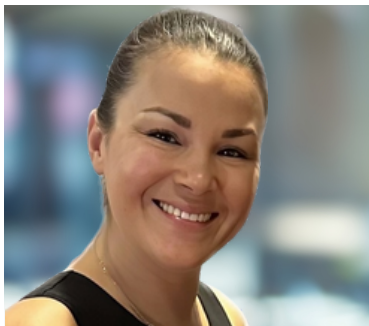


Your Guide to BENEVE SUPPORT

At Beneve, we take great pride in providing unparalleled service. Our commitment lies in wholeheartedly supporting our community with genuine care and an unwavering determination to exceed expectations, demonstrating our gratitude for you in every endeavor we undertake.



Crystal Willoodson
Director of Customer Support

SUPPORT CONTACT INFO

HOURS: M-F | 9AM - 5PM EST

EMAIL: Support@Beneve.com

Things to Check

BEFORE CONTACTING BENEVE SUPPORT

YOUR EMAIL

Please check your email, including spam, for information on addressing your concern or finding the answer efficiently!

YOUR UPLINE

Consult your upline for assistance! They're likely equipped to provide the answer or guide you to it swiftly.

WEBSITE

Explore our website & back office! We offer abundant information on products, and resources as well as numerous FAQs.

FACEBOOK

We have a special private Facebook group for our Influencers, with hundreds of resources aimed at helping you with your business!

CONTACTING THE BENEVE SUPPORT TEAM:

- Emailing support (Support@Beneve.com) has proven to be a much more efficient & documented process than calling!
- Allow 24 hours for your support ticket to be responded to.
- Please include your full name, ID number, Order Number, or any other relevant information.

Common Questions

PLEASE REVIEW THE FAQs BELOW TO SEE IF WE CAN PROMPTLY ADDRESS YOUR QUERY WITHOUT THE NEED FOR A RESPONSE DELAY!

Q: How do I login to my back office?

A: Go to Member.Beneve.com. Following your enrollment, you receive an email with instructions on how to log in, as well as your Beneve username, or ID number and password. Don't forget to check your spam :)

Q: I forgot my password to my back office?

A: Go to Member.Beneve.com and below the login credential boxes, you will see a link 'Forgot Password?'

Q: When will my package arrive?

A: We are proud to offer exceptional product fulfillment services, which allow you to receive your products quickly, as well as tracking throughout the delivery process via your back-office. Simply log in to your back-office, and then click on the 'SHOP' and then 'ORDER HISTORY' to locate your tracking information. All orders received are shipped within 48 hours, Monday through Friday.

Q: What is your refund policy?

A: At Beneve, we stand behind our products with a 30-day money-back guarantee on any unopened product. Contact us at support@beneve.com to obtain more product return information.

Q: What should I do if something is damaged, missing, or I am otherwise unsatisfied with my order?

A: Beneve is here to make things right! Reach out to us at Support@Beneve.com (include your name, ID number, order number, and your issue with any particular product in your order).

Q: When do I receive pay on my retail profits from customer orders?

A: Please review pages 9 & 10 of the compensation plan for details. New Customer Bonuses are paid weekly (Friday), 1 week in arrears. Customer Retention Bonuses, which are those customers that have recurring monthly orders, are paid monthly (on or before the 15th of the following month after which they were earned. If you still have questions, please contact Support@Beneve.com