

**Q: How do I shop for Become products?**

**A:**

As a **new customer**, you will need to register to shop on the *become* website. Follow the instructions below and soon you'll be able to shop our wonderful products.

1. Click on the SIGN UP tab on the top right hand side of the page.
2. On the left hand side, click on register AS A CUSTOMER.
3. Select country.
4. You may leave the SPONSOR INFORMATION block blank if you don't have an advisor that you are working with, and we will assign one to you.
5. You are required to fill in all blocks marked with a \*.
6. Once you are completed, click on the SUBMIT tab at the bottom of the page.
7. Congratulations! You are now a *become* customer – HAPPY SHOPPING!
8. You can now shop 24/7 using your Username /ID and Password.

As an **existing customer**:

1. Select SIGN IN, in the upper right hand corner.
2. Sign in using your Username or ID and Password.

If you forgot your **Username/ID** and or **Password**:

1. Click on SIGN IN, in the upper right hand corner.
2. Click on FORGOT PASSWORD under sign in to my account.
3. You will receive an email with your username/ ID and instructions on how to reset your password.

**Q: Do I need a Sponsor to sign up as an Advisor?**

**A:** Yes, you do. The easiest way to do this is to click on “connect with an advisor” to find someone in your local area, or contact Customer Service (see below for contact information), and one of our Customer Service Reps will be more than happy to assist you.

**Q: How do I update my personal information?**

**A:** Once you have signed in, click on the PROFILE tab. Please note that all blocks marked with a RED \* are required in order for any updates to be made. Be sure to click SAVE after any changes have been made.

**Q: How do I update my email address?**

**A:**

1. Once you have signed in, click on the PROFILE tab.
2. Update your email address.
3. Click on the SAVE tab.
4. Be sure to email [service@becomebeauty.com](mailto:service@becomebeauty.com) with your updated email address. We have 2 separate e-mail systems, which means if you update only your profile and do not contact us and let us know that you changed it, you will miss out on specials and discounts.

**Q: Why is the system telling me that my e-mail address is invalid?**

**A:** This means your email is already listed in our system, perhaps several times under yourself as a customer or as an Advisor. The system does not allow you to use the same email twice; therefore, you have a couple different options.

1. You can continue on using a new email address, or
2. You can Contact customer service (information below) and we can remove the other emails listed under your name and add a new email address for you.

**Q: What is *become's* return policy?**

**A:** When you click on the CONTACT US tab and you will be able to review our Return Policy.

AUS

[ozservice@becomebeauty.com](mailto:ozservice@becomebeauty.com)  
1800-2-BECOME (1800-2-232663)

USA

[service@becomebeauty.com](mailto:service@becomebeauty.com)  
1-877-BECOME2 (1-877-232-6632)