

MÖDERE™

SMARTSHIP PROCEDURE

By enrolling in Modere SmartShip you will experience a whole new level of convenience. When you create a SmartShip profile all of your favourite Modere products that you add to SmartShip will be automatically delivered at a regular time. Customise your SmartShip profile by choosing which day of the month you want to receive your SmartShip order, and also have the option to customise the frequency of how often you receive your SmartShip order so you can experience your favourite lifestyle essentials on a time frame that works for you. Each product can be staggered at a different frequency however SmartShip can only execute on one day per month, to one shipping address and on one credit card.

If you include Modere I/D™ as one of your Smartship products in your profile you will receive \$20 discount on that product and FREE shipping. Your discount and FREE shipping is only applied upon execution of your SmartShip order.

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CREATING A SMARTSHIP PROFILE

1. There are 2 ways to add products to your SmartShip Profile
 - a. Click **Shop/Quick Shop** - Find the product you wish to add, click **"Add"**
 - b. Click **Shop/choose your category** - Find the product you wish to add, click **"View"**
2. Select **"SmartShip"**
3. Determine if you want this product delivered as a once off, or every 1, 2, 3 or 6 months
4. Select **"Start Month"**
5. Click **"Add to SmartShip"**
6. You will be advised that your profile is not set up, click **"here"** to enter your SmartShip Profile
7. Add your shipping details, add credit card information and which day of the month you wish to execute and ship this order (defaults to the next day)
8. Click **"Update Smartship"**
9. Repeat steps 1-6 for every product you want in your SmartShip Profile - even if the product is only a one off purchase for this next SmartShip order
10. When your SmartShip product selection is complete - view your entire SmartShip Profile by hovering over the black Silhouette in the top right (next to Welcome) and select **"SmartShip"**. All of your products will be listed. Additions and deletions to products can be made here. Please check and confirm the frequencies and start month are as you require.
11. To view the coming Scheduled orders and order totals scroll to the bottom of the SmartShip Manager section. This is for your reference to ensure you have the funds to execute the order.
12. 15 minutes after your final addition to your SmartShip profile you will receive an email confirming your profile.

Your SmartShip Profile will execute at one minute past 3am (ACDT/ACST) on the Ship Day and you are not able to edit your profile for this day.

If SmartShip is set up correctly, nothing is added to your cart and you do not need to submit anything for this SmartShip Profile to be active.

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FUTURE SMARTSHIP ORDERS

5 days prior to your next Ship day you will receive an email detailing the products that are due to execute with your next SmartShip order as per your SmartShip Profile set up giving you the opportunity to edit or add to your next SmartShip order.

To edit Ship Date, Shipping Address or Credit Card details:

1. Hover over the black silhouette in the top right (next to Welcome...) and click on **“SmartShip”**
2. In SmartShip Manager click **“Edit Profile”**
3. Change the details that you wish to change – please ensure your Credit Card Expiry Date is current

To add a product to your SmartShip Profile:

1. There are 2 ways to add products to your SmartShip Profile
 - a. Click Shop/Quick Shop - Find the product you wish to add, click Add
 - b. Click Shop/choose your category – Find the product you wish to add, click ‘View’
2. Select **“SmartShip”**
3. Determine if you want this product delivered as a once off, or every 1, 2, 3 or 6 months
4. Select **“Start Month”**
5. Click **“Add to SmartShip”**
6. Repeat these steps for every product you want in your SmartShip Profile

To adjust the quantity or change the frequency of a product already in your SmartShip Profile:

1. Hover over the black silhouette in the top right (next to Welcome...) and click on **“SmartShip”**
2. Change the quantity of the product you want to change or the frequency of receiving the product for future orders

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To delete a product from your SmartShip order online:

1. Click on SmartShip in the Profile section, top right hand corner
2. Click the “X” next to the product you want to remove from your SmartShip Profile
3. Select “Delete” from the pop-up box. The subtotal of your SmartShip order will update automatically

15 minutes after your final amendments to your SmartShip profile, you will receive an email confirming your updates.

CANCELING YOUR SMARTSHIP ORDERS

To cancel your SmartShip Profile remove all the products from the SmartShip Manager as per instructions above in the “Delete a Product from your SmartShip Profile”.