Fuheng Store Questions

How do I search for products?

How do I make a purchase?

How do subscriptions work?

How can I receive discounts for bulk purchases?

How do prescriptions work?

How can I book a consultation appointment?

How can I purchase clinic services?

Discounts and Member Programs Questions

How can I receive 20% off on my purchases?

What does the member program allow me to do?

How do I join the member program?

How can my friends receive 20% off on their purchases and I can receive a 20% commission?

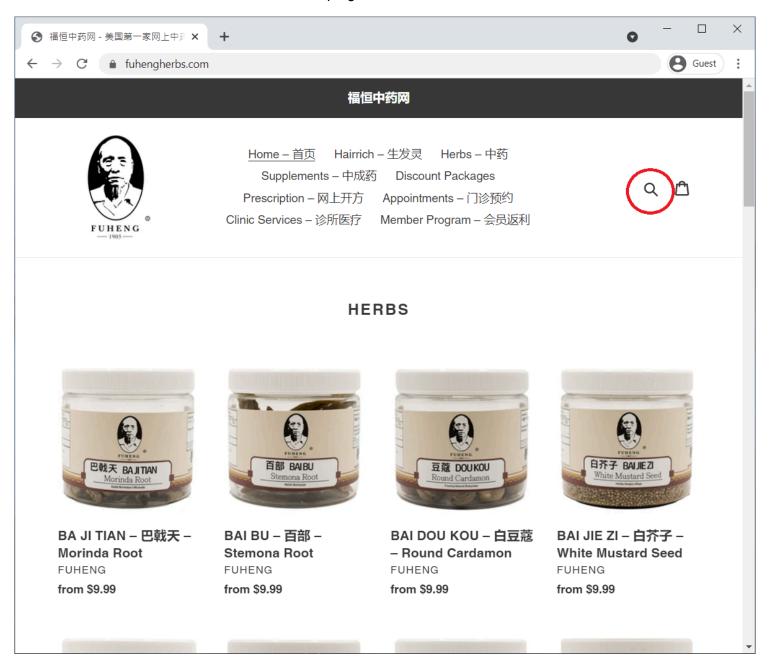
How can I invite others to join the member program? What benefits will I receive?

How can I check my balance and receive my commission?

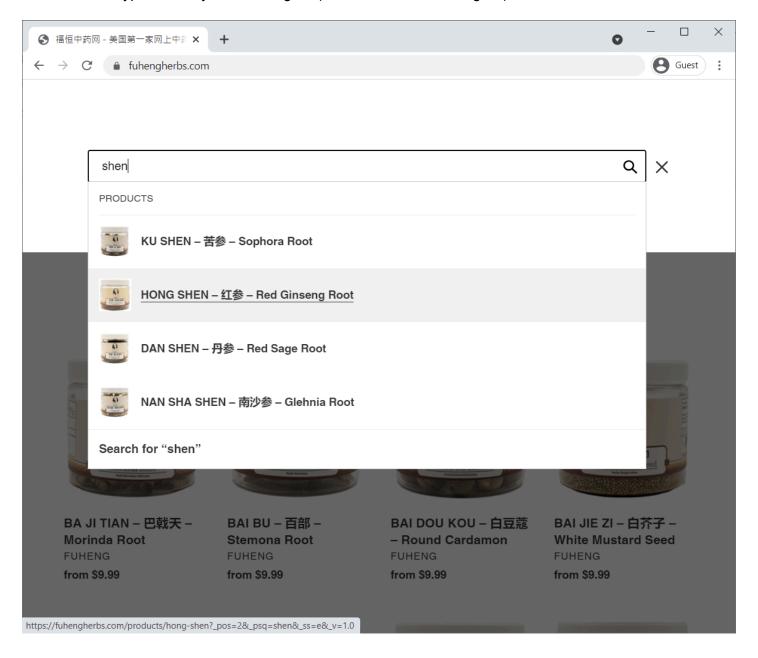
How can I reset my password? What if I don't have access to my email anymore?

How do I search for products?

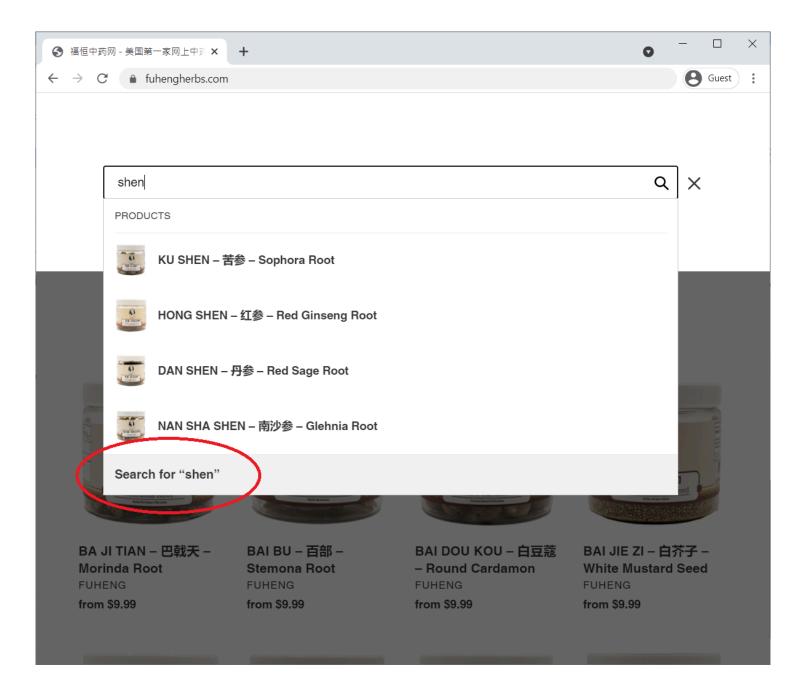
1. Click the search button at the top right.



2. Type in what you're looking for (Chinese, Pin Yin, or English).



3. Click on the desired product or on the "Search for" button at the bottom to see more results.

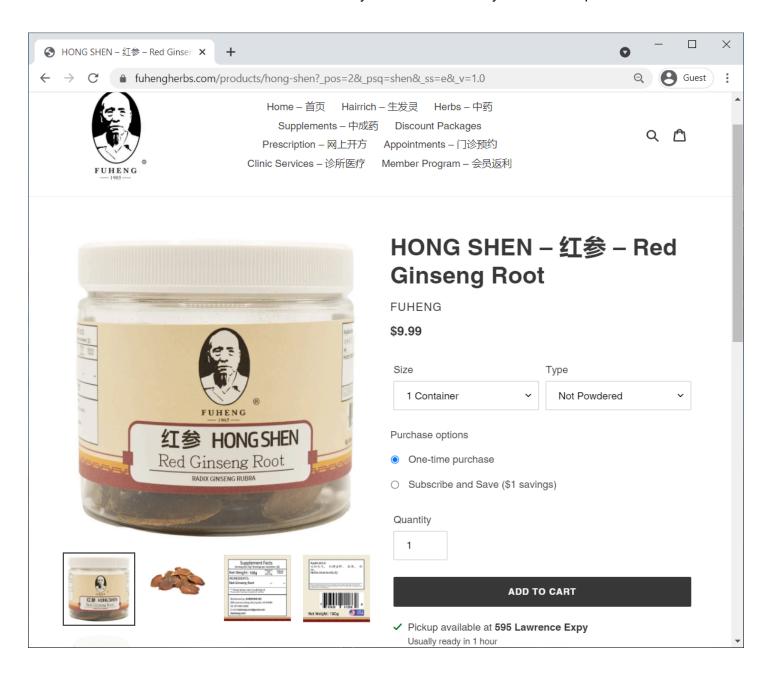


How do I make a purchase?

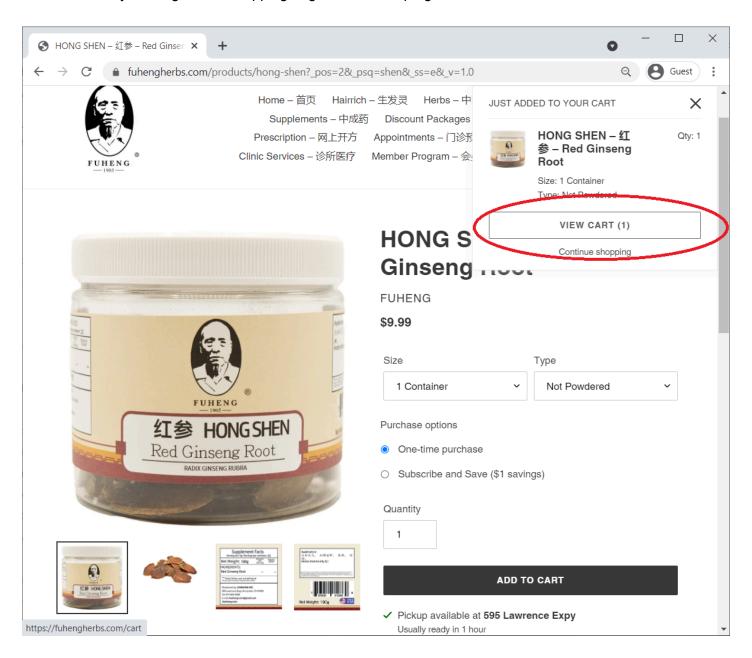
1. Navigate to the product page of your desired product. From here, you can choose your quantities and options.

You can choose to make your purchase a subscription (explained here) or select larger quantities to receive additional savings (explained here).

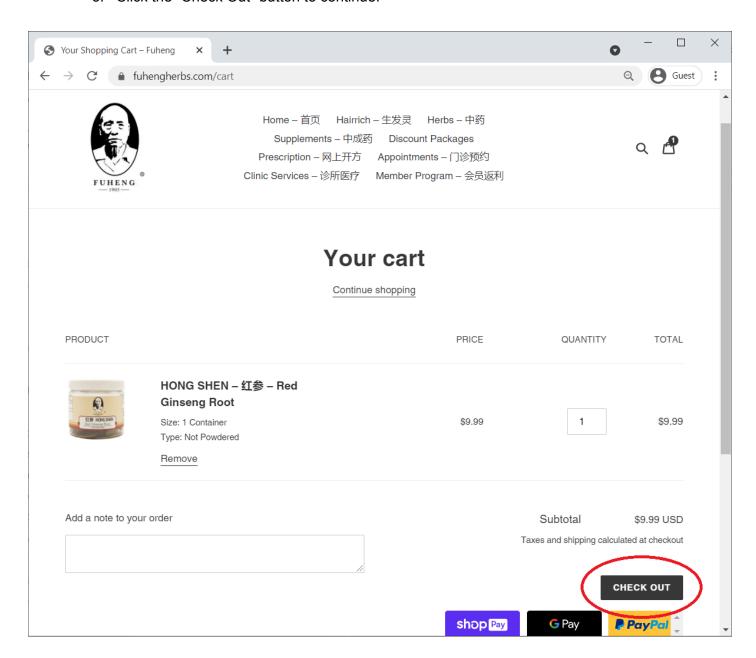
2. Press the "Add to Cart" button when you have confirmed your desired options.



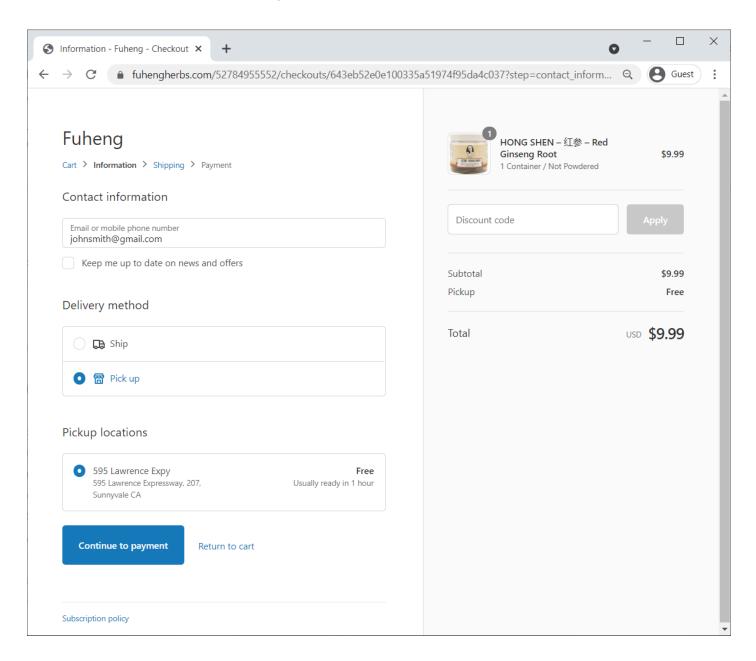
3. Click the "View Cart" button to begin checking out. You can also view your cart anytime by clicking on the shopping bag icon in the top right.



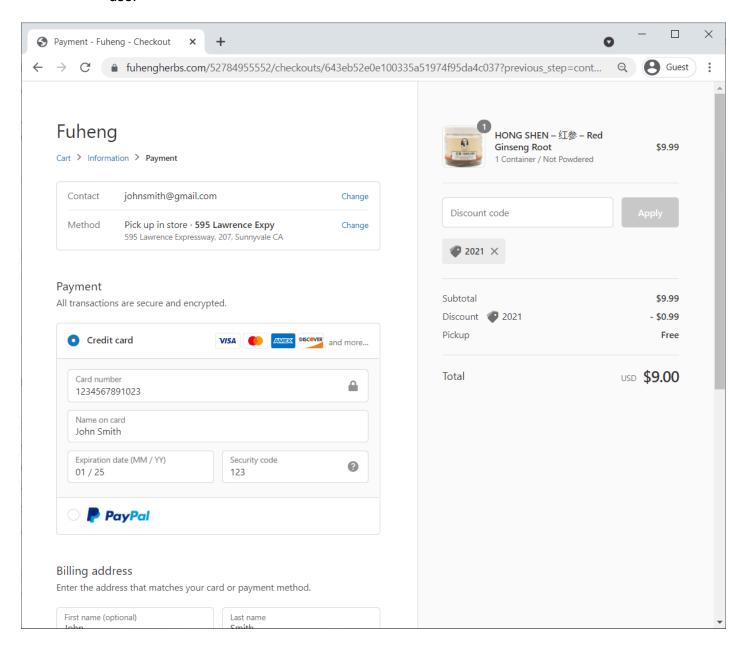
- 4. From your cart page, double check your items, options, and quantities. You also have the option to add a note to your order, if desired.
- 5. Click the "Check Out" button to continue.



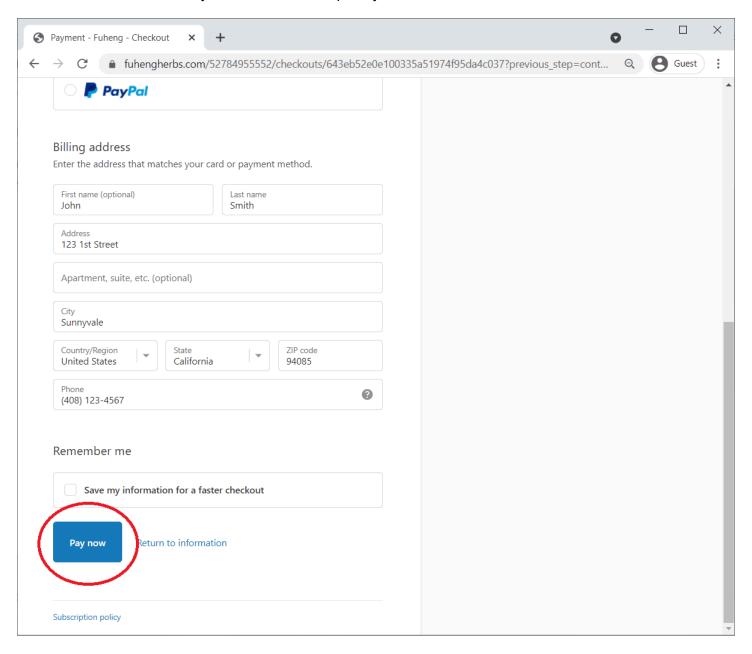
- 6. Enter your email address and select a delivery method. Enter your shipping address, if applicable. We offer free pickup from our Sunnyvale location, which is the fastest way to receive your items.
- 7. Press the "Continue to payment" button.



8. Enter your credit card information, billing address, and any discount codes you wish to use.



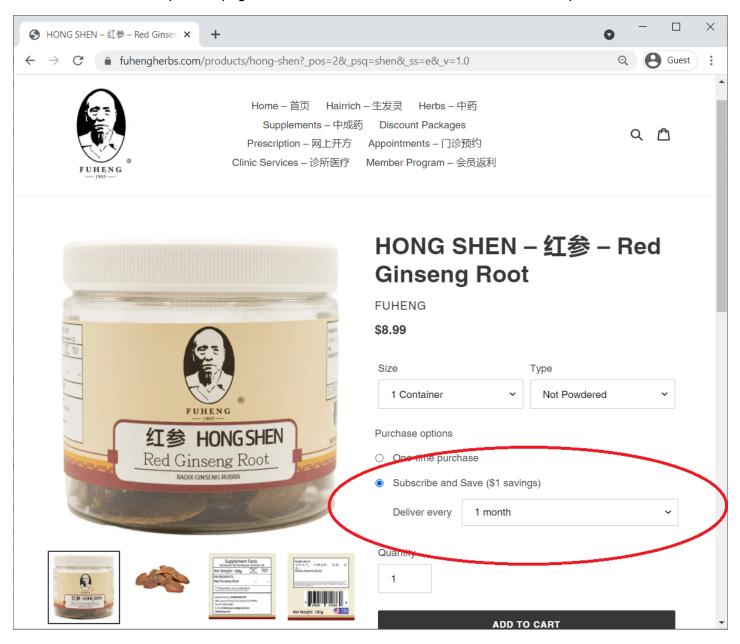
9. Press the "Pay now" button to complete your order.



How do subscriptions work?

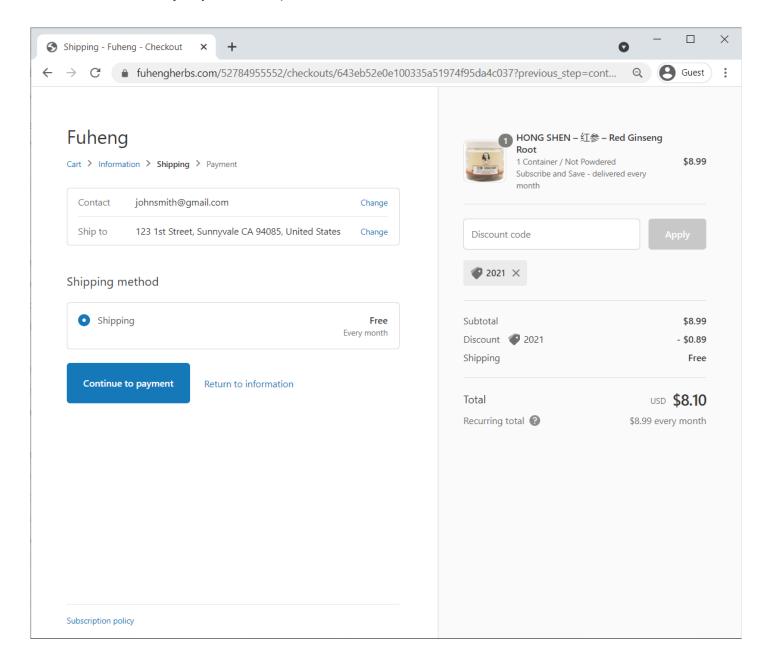
Subscriptions give you additional savings on your favorite purchases. Most subscriptions are monthly.

1. From the product page, select "Subscribe and Save" under Purchase Options.



2. Complete the checkout process as normal. From the checkout page, you will be able to see how much your subscription is in total each month.

You can adjust your subscription at any time. Your order confirmation emails have links to your order. You can manage your subscription from there. You can also reach out to us to adjust your subscription.

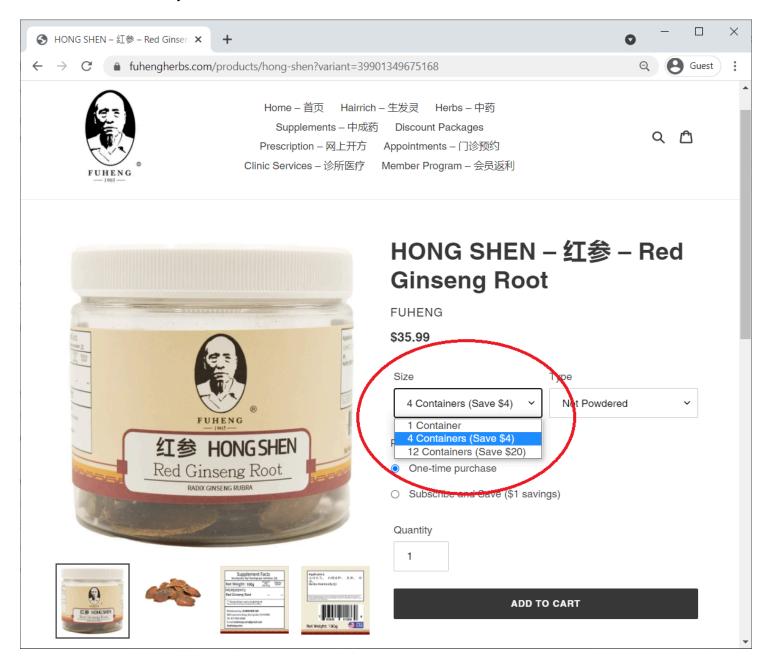


How can I receive discounts for bulk purchases?

Purchasing items in bulk is another great way to save money on your favorite items.

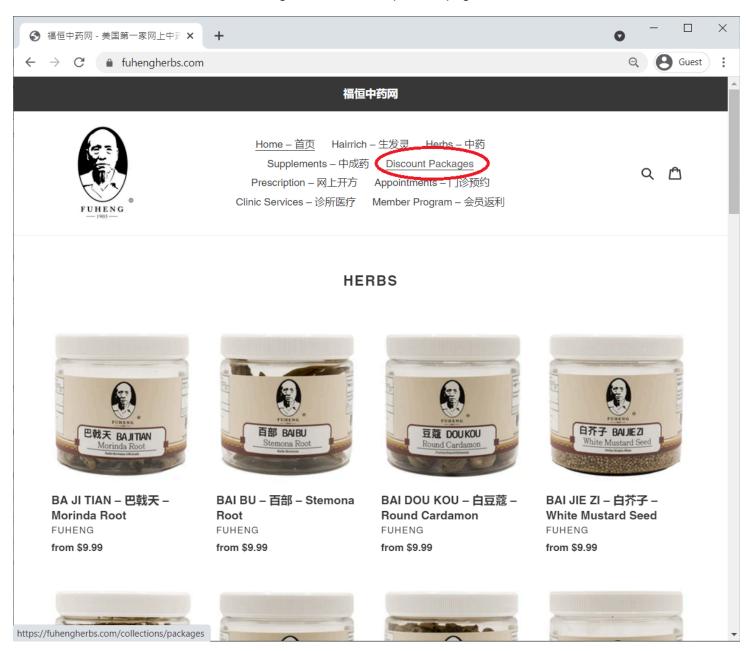
If you are interested in purchasing a single item in bulk, you can do so right from its product page. Under the "Size" option, select your desired bulk quantity.

Add the item to your cart and check out as normal.

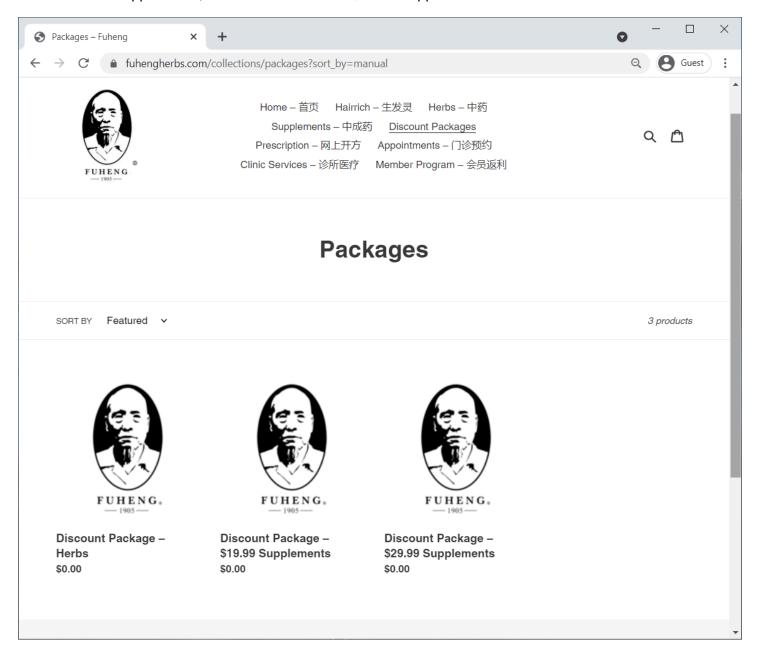


Discounts are also available when you mix and match items.

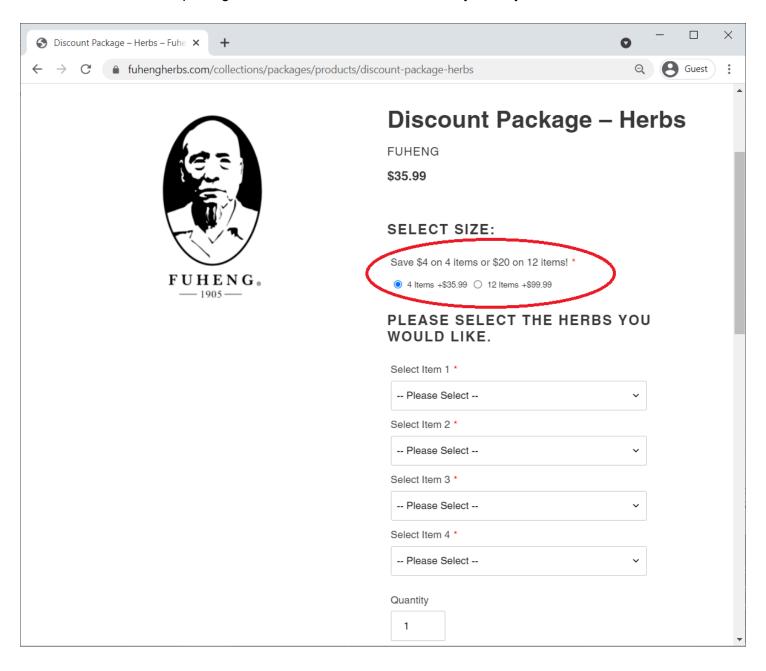
1. Click the "Discount Packages" tab on the top of the page.



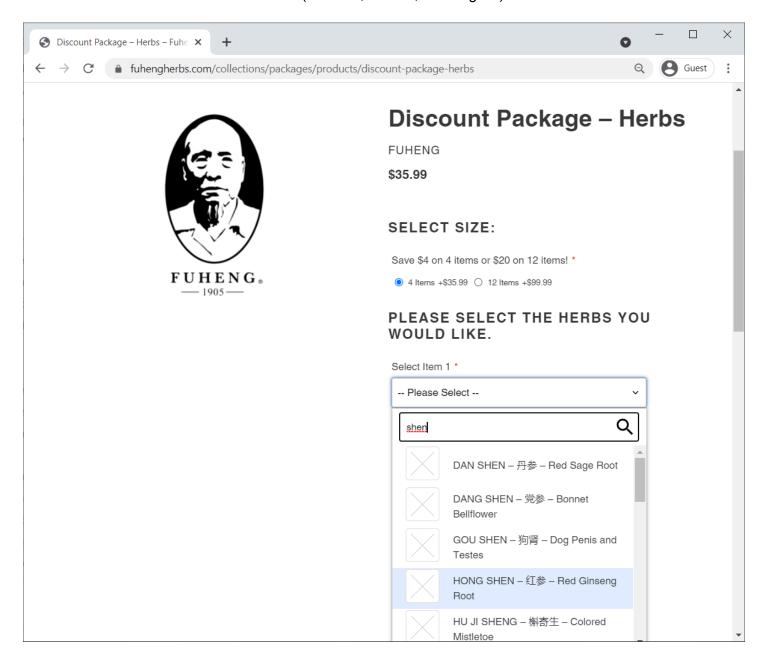
2. Select the discount package you would like. There is a separate package for each product type / price. The first package is for herbs, the second is for the \$19.99 supplements, and the third is for the \$29.99 supplements.



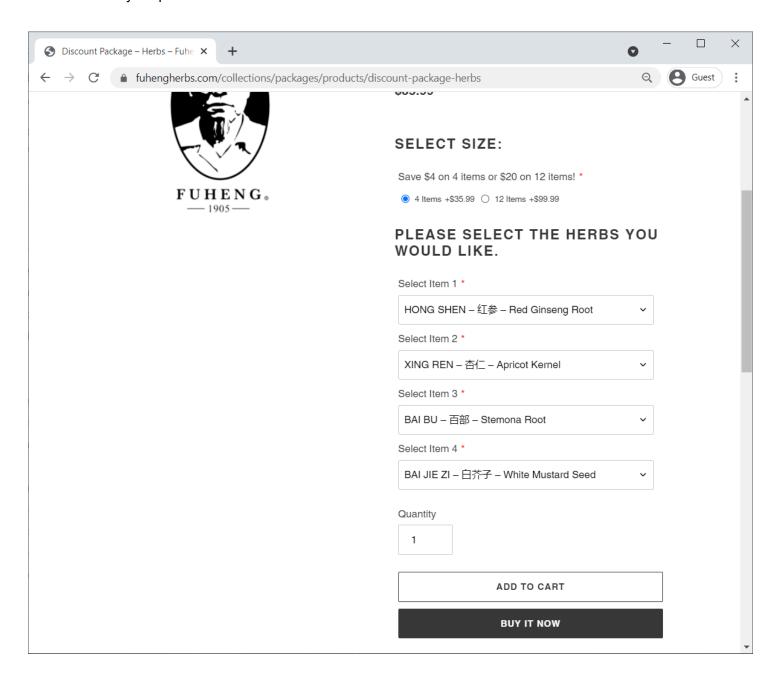
3. Once the package information loads, select how many items you would like.



4. Choose the items you would like in your discount package. You can scroll through the items or use the search bar (Chinese, Pin Yin, and English).



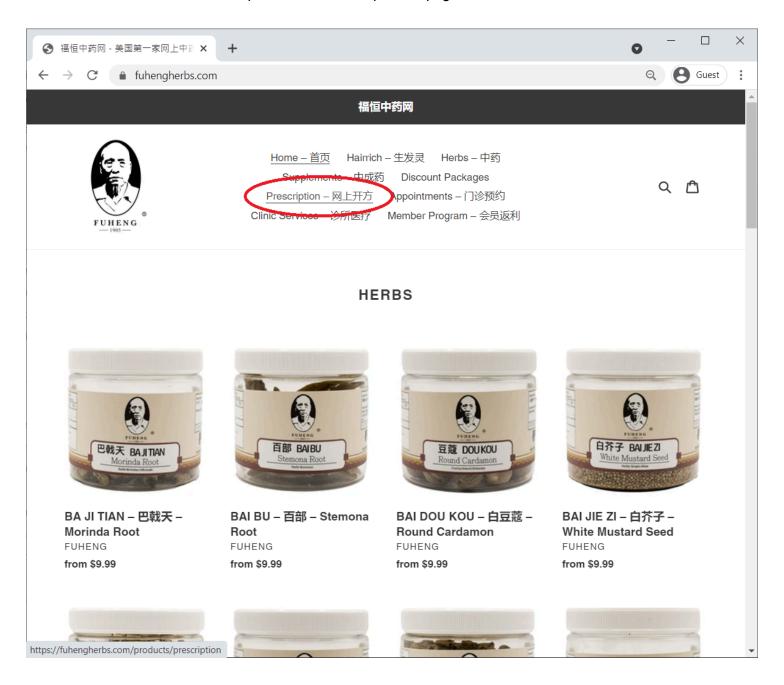
5. Once you've selected all your items, you will be able to add it to your cart and complete your purchase.



How do prescriptions work?

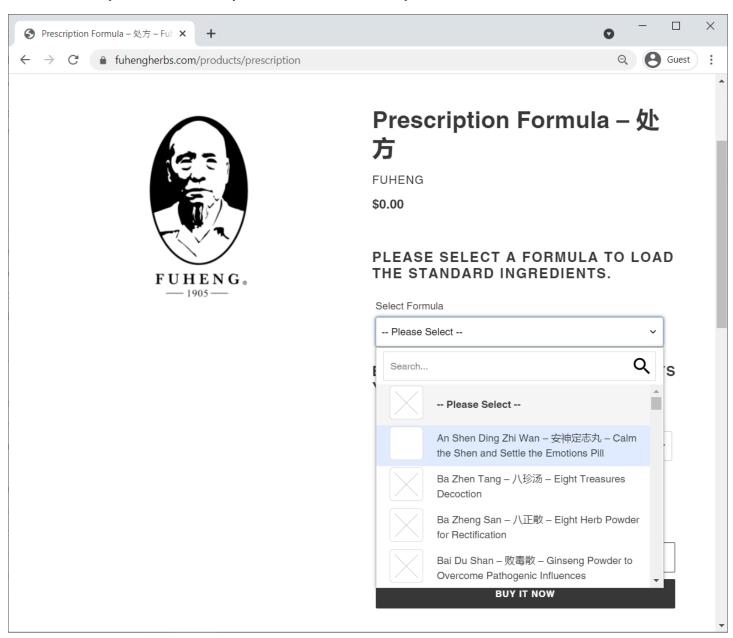
Prescriptions allow you to order individual herb formulas. A Chinese medicine doctor will likely advise you which formulas to order, and may even help you fill in the order on the website.

1. Select the "Prescriptions" tab at the top of the page.



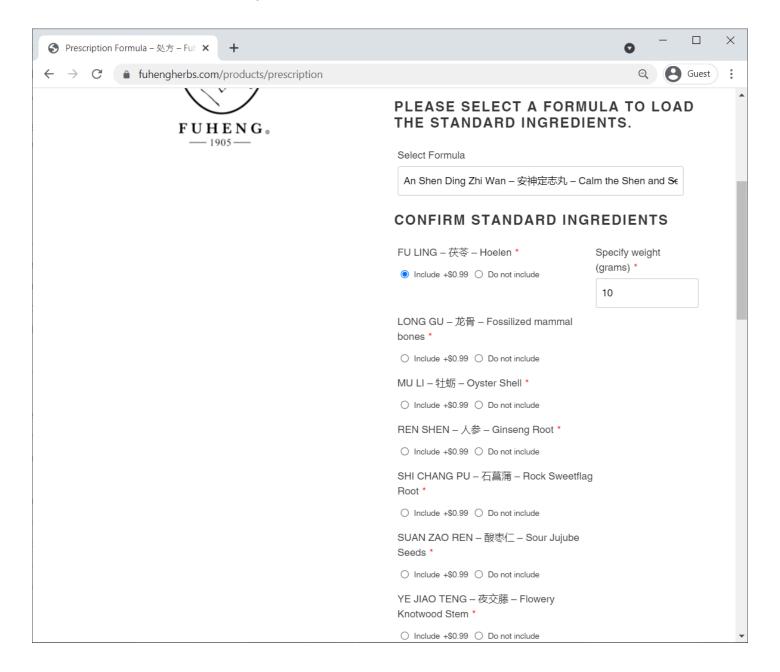
- 2. Wait a few seconds while the information loads.
- 3. If you would like to use a pre-made prescription formula, you can select one from the drop-down menu. You can also search for a certain formula using the search bar (Chinese, Pin Yin, and English).

If you want to create your own custom formula, you can leave this field blank.



4. If you select a formula, the standard ingredients will populate. You will be able to confirm which ingredients you want in your prescription. For each desired ingredient, you will need to specify a weight in grams (these values will likely come from a Chinese medicine doctor you consult with).

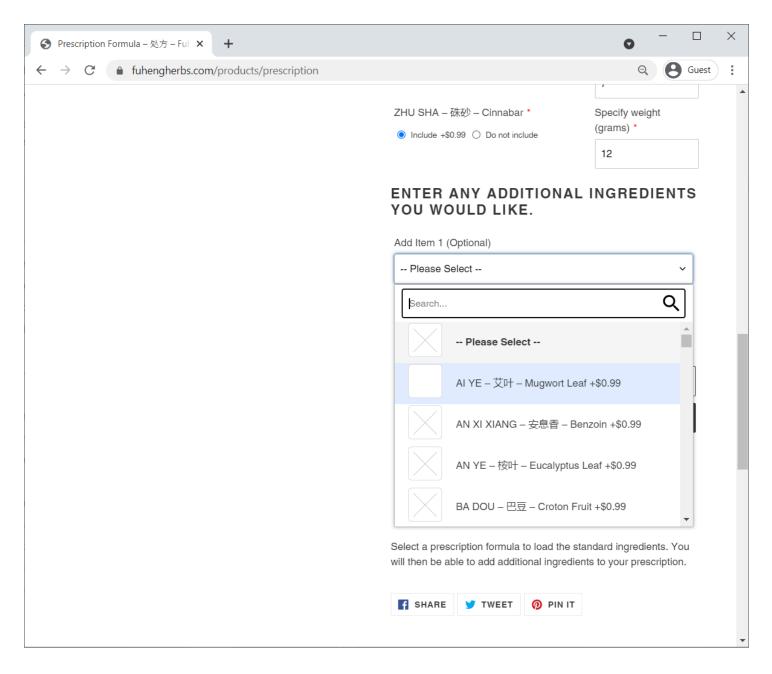
The price of the prescription is determined by how many ingredients are included as well as the specified weight.



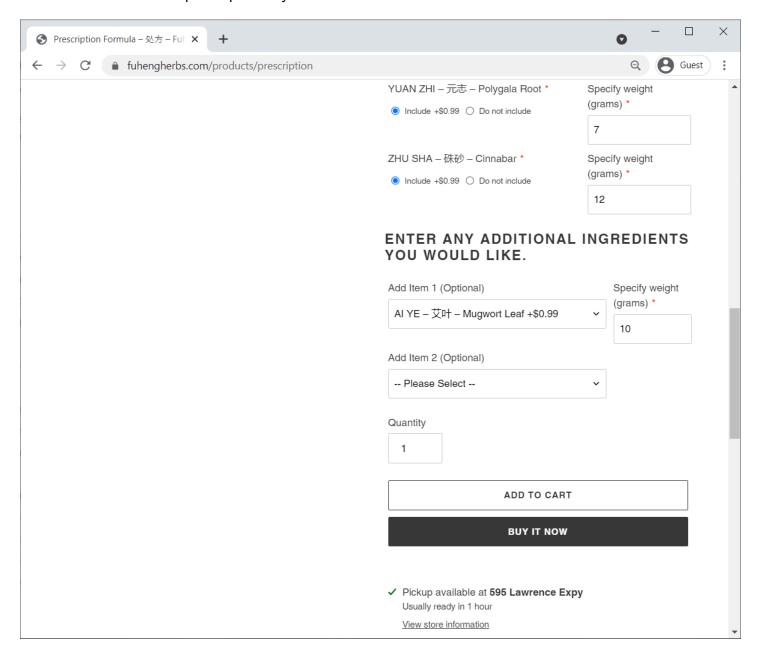
5. Once you confirm your formula ingredients, you will also have the option to add any additional ingredient you would like. This is also how you would create your own custom prescription if you did not select a formula.

You can scroll through the available herbs or you can use the search bar (Chinese, Pin Yin, and English).

Each additional item adds a small cost to your prescription.

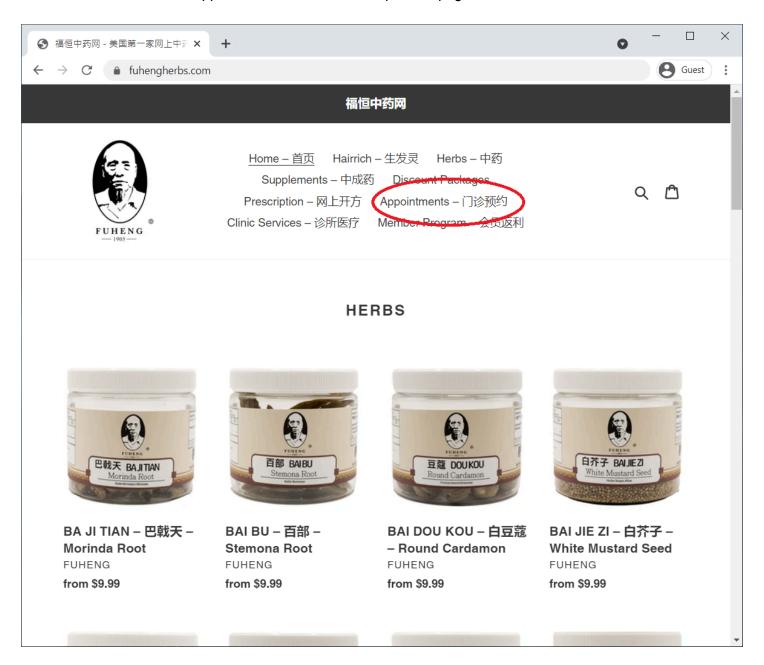


6. Once you have added all the desired ingredients and specified weights, you will be able to add the prescription to your cart and check out.

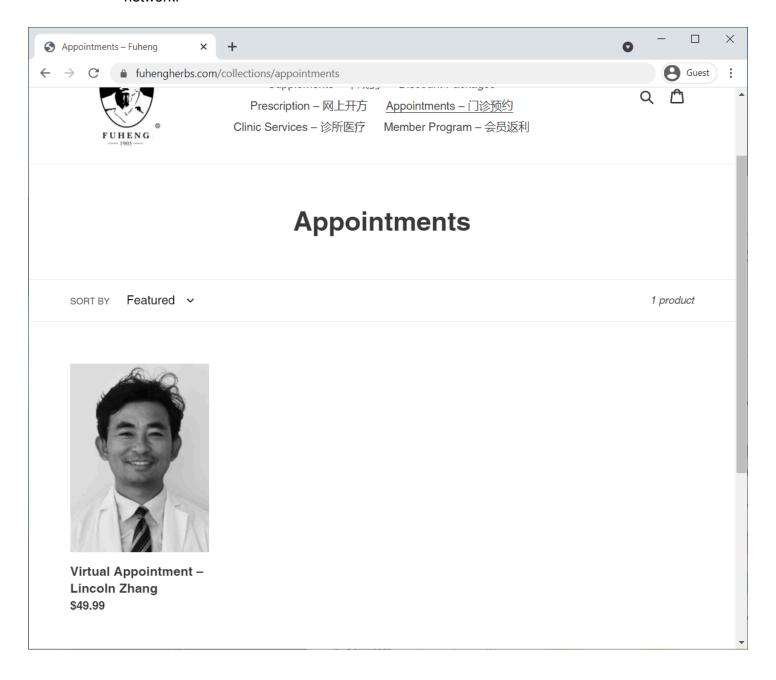


How can I book a consultation appointment?

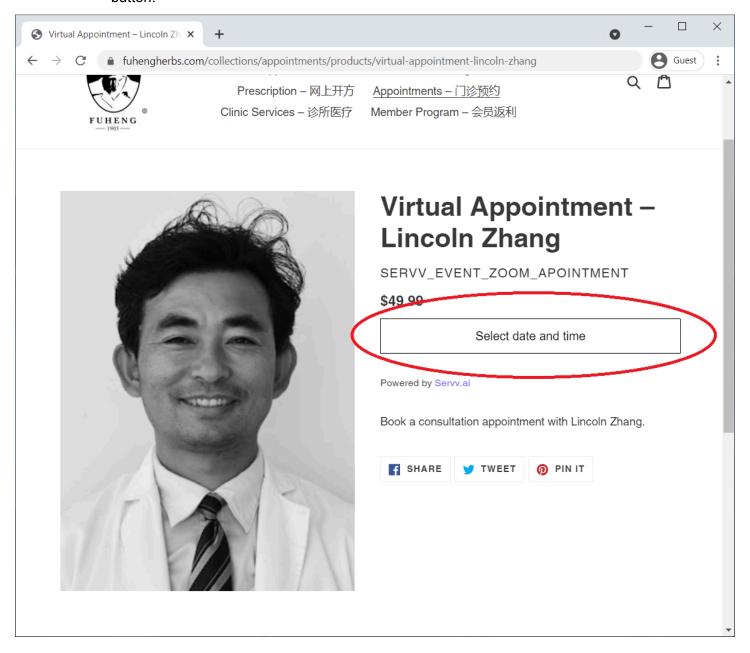
1. Select the "Appointments" tab from the top of the page.



2. From the Appointments page, select which Chinese Medicine Doctor you would like to consult with. We are always working to add additional Chinese Medicine Doctors to our network.



3. Wait for the appointment information to load, and then press the "Select date and time" button.

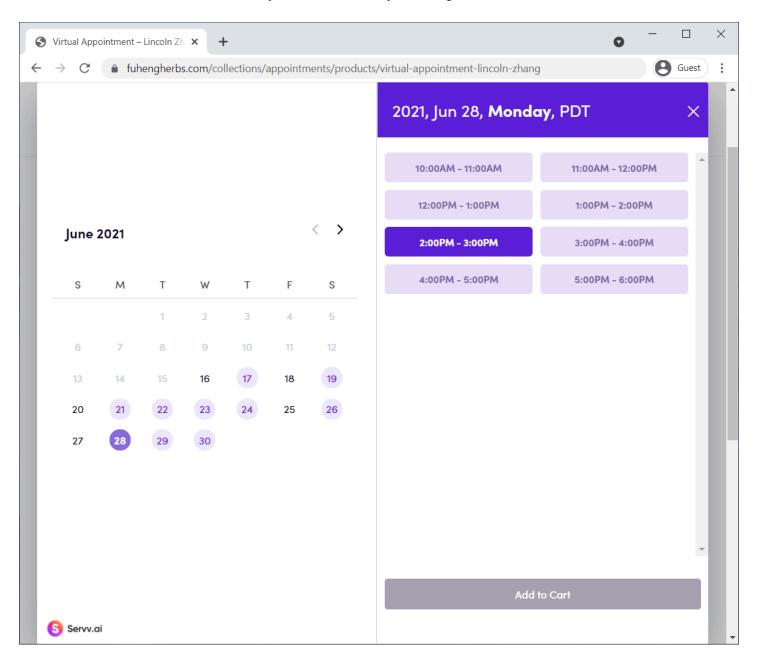


4. Select which day and time you would like to book your consultation. Press the "Add to Cart" button.

Your appointment slot will be reserved for you once you add it to your cart, so feel free to continue browsing the store. If you decide not to book your consultation, make sure to remove it from your cart so others can reserve that slot.

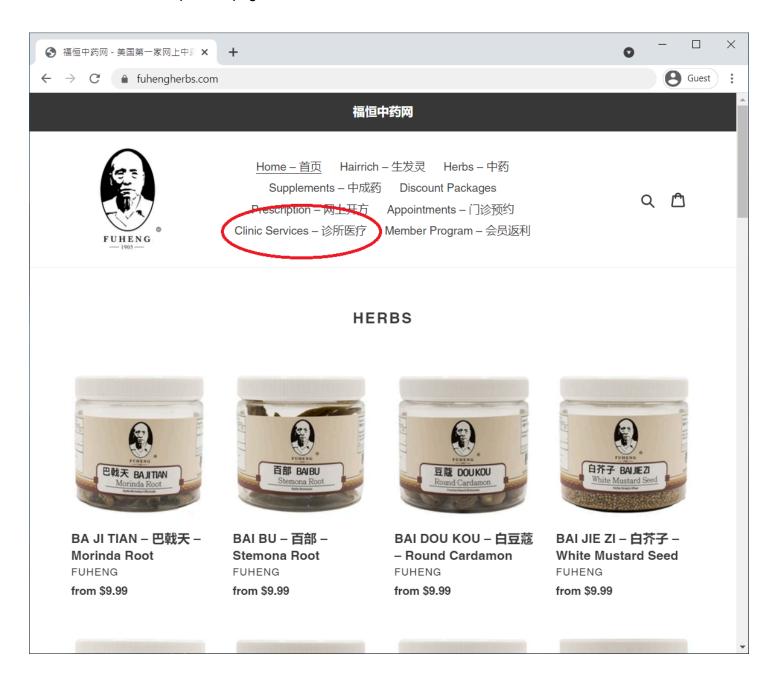
5. Complete the checkout process as normal to book your consultation.

A Zoom link will be sent to your email address for your consultation. If you arrange to come into our office for your consultation, you can ignore the Zoom link.

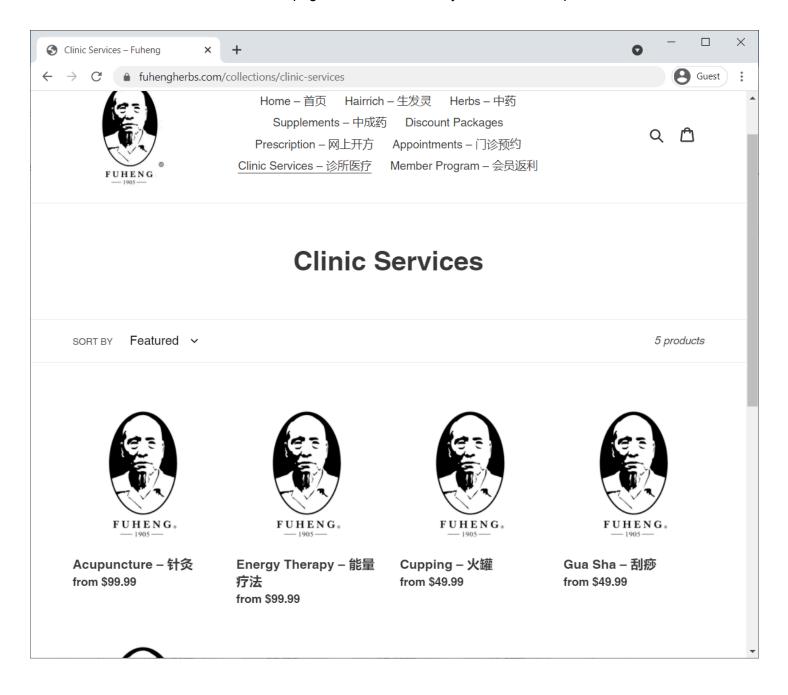


How can I purchase clinic services?

1. At the top of the page, click on the "Clinic Services" tab.

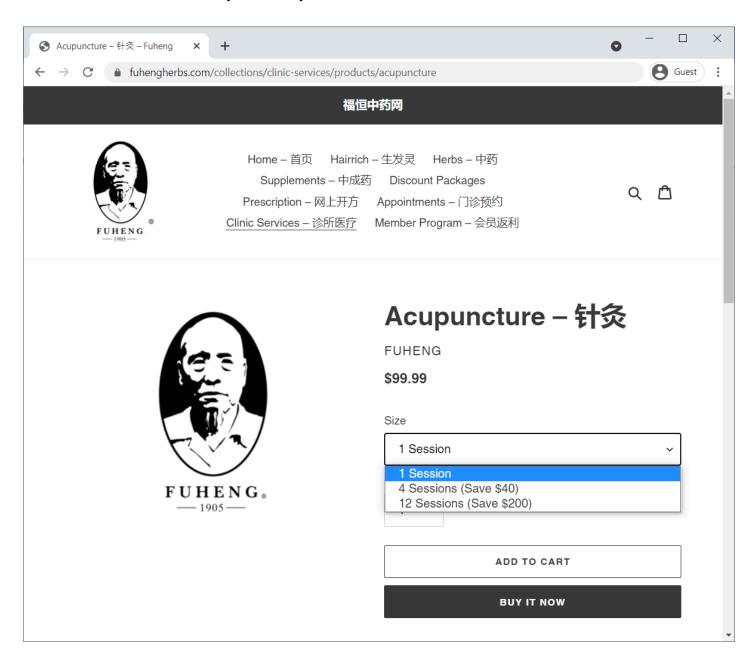


2. From the Clinic Services page, select the service you would like to purchase.



- 3. Select how many sessions you would like and add it to your cart. The more sessions you purchase, the more money you save.
- 4. Complete the checkout process as normal.

You will have to contact our clinic to schedule an appointment for your clinic service. If you purchased more than 1 session, our Chinese Medicine Doctors will help you keep track of how many sessions you've used.



How can I receive 20% off on my purchases?

Note: You do not have to join the member program to receive a discount on your purchases.

There are three ways you can receive your 20% discount:

- 1. You can enter someone's discount code during checkout
- 2. You can click on someone's discount link or paste it into your browser
- 3. You can scan someone's discount QR code using your phone prior to checkout

When you make a purchase in one of these ways, you receive your discount and your friend will receive a commission as well. You only need to use one method to receive your discount. If your friends are unsure how to find their discount codes, they can refer to this question.

Alternatively, you can scan our QR code below. However, your friends and family will not receive a commission on those purchases.

Depending on your device used, you may need to re-scan the QR code or re-enter the discount code before each purchase to ensure you receive your discount.

Scan to receive a 20% discount:



What does the member program allow me to do?

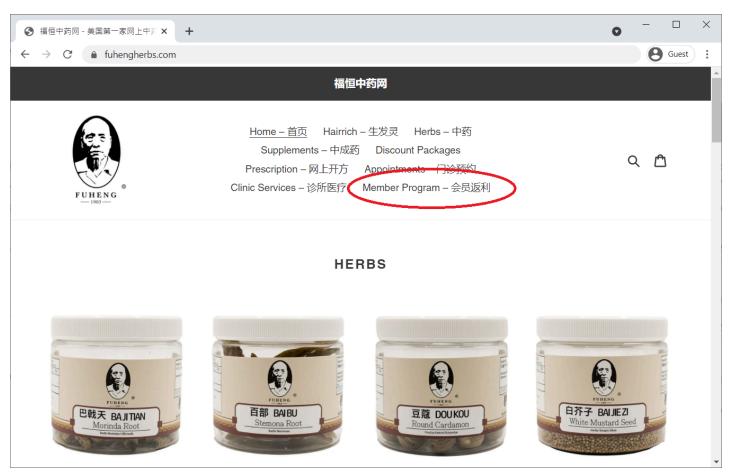
Note: Joining the member program will not give you any discounts on your own purchases. Please see the <u>above question</u> to learn how to receive a discount on your purchases.

The member program allows you to earn commissions by referring others to our website. There are two main ways you can earn commissions:

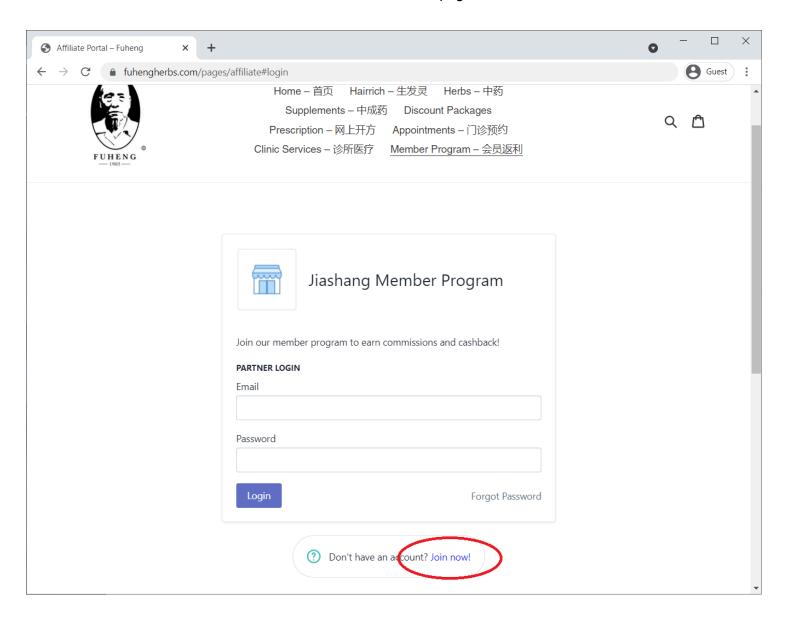
- 1. When you refer someone to our website and they make a purchase, they receive a discount and you receive a commission. (More details)
- 2. When you invite someone to join the member program and they earn a commission by referring sales, you receive a commission as well. (More details)

How do I join the member program?

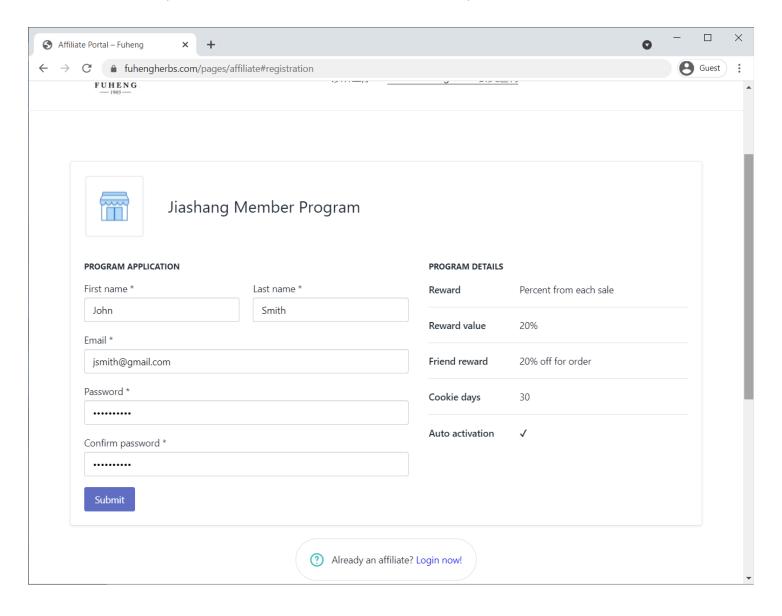
1. Click on the "Member Program" tab at the top.



2. Click the "Join Now" button at the bottom of the page.



3. Enter your name, email, and choose a password for your account. Click "Submit."



How can my friends receive 20% off on their purchases and I can receive a 20% commission?

Referring sales is the main way you can earn commissions. This section will describe the different methods for referring sales and how you can share them with your friends.

To earn commissions you will first need to sign up for the member program. Please refer to the above question to learn how to join.

How it works

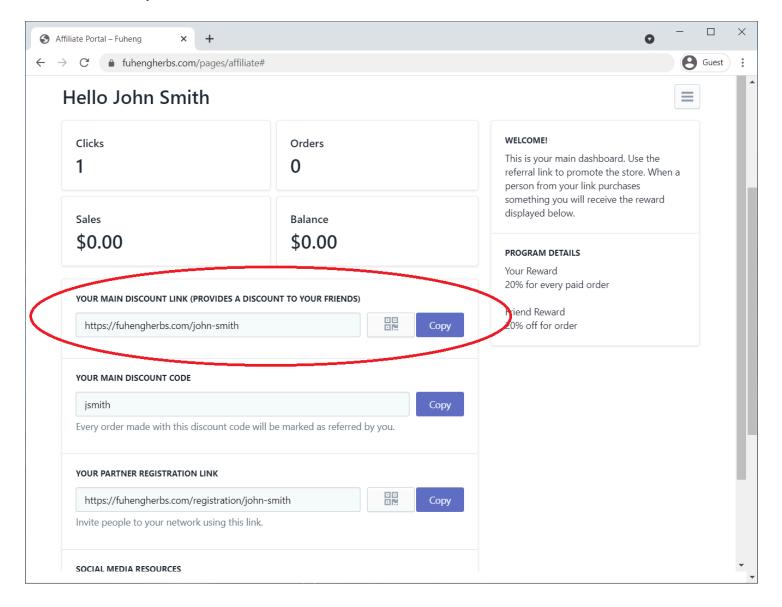
Once you sign up for the program, the system will generate a discount link and a discount code for you. You will share these with your friends so that they can use your link or code to make purchases. When your friends make a purchase using your discount link or code, they will receive a discount and you will receive a commission.

Your Main Discount Link

Your discount link is one of the primary ways you earn commissions and your friends receive discounts. Once someone clicks on your discount link or pastes it into their browser, all the purchases they make will generate commissions for you.

After clicking your referral link, their discount and your commission are automatically applied at checkout. No additional work required.

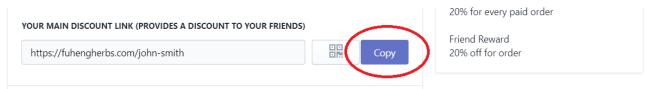
The system will connect your friend's email to your affiliate account so that you can earn commissions regardless of which device or browser they are using. However, this means that your friend will need to use the same email for their subsequent purchases for the system to know that you referred them.



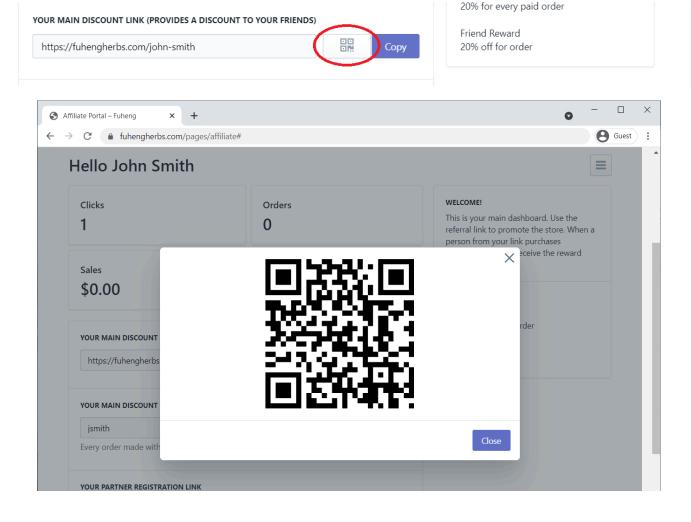
Sharing your Discount Link

As your friends will need your discount link to receive their discounts, it's important to share it with them. There are a number of ways you can do this.

One way is to simply copy the discount link and paste it wherever you need. Your dashboard has a "Copy" button next to your discount link which will copy the link to your clipboard. You can then paste the link in an email, Wechat message, text message, Facebook post, etc.



Alternatively, a QR code is also available, which can be scanned by your friends. Press the QR symbol next to your discount link, and your QR code will appear. Your friends can directly scan the code, or you can take a screenshot of it to send to your friends or post on social media.

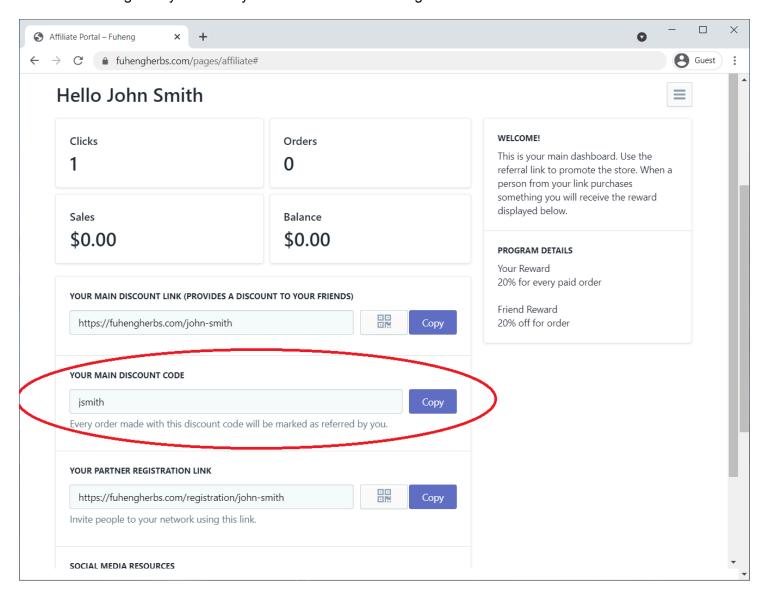


Your Discount Code

Your discount code is the second main way you earn commissions and your friends receive discounts. Once someone applies your code at checkout, all the purchases they make will generate commissions for you.

The system will connect your friend's email to your affiliate account so that you can earn commissions regardless of which device or browser they are using. However, this means that your friend will need to use the same email for their subsequent purchases for the system to know that you referred them.

A discount code is automatically generated for you when you sign up. Your discount code can be changed anytime from your affiliate account settings.



Sharing your Discount Code

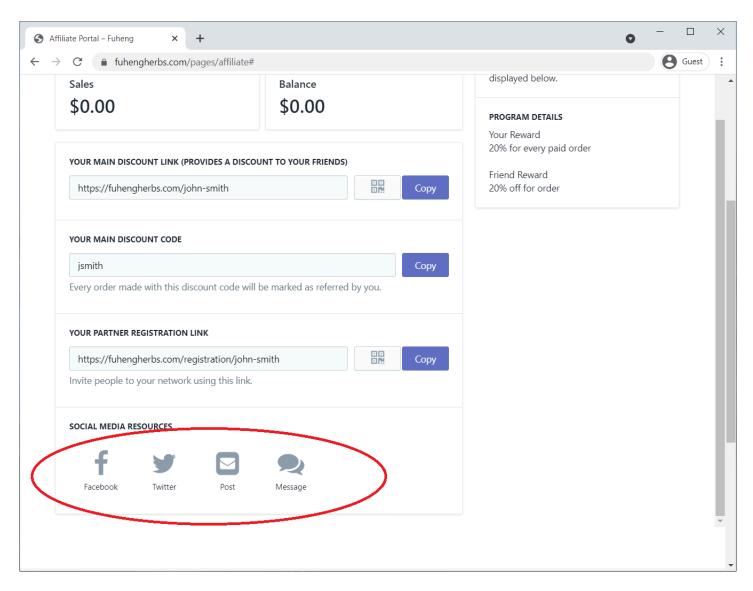
As your friends will need your discount code to receive their discounts, it's important to share it with them. There are a number of ways you can do this.

One way is to simply copy the discount code and paste it wherever you need. Your dashboard has a "Copy" button next to your discount code which will copy the code to your clipboard. You can then paste the code in an email, Wechat message, text message, Facebook post, etc.



Marketing Resources

We also have pre-written marketing resources for you to use that include your discount link and discount code. The Facebook and Twitter resources will open those sites directly, while the Wechat / text message and email message will be copied to your clipboard.



How can I invite others to join the member program? What benefits will I receive?

Note: This is an advanced feature you can use to earn additional commissions. If your friends are only interested in making purchases, these steps are unnecessary. These steps will <u>not</u> provide any discount or commission on your friends' purchases. Please refer to <u>this question</u> to learn how your friends can receive a discount on their purchases.

If your friends are interested in earning commissions themselves, they can join the member program and refer sales. By inviting them to join the program, you earn a commission any time your friend earns a commission. 1

How it Works

- 1. You share your partner registration with your friend.
- 2. Your friend clicks on the link and signs up for the member program. Your friend is now in your MLM tree.
- 3. Your friend shares their discount link or code, and someone else makes a purchase using their link or code.
- 4. Your friend receives a commission on the sale, and you receive a commission as well.

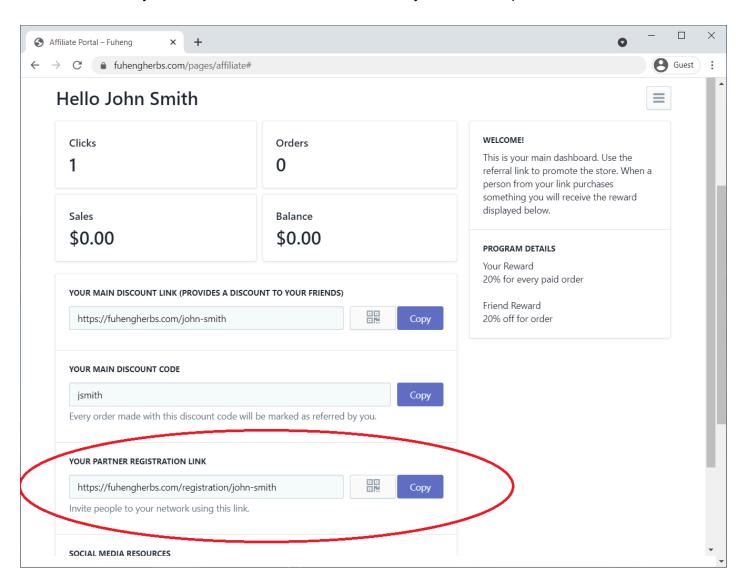
Important note: Even though you have invited someone to join the program, you will not earn a commission on the purchases they make unless they also use your discount link or discount code as described in <u>this section</u>. The two links serve different purposes.

Sharing your Partner Registration Link

Similar to your discount link, your partner registration link has a copy button and QR code button that can be used to share your link with your friends.

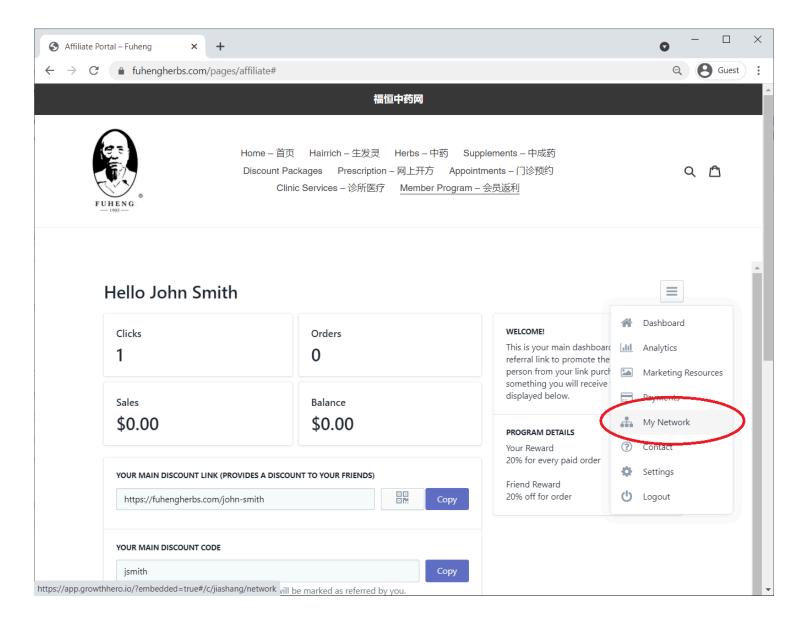
After you copy your link to your clipboard, you can then paste the link in an email, Wechat message, text message, Facebook post, etc.

Alternatively, a QR code is also available, which can be scanned by your friends. Press the QR symbol next to your discount link, and your QR code will appear. Your friends can directly scan the code, or you can take a screenshot of it to send to your friends or post on social media.

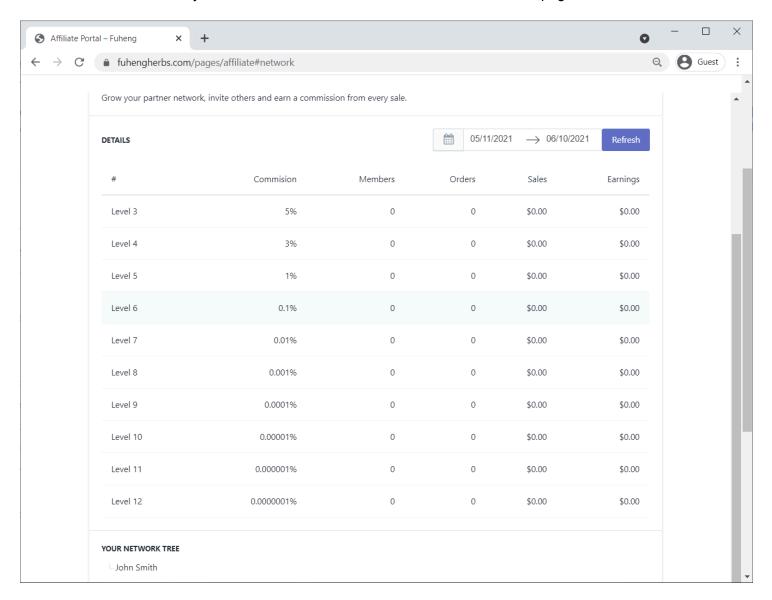


Viewing your MLM Tree

To view your MLM Tree and referral network, press the menu button on the top right and click on the "My Network" button.

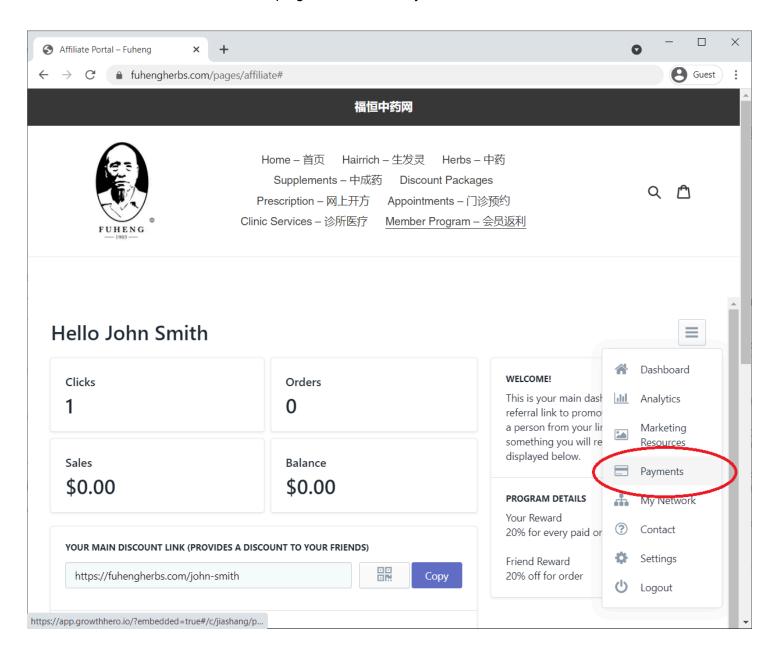


From your Network page, you can see all the sales, orders, and members you have referred from each level in your tree. Your full tree is located at the bottom of the page.



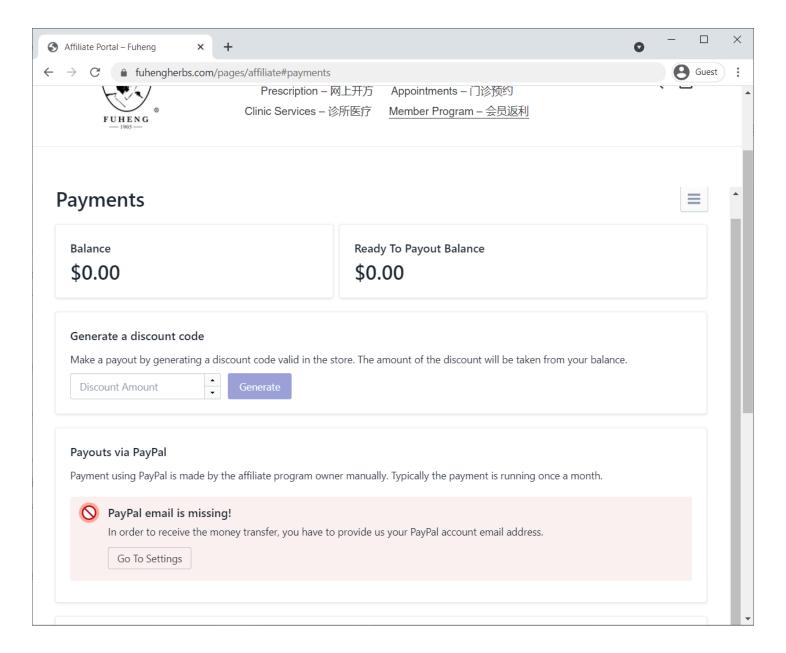
How can I check my balance and receive my commission?

Click on the menu bar in the top right and select "Payments."



From here, you can view your commission balance as well as the amount ready to be paid out (there is a 30-day waiting period on commissions to ensure there weren't any returns or cancelations).

You must enter a Paypal email to receive your payouts. If it's missing, you will be prompted to enter it. Payouts will be done manually by the company for the accounts that have a Paypal email entered. At any time, you can also generate a discount code for yourself, which you can use on our website.



How can I reset my password? What if I don't have access to my email anymore?

From the login page, press the "Forgot Password" button. You will be prompted to enter your email. An email will be sent to you with a password reset link.

If you can't remember which email you used, or you no longer have access to that email, please contact us and we can switch the email on your account for you.

