BOGO Q&A

Can I use points to buy BOGO?

No. Points cannot be used to purchase BOGO specials.

How do I find out what the BOGO is?

Specials are announced on doTERRA AU/NZ Facebook Page, doTERRA AU/NZ Instagram, and by email.

Are there any exceptions that can be made for a missed BOGO?

Special offers are available for the specified time period only, there will be other opportunities in the future to participate in promotions.

How long does the BOGO deal last?

Available from 7am AEST until 11:59 PM AEST or until sold out.

Can you purchase a BOGO on an enrollment or initial order?

Yes. Please be aware that new members are still required to purchase the enrollment packet.

How many BOGOs can I buy?

The BOGO limit is 4 per account, per household.

How do I know if my order has been placed and processed?

An order confirmation email will be sent to the email address listed on your doTERRA account.

Do the BOGOs qualify to earn Loyalty Rewards Program (LRP) Points and Shipping Reward Program (SRP) Points?

Normal rules apply. LRP points will be based on the PV of the item you are purchasing. Example: If the special were "Buy 1 Lemon get 1 Citrus Bliss Free,"you would receive LRP points based off of the Lemon oil's PV value, which is 12.5.

Remember that points only apply if the order is an LRP order at 50 PV or above. Orders will qualify for SRP Points based on normal qualifications.

My credit card is declining. What should I do?

If your credit card is declining, make sure to enter your postal and security code (found on the back of your card) before processing. If you continue to have problems processing your order, please contact member services by chatting with a live representative or calling 02 8015 5080 immediately so they can assist you in processing your order.

How to:

PURCHASE ON A ONE TIME STANDARD ORDER:

1. Sign in to mydoterra.com and use the search to type in the buy oil or select shop and follow step two.
2. Select the appropriate category for the special that day. For example,if the BOGO is "Buy one Grapefruit get one free Lemongrass," you would select "Single Oils," search for Grapefruit, and select "Add to Cart."
3. Once you have finished shopping, click "Proceed to Checkout." The free Lemongrass will automatically be added to your cart.
4. Standard orders will not receive LRP points; however, standard order Shipping Reward Points still apply.

PURCHASE ON A LOYALTY REWARDS ORDER

1. Sign in to mydoterra.com and click on your LRP template.
2. Go to "Quick Add to Cart" bar and search for the special that day. For example, if the BOGO is "Buy one Grapefruit get a free Lemongrass," search "Grapefruit," and select it when it pops up in the drop-down menu. If you wish to earn LRP points, your order must reach at least 50 PV.
3. Once you have finished shopping, click "Ship Now," and then continue to the Review Order page. The free Lemongrass will automatically be added to your cart.
4. Select 'Process Order Now'.
5. Make sure you adjust your template after for future processing.