

VITAL SUPPORT BENEFIT REWARD



The Vital Plus Advantage: Support. Benefit. Reward.

The “Support. Benefit. Reward” program is our commitment to your professional and financial growth. Far beyond a standard supply agreement, this is a multi-tiered growth framework designed to empower your expertise, protect your profitability, and celebrate your success.

From your first order, you enter a culture of Support, gaining access to business mentorship, a library of 1,000+ technical videos, and bespoke staff training.

As you integrate our biotech-driven formulas, the Benefits scale with you: enjoy high-margin inventory offers, priority fulfilment, and a dedicated 5% promotional budget to drive client conversions.

The pinnacle of our partnership is the Reward phase. Whether through the automated Vital Rewards store credits or the exclusive Nimue Therapist Reward Program, we ensure that technical excellence is tangibly recognised.

We invite you to find the level that best serves your current business needs and use our roadmap to aim for the next. As you climb our partnership tiers, you unlock deeper incentives, including global brand pilgrimages to France or South Africa. Your growth is our primary reward

“We value every dollar you invest with us, and we are determined to maximize your return on investment.”



Find your level

Vital Benefit levels are calculated based on how much you spend with us during the financial year, ex GST.

New client	Brand-specific opening orders
Partner	More than \$10,000
Advanced	More than \$25,000
Premium	More than \$55,000
Elite	More than \$145,000

Your Vital Launch Roadmap: The First 180 Days:

Congratulations and welcome to a community of health-minded professionals dedicated to long-term, holistic skin health. To ensure a seamless transition, your clinic will receive dedicated assistance for your first 6 months—a program designed to empower your team and introduce your clients to our brands, dedicated to long-term skin health.

Your Exclusive 6-Month Support Program Includes:

Personalised Inventory Curation

Collaborative first-order customisation with a dedicated business consultant to match your clinic's specific demographic.

Double Marketing Allocation:

An increased 10% budget (standard is 5%) on free marketing materials to fuel your launch phase (capped at \$500 ex GST).

Accelerated Digital Presence:

Immediate listing on our global website salon locators and full access to our premium Social Media and Training libraries.

VIP Engagement Tools:

Eligibility for lucky door prizes and event support to reward your loyal clients during their first experience with our brands.

Hybrid Team Training

Comprehensive on-site and digital staff training to ensure technical confidence from day one.

Strategic On-Site Support:

The presence of a Vital Plus expert at your in-clinic launch event to assist with consultations and discovery.

Bespoke Campaign Kits:

Professional digital assets tailored for your launch and initial promotional campaigns.

A Legacy of Support Your program begins on your first order date. While this intensive launch phase lasts 6 months, many of these benefits—including our business mentorship and educational access—will continue for the life of our partnership.

Message from CEO

"This program is more than a welcome; it is a commitment to your success. We provide the tools—from microbiome-friendly formulas to technical expertise—to ensure your clients achieve the 'wow-inducing' results they deserve. If you are committed to long-term skin health, we are committed to you. I wish you every success in this new chapter."

— Frank Seillam, CEO



The Core Framework: Support. Benefit. Reward.

As you move beyond the launch, the Support. Benefit. Reward. program continues for the life of our partnership.

Category	Partner >10K	Advanced >25K	Premium >55K	Elite >145K
I. SUPPORT: Empowering Your Expertise,				
Business Mentorship: Tailored consultant call/visit cycles at Your discretion.		8-week call	10-week visit	8-week visit
Team Training: On-request technical, sales, and marketing in-clinic sessions to keep staff motivated.	As available	v	v	v
24/7 Learning Hub: Unlimited access to 1,000+ technical videos and clinic management masterclasses.	v	v	v	v
Pro-Community: Exclusive access to our closed Facebook group forum for real-time industry discussion.	v	v	v	v
I. BENEFIT: Commercial Agility & Profitability				
Margin Acceleration: "Buy X, Get 1 Free" offers on high-rotation SKUs to maximise retail profit.			12 (equal to 8% discount)	11 (equal to 9% discount)
Priority Logistics: Free shipping on all orders over \$700 (ex GST).	v	v	v	v
Sampling Budget: 5% of your total spend is redeemable for high-conversion samples and collateral.	v	v	v	v
Clinic Visibility: Premium salon locator listings on the brand websites to drive local traffic.	v	v	v	v
Marketing Suite: Professional social media assets, annual promo calendars, and high-end POS displays.	v	v	v	v
II. REWARD: Celebrating Success				
Quarterly Vital Rewards: Earn up to \$1,300 in quarterly bonuses for hitting performance milestones.	v	v	v	v
Therapist Incentives: The exclusive Nimue program rewarding technical excellence with free products.	v	v	v	v
VIP Event Support: Specialised funding (up to 10% of spend) for your clinic's local marketing events.	v	v	v	v
Innovation Trials: Complimentary trial sets of new products sent to your team prior to launch.			v	v
Annual Marketing allocation: Customised POS or promotional support on available marketing items			up to \$300	up to \$500
International Brand Pilgrimages: Eligibility for advanced training trips to brand HQs in France or South Africa.*		v	v	v

Vital Rewards: Reinvesting in Your Success

The Vital Rewards program is designed to reward your commitment to clinical excellence. For every \$1 you spend on retail or salonsize products, you earn 1 point. At the end of each quarter, your points automatically convert into store credit—allowing you to reinvest in your inventory and maximize your margins.

Reward Level	Reward Level	Reward Level
Level 1	5000+	\$100 Credit
Level 2	10,000+	\$300 Credit
Level 3	15,000+	\$600 Credit
Level 4	25,000+	\$1,300 Credit

How It Works

- **Automated Enrollment:** As a Business Account holder, you are enrolled from day one—no forms or sign-ups required.
- **Transparent Tracking:** Points accrue automatically with every purchase and are viewable in your account dashboard at any time.
- **Instant Reinvestment:** Rewards are issued on the final day of each quarter. Use your credit for any salon or retail products to boost your clinic's cash flow.

FAQ

What counts toward my points? Every dollar spent on retail and salon-size products, including promotional items (excluding the EOFY Sale).

How do I spend my credit? Simply apply your store credit at checkout. You can use it all at once or split it across multiple orders.

Does credit expire? Yes. To keep your inventory moving, store credit is valid for three months from the date of issue.

Is there a limit? There is no limit to the points you can earn, ensuring that as your business grows, your rewards grow with you.



Business essentials for smooth operation

T&C at a glance

Shipping & Delivery

- Same-Day Dispatch: Order by 1:00 PM (Sydney time)
- Delivery: 3–5 business days (Metro areas may receive next-day delivery)
- Free Freight: On orders over \$700 (ex GST). Purchases under \$700 incur a \$20 fee
- Click & Collect: Available at our Mosman office by appointment

Account Requirements

- Business Account: Maintain an annual spend of \$6,000 (ex GST)
- Resting Account: Spending under \$6,000 results in WSP + 20% pricing and reduced support

Returns & Support

- Errors: Notify us within 48 hours
- Options: Keep the product with a 30% discount or return it for a freight credits
- Condition: Items must be unopened to be eligible for credit

Education & Rewards

- Training: 24/7 access to technical manuals via your online portal
- Rewards: Ask your Consultant about our New Clinic and Rewards programs

Customer Service & Office Support

Monday to Friday

Hours: 9:00 AM – 4:00 PM

Phone: 02 9452 6230 or 1300 427 638

Email: office@vitalplus.com.au

Office Address: 2B Best Avenue, Mosman NSW 2088

24/7 Access: Technical files, product images, and social media templates are available via your online account

Support. Benefit. Reward.

Comprehensive Program:

A comprehensive and generous program starting from your first order and continuing for the life of your partnership with Vital Plus

New Clinics:

A specialised 6-month support program to assist new clinics during their first months of trading

Rewards Program:

Designed to benefit your business from day one. Accumulate points on purchases to receive quarterly store credits

Nimue Therapist Reward Program:

An exclusive program recognising and rewarding technical excellence and retail performance

Eligibility:

Guidelines apply to all programs. Your Business Development Consultant will review these details with you



Professional-only brands to grow your business



We are Vital Plus



Holistic skincare

Choose from our carefully selected skincare brands, and activate the skin's natural potential for health and vitality.



Smarter salons

Keep learning. Keep growing. Be inspired by our extensive and flexible training options, and build a better business.



Big hearts

Your heart is in your business. We are here to help. There will always be a real person on the line to connect with.



Team spirit

Join a thriving community of like-minded beauty professionals focused on well-being, learning and success.

Visit vitalplus.com.au to learn more about how we can support your business to thrive.



Join
our
tribe!

Connect with a thriving community of like-minded beauty professionals and salon owners focused on well-being, learning and success.

f @vitalplusptyltd

@vitalplusaus

@vitalplusskincare distributor

Events to remember!

Let's get together! Join us for a program of inspiring events. From informative Future Beauty Talks, to fun social evenings we think life is better shared. Enjoy product deep-dives so you can confidently and effectively see results, learn ways to improve your social media, and better streamline your salon operations. We offer opportunities to learn from industry experts, network, laugh and make a difference.

Visit vitalplus.com.au/events for our full event program.



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