

# Frequently Asked Questions

## How do I contact Paparazzi?

### SUPPORT HOURS M-F

11:00 AM–7:00 PM (ET)

10:00 AM–6:00 PM (CT)

9:00 AM–5:00 PM (MT)

8:00 AM–4:00 PM (PT)

**PHONE:** 855.697.2727

**FAX:** 435.635.1559

**EMAIL:** [support@paparazziaccessories.com](mailto:support@paparazziaccessories.com)

### OTHER DEPARTMENTS

**IT Department:** [it@paparazziaccessories.com](mailto:it@paparazziaccessories.com)

**Events:** [events@paparazziaccessories.com](mailto:events@paparazziaccessories.com)

**Suggestions:** [suggestions@paparazziaccessories.com](mailto:suggestions@paparazziaccessories.com)

**Compliance:** [compliance@paparazziaccessories.com](mailto:compliance@paparazziaccessories.com)

## How do I log in to order?

- [Back Office – Logging in and Ordering \(Click Here\)](#)

## How do post my picture on my website?

- [Back Office – Uploading Your Picture \(Click Here\)](#)

## How do I post my story on my website?

- [Back Office – Uploading Your Story \(Click Here\)](#)

## **How much do I charge for each piece?**

- Each item is \$5.00. Necklace and earring sets, Bracelets, Rings, Larger earrings, and Hair accessories. You buy each item individually for \$2.75 and sell for \$5 making a 45% instantly.
  - no product can be resold or retailed for less than the suggested retail price (no product under \$5 USD)
- There is a starlet shimmer line that offers ten rings, earring, or bracelets in assorted colors with a retail price of \$1 each. You purchase this kit of 10 for \$5 making each piece \$.50 your cost making a 50% profit.

## **How does sales tax work?**

- In states where the Paparazzi products are subject to sales tax, the Consultant is charged for the sales tax at the full Retail Sales amount at the time of the wholesale purchase of inventory. This is intended to ensure that each state tax agency is made whole on any potential sales from the transactions of that wholesale product. Paparazzi collects these taxes at the time of wholesale inventory purchase and remits it to the state on behalf of the retail sale that the Consultant may now have. The sales tax is charged at the local level of the location where the order is shipped. Paparazzi also collects retail sales tax (based on shipping location) from customers that order online from the Paparazzi website. This also allows the Paparazzi Consultant the option of charging their local taxes on their Customer transactions and recuperate that cost, or absorbing it into their business structure; while at the same time not bringing any uncovered sales tax liability on Paparazzi or the Consultant. Paparazzi is required to remit sales tax this way.
- Example: You buy 5 items at wholesale is \$13.75 and we are charged tax on the retail of \$25.00

## **Can I use a PO box as my address?**

- A Post Office Box (P.O. Box) is acceptable for a billing address, but not acceptable for a shipping address, as inventory packages will NOT be shipped using the USPS and will NOT be delivered to a USPS P.O. Box unless a delivery confirmation waiver is received.

## **How much is shipping?**

- \$5.99 flat rate shipping if your order is under \$100 before sales tax
- FREE if your order is \$100 or more before sales tax

## **Are kid's hair accessories less than the adult hair accessories?**

- They are the same price \$5.00

## **How do I not cancel do to inactivity?**

- You need to buy 200pv Year-To-Date to not lose their consultant status.
- Example: You need a total of 200pv Jun 20, 2016- Jun 20, 2017 the next month you need a total of 200pv from July 20, 2017 – July 20, 2017 ect.
- If you don't keep your 200pv Year-To-Date you will be automatically canceled and won't be able to re-join for 12 consecutive months.

## **How do Hostess rewards work with Paparazzi?**

- When you place an order, Paparazzi helps you “pay” your hostesses by giving you 10% of your sales order in free product. It is requirement as a consultant to give your hostesses 10% of the party sales in free product. Paparazzi gives that back to you in hostess rewards so it doesn't take away from your 45% sales profit.
  - The credit amount is determined from Retail Sales (not profit), and is exchanged for Retail Price (\$5 USD).
  - Most consultants give more than the required amount of hostess rewards.
- For every 20 pv (10 items at \$2.75) you will receive 1 hostess Reward (10% back in hostess rewards). You can use these are the hostess rewards or I let my hostess choose what they want out of my inventory for their rewards.

## **What color is the best color to paint your peg boards?**

- Grey – because it is the only color in the color spectrum to let other colors show their true color. Some consultants do pink or black to stick with the color scheme of Paparazzi but it is up to the individual. My boards are light grey.

## **What do you do with broken jewelry that is not repairable?**

- Consultants are required to inventory their product upon its arrival and report damaged or defective pieces within three (3) business days of receipt. Consultants are expected to report any issues directly to the Paparazzi Support Team at: (855) 697-2727. They are available Monday through Friday.
  - Paparazzi only warrants against manufacturer defects. There are times when small pieces of jewelry may be loose (i.e. jump rings) and only need a small adjustment; these are not manufacturer defects if they can be reasonably corrected using the Complete Jewelry Tool Kit included in each Starter Kit will not be considered returnable.
  - If indeed, it is determined that there is a manufacturer defect, the Paparazzi Support Representative will approve an RMA (Return Merchandise Authorization) Number for the defective pieces ONLY.
  - The Consultant will then be required to complete and submit a Return Request Form and send it, along with the defective merchandise to Paparazzi. Upon receipt, a credit for the amount of the original purchase price will be placed on the Consultant's account. This credit can be accessed via the Back Office and can be applied to a future order with Paparazzi. Return shipping costs will be included in the amount of the credit if the return shipping method indicated on the Return Request Form was used.

## **After ordering the original kit do you order more kits or just order certain pieces?**

- There are different kits available for consultants to choose from to make the ordering process less time consuming – Once you purchase a kit you are able to order from the back office 1 at a time as you choose.

## **What is the best way to answer when a customer or someone interested in jewelry asks to see a catalog?**

- What I tell people when they ask if there is a catalog – is that our jewelry is so fashion forward there is no time to have catalogs printed and shipped to consultants in time to keep up. The best way to see the jewelry is direct them to your personalized website and they can see it there. Another way is if you have jewelry on hand with you everywhere you go or ask them if they would like to host a fb or home party.

## Where do I find the logo for my business cards?

- The logo we are allowed to use as a consultant can be found in your back office
  - [paparazziaccessories.com](http://paparazziaccessories.com) (Click Here) log in (upper right corner)
  - Click the tab that says my back office
  - Click Resources
  - Independent consultant Logo
  - NOTE: When using the logo you must have independent consultant with it.

## Where do I find Policy and Procedures?

- You can log into your Back office
  - [paparazziaccessories.com](http://paparazziaccessories.com) (Click Here) log in (upper right corner)
  - Click the tab that says my back office
  - Click Resources
  - Terms & conditions
- [Paparazzi Policies And Procedures \(Click Here\)](#)

## Can we sell outside of the USA?

- Consultants are only allowed to sell the Paparazzi products and opportunity within the United States, and those countries that Paparazzi has announced they are officially launched in (currently only the United States, including Puerto Rico and Guam).

## Can we sell online?

- Independent Consultants may not use any online forum (eBay, classifieds, Craigslist, or any other online retail tool) to bundle, distribute, or sell Paparazzi products.

## What do we do with our Income taxes?

- As an independent contractor, Independent Consultants will receive an IRS Form 1099 (Non-Employee Compensation) earnings statement if they are a U.S. resident that has earnings of over \$600 paid from Paparazzi in the previous calendar year. The Independent Consultant is solely responsible for paying local, state, and federal taxes on any income generated as an Independent Consultant. A copy of all IRS Form 1099s that are generated as a result of the criteria above will be remitted and sent to the United States Internal Revenue Service for the applicable tax year. If at any point the Federal Tax Information (name, SSN, EIN, etc.) provided by the Independent Consultant is wrong or contains an error, Paparazzi may hold all future earnings until the error is rectified within Paparazzi's records and the correction is remitted to the IRS; in these circumstances, pending the severity of error, the Consultant may be subject to be liable for any fines incurred by excessive errors submitted to the IRS.

## **When doing an event or party can more than one Paparazzi consultant be there?**

- Only one Paparazzi booth is allowed per show or event. It is the Consultant's responsibility to check with the show managers or promoters to ensure that there are no Paparazzi Consultants contracted before space is contracted. d. Paparazzi show booths must exclusively offer Paparazzi Accessories. Paparazzi
  - The Consultant must make it known to the show managers and promoters that he or she is a Paparazzi Consultant and that he or she can be the only Paparazzi Consultant present at the event. This must be done in writing. Failure to obtain written acknowledgement from the show manager or promoter that they understand this policy minimizes the Consultant's ability to mediate any potential issues that may arise.

## **How do I get a Sales Tax number for an event I am doing?**

- You need to call Paparazzi at 697.2727 during business hours and ask them for the sales tax number in your area.

## **Does Paparazzi offer liability insurance?**

- Paparazzi does not provide or offer any form of business or liability insurance for a Consultant's business. Consultants are free to purchase such insurance for their business. Homeowners or automobile coverage usually does not provide coverage for any type of business related injury, theft, or damage.

## **What constitutes a month as far as commissions are concerned?**

- From the 1<sup>st</sup> to the 31<sup>st</sup> unless there are 30 days that month – is the commission period but commissions are paid out on the 20<sup>th</sup> of the following month – For example; December commissions will be paid out after the 20<sup>th</sup> of January.
- Direct deposits are deposited on the 20<sup>th</sup> unless the 20<sup>th</sup> falls on a weekend then it will be the next business day after the 20<sup>th</sup>. Most banks have a 3 day holding period, each bank differs please check with your banking facility.

## **How do I qualify for a commission check?**

- A Consultant must be active (accumulate and/or purchase a minimum of 50 PV within a commission period) in good standing, and in compliance with the Agreement to qualify for bonuses and commissions. So long as the Consultant complies with the terms of the Agreement, Paparazzi shall pay commissions to qualified Consultants in accordance with the Compensation Plan and their qualifications. If at any time during a month a Consultant account is suspended for compliance or policy issues, their commission check for that month will be held until the Compliance Department determines a resolution to the issue. If it is found that there was no violation, the check will be issued at that time. If the account is terminated as a result of proven violations, the commission will not be paid. The minimum amount for which Paparazzi will issue a check or direct deposit is \$20.00 (after a \$2.50 processing fee for printed checks). If a Consultant's earnings for the month total less than the aforementioned amount, those funds will be placed on their Paparazzi account to be added to the next commission payout cycle. Once the minimum amount has accumulated, the standard payout process will be triggered. In the event that a check must be reissued due to misinformation out of the control of Paparazzi, an additional \$2.50 will be charged and taken from the check amount.

## **When do commission checks get paid out?**

- Commissions are only paid in the form of checks or direct deposit, and are paid as a whole payment in relation to the activity within the last previously closed commission period. Commission periods (and qualification periods) begin the first day of every calendar month at 12:00 AM EST, and conclude the evening of the last day of every calendar month at 11:59 PM EST. After a commission period is closed, a monthly audit and commission calculation begins. Final commission calculations will be posted (via the Virtual Back Office) around the 10th of the month, and the checks mailed and deposits made no later than the 20th day of the following month for which the commissions are being processed. Commission checks are only mailed to the mailing address on file, and are issued only in the primary name on file (personal or business).

## **What do I do if my customer needs to return something?**

- An item is considered eligible for return if one or more of the following criteria has been met:
  - The item was received due to an error on the part of Paparazzi Accessories
  - The item was damaged in transit
  - The item was broken prior to being worn
  - The item has a manufacturing defect such as a non-functioning clasp, abnormal discoloration, or a jump ring not being closed properly
- The request for return must be made within 10 business days of receipt to be eligible for a full refund. To initiate a return, the customer must contact Paparazzi Support at (855) 697-2727 to obtain a Return Merchandise
- Once the returned merchandise has been received, a direct replacement will be sent to the customer. If the returned item is no longer available for purchase, a refund in the amount of the original purchase price will be processed on the original form of payment.

## **What happens if a customer returns an Item they bought on my replicated site?**

- In the event that a commission has been issued on the sale of product that is eventually returned or on inventory that is accepted back by Paparazzi, any bonuses or commissions that were calculated and paid on the initial sale of the inventory or products will be deducted from the month in which the refund or return took place. This may continue for subsequent months until the paid commissions are recovered from all Consultants up the tree which may have earned commissions from the initial sales of the refunded inventory.

## **Does Paparazzi guarantee a life time warranty on the inventory?**

- Paparazzi does not guarantee or warranty its product after it is removed from the packaging and/or used. Paparazzi Accessories are fashionable, trendy, and inexpensive. There is no intention or claim at the time of retail purchase of any life of the product, guarantee, or warranty. Consultants are encouraged to have their own satisfaction offerings within their own business, but to never offer any type of product life guarantee by Paparazzi. Used or opened product will not be returnable to Paparazzi, whether by a Retail Customer or an Independent Consultant.

## **What is the Fashion Fix?**

- [Fashion Fix \(Click Here\)](#)

## **How do I get on the Fashion Fix?**

- Enrollment in the Fashion Fix is limited by availability. A Consultant can request to be placed on the waiting list for Fashion Fix enrollment anytime by contacting Paparazzi Support. As spots in the Fashion Fix become available, Consultants will be subscribed to the Fashion Fix in the order in which they were added to the waiting list. When a Consultant is subscribed to the Fashion Fix from the waiting list, they will be notified via email and their credit card will be charged when the next Fashion Fix processes

## **Do I need to be on Fashion Fix?**

- When a Consultant subscribes to receive the monthly business auto-shipment (hereafter referred to as the Fashion Fix), the Consultant acknowledges that it is an optional service, and is in no form required by this document, literature, or training. The Fashion Fix is designed to help the Consultants in the following ways:
  - Contributing to the minimum monthly level of Personal Volume (50) required to be considered active and eligible for commissions;
  - Maintain new inventory on hand through regular inventory shipments.

## **What happens if an Item sells out after I purchased it?**

- If an item that has been purchased sells out before an order is fulfilled, the Consultant will be notified via email. This email, along with the order's packing slip, will list each item from the Consultant's order that has sold out. A credit for these items (and applicable sales tax) will be placed on the Consultant's account. This credit can be accessed through the Consultant's Back Office and can be applied towards a future order. A replacement will not be offered.

## **What is PV?**

- Personal Volume
  - The Paparazzi compensation plan uses points instead of dollars when determining commissions earned. Each standard Paparazzi accessory has a point value of 2 PV attached to it (i.e. one necklace equals 2PV). Starlet Shimmer holds 0 PV value.

## **What is OV?**

- Organization Volume
  - The volume of each Consultant in your downline added together. This does not include your own personal volume.