16. If a credit card is not able to be processed for some reason, will Epicure inform the customer and arrange a different form of payment?

If a credit card is declined, the system automatically emails the customer with a link to update their credit card information. If the credit card info is not updated after a few days, the Epic Box subscription will be cancelled.

17. Will Consultants earn QV on the free 12th month of a 12-month Epic Box subscription?

Yes, Consultants will earn QV on the free 12th month.

18. If a customer renews their 3- or 6-month Epic Box subscription, will they get the perks of having a 6- or 12-month term?

No, if a customer has two back-to-back 3-month Epic Box subscriptions they don't qualify to receive the 6-month perk. If a subscription is renewed, any perks would only apply to new 6- or 12-month subscriptions. For example, if a customer had a 3-month and renewed for another 3-month, they would not get the \$20 voucher perk that comes with committing to a 6-month subscription from the start. This is a great reason to offer our best value subscriptions at 12- or 6-month terms.

19. If I don't like one or more of the monthly products, can I exchange them for something else?

No, Epicure will not be providing any substitutions or exchanges.

20. How do customers or Consultants cancel their Epic Box subscription?

Subscribers may cancel anytime, until 11:59 pm (PT), on the last day of the month. For example: cancellations for April will only be accepted until 11:59 pm (PT) on March 31. Customers may cancel from their Epicure.com account or Consultants may cancel through their MyEpicure.com account.

21. Is there tax on top of the price?

Epic Box subscription boxes are not taxable in Canada. US taxes vary by state.

22. Is the sample size of dip the size of a seasoning jar or one tiny sample package?

The Dip Mix sampler included in the Epic Box is the mini sampler sachet size, not a small jar.

23. Will there be a vegan option or are all the boxes 100% vegan?

At the moment each month is a surprise box, with most of Epicure's meal solutions having the option to be made vegan.

24. Will all items be Kosher and have the certification on the packaging? And will each month have the items listed so we can advise customers if products are not Kosher in them etc?

Each month is a surprise box. Many of Epicure's meal solutions are Kosher, and at the moment we cannot guarantee a full Kosher box.

25. How many items does the box contain?

Each box will contain seven meal solution sachets, one dessert sachet, and one exclusive product sachet, plus a sample dip mix—a total of nine items plus the sample.

26. Am I able to gift an Epic Box subscription or a month to another person?

Yes, you can 'gift' either a full Epic Box subscription or one month after the 1st month to a different address.

Though our system is not yet set up with a specific "gifting" option, Consultants may create a contact or use an existing customer contact on MyEpicure and have an Epic Box subscription purchased for them. Alternatively, on both my MyEpicure and Epicure.com, the Ship To address may be changed to have either a full Epic Box subscription or one or more months AFTER the 1st month sent to an alternate address than the purchaser.

NOTE: It is important to try and have an accurate email address with every full Epic Box subscription order as the monthly box details and renewal emails will be sent to that contact.

25. Can a customer edit or change their shipping address in the middle of their Epic Box subscription plan?

Yes, up until the last day of each month before a box is scheduled to ship out, the shipping address for an EPIC BOX may be adjusted on either MyEpicure or Epicure.com. (For example: The shipping address for the box going out the first week of April can be adjusted until end of day March 31.)

26. If a customer adds additional items to the first Epic Box order, will they be charged regular shipping rates on the additional items?

Yes, if the first Epic Box order contains additional items those items will be charged regular shipping rates. Those items ship separately from the Epic Box.

27. When does the \$20 voucher earned after 6 months in either the 6- or 12-month Epic Box subscription plan expire?

The voucher will be added to the customer account after the 6-month payment is processed and will be valid for 60 days.

28. How does the donation of 7 meals every month work?

Epicure makes a monetary donation for every Epic Box that is sold. Each month you receive an Epic Box, a donation of 7 equivalent meals is made from Epicure to Food Banks Canada or Feeding America.

29. When is the payment processed for an Epic Box order?

Payment for the first Epic Box is processed right away when the order is entered on either MyEpicure or Epicure.com. Payment for each box after is processed on the 1st of the month that box ships out.

(For example: Payment may be taken on February 15th for Box 1 which ships out the first week of March. Box 2 payment will be processed on April 1st and that box will ship out the first week of April.)

30. How much will a Consultant make in compensation on an Epic Box subscription?

- **Canadian Consultants:** Epic Box Retail \$35 (includes shipping), QV 25, Consultant receives compensation on: \$25, Host receives \$35 towards their Cooking Class total

- **US Consultants:** Epic Box Retail \$32 (includes shipping), QV 25, Consultant receives compensation on: \$22, Host receives \$32 towards their Cooking Class total

31. Will there be a report on MyEpicure so Consultants can see Personal/Team/Org sales of Epic Boxes each month?

Consultants will be able to see their list of customer orders for Epic Boxes on the new “My Subscriptions” subpage under the Orders page on MyEpicure. We have plans for future Team and Org reports so Leaders will be able to see their Team and Org Epic Box subscription performances.

32. Is the exclusive item in each Epic Box a product that is in the current catalogue?

No, the exclusive product in each Epic Box will be a product that is not featured in the current catalogue. It will be a sachet of an Epicure favourite or something new for your customers to try.

33. Can a customer choose to have their Epic Box ship every 2nd or every 3rd month?

No, each Epic Box subscription is a consecutive 3-, 6-, or 12-months, with no pausing or skipping a month.

34. Can one person order several Epic Boxes for themselves?

Yes, of course! Like any Epicure product you may select the quantity and order more than one Epic Box for yourself each month.

35. Is the Epic Box covered under the Epicure “90-day money back guarantee”?

We hope everyone loves the Epic Box, but if for any reason a customer is not completely satisfied within 90 days of their purchase, we will fully refund their purchase and cancel their Epic Box subscription. They will need to contact our Customer Experience team help with the refund. (customerexperience@epicure.com or 1-888-595-6363)

36. Can a customer change the payment card in the middle of an Epic Box subscription?

Yes, a customer can update their credit card information at any time on their My Subscriptions page. The credit card must match the Billing Address on their account.

37. What is the last day Epic Box orders need to be placed to receive the next box?

Orders for the next month’s Epic Box need to be placed by the final day of the current month. (For example: Place orders by February 28, to receive the March Epic Box shipping out the first week of March. Or place orders between March 1-31 to receive the April Epic Box shipping out the first week of April.)