



Customer and Consultant FAQs & Self Service

Effective December 16, 2024

Q. HOW DO I FIND THE STATUS OF AN ORDER?

A. You can see the status of an order through your virtual office under Order History (Virtual Office>Orders>Order History). Once an order has shipped, you can track the delivery through the tracking number that is displayed by each item that has shipped.

Q. WHEN WILL I RECEIVE MY ORDER?

A. All orders will ship from our Distribution Center by December 31, 2024. Please allow 7-10 days for carrier delivery before reaching out to our Customer Support team.

Q. WHAT DO I DO IF THERE ARE ITEMS MISSING FROM MY ORDER?

A. Items in one order may ship separately (items that have not shipped will not have a tracking number). However, if an item has a tracking number and is missing from that order, please email us at ordersupport@thirtyonegifts.com or ordersupportcanada@thirtyonegifts.ca and *include the order number in the subject line*.

Q: DOES THIRTY-ONE'S 90-DAY REFUND POLICY STILL APPLY?

A: Our 'all sales are final' policy began November 1, 2024.

Q: WHAT IF I (OR MY CUSTOMER) NEEDS A REFUND ON A PRODUCT?

A: Our 'all sales are final' policy began November 1, 2024. The last day to return an item purchased prior to November 1 was October 31, 2024.

Q. HOW DO I REPLACE A DAMAGED PRODUCT?

A. Our 'all sales are final' policy began November 1, 2024. The last day to return an item purchased prior to November 1 was October 31, 2024.

Q: CAN I STILL SELL AND EARN COMMISSIONS ON THIRTY-ONE PRODUCTS?

A: No, effective December 16, 2024, at 3:00 AM ET, products cannot be purchased through mythirtyone.com and commissions cannot be earned.

Q: WHAT IF I AM A CONSULTANT WHO EARNED THE 2025 TOP ACHIEVER TRIP TO PUERTO VALLARTA?

A: Any potential reward for earning the 2025 Top Achiever trip will be shared as soon as possible.

Q: AS A CONSULTANT, WHEN WILL I RECEIVE MY LAST COMMISSION PAYMENT FROM THIRTY-ONE?

A: December 25, 2024



Q: AS A CONSULTANT, IF I HAVE A NEGATIVE BALANCE IN MY ACCOUNT, WILL YOU CHARGE ME FOR THAT AMOUNT?

A: No, we will not.

Q: IS THERE A DEADLINE FOR REDEEMING MY PRODUCT CREDITS OR INSIDER REWARDS?

A: Yes, product credits and/or insider rewards needed to be redeemed by December 15, 11:59 PM ET.

Q: WILL I RECEIVE A T4A AND 1099 FROM THIRTY-ONE FOR THE 2024 SALES YEAR.

A: Yes, Thirty-One will mail Earning Statements and 1099s/T4As to all eligible Consultants.

Q: WILL REMAINING PRODUCTS BE AVAILABLE ON AMAZON?

A: Amazon will continue to sell what they currently have in stock.

Q: HOW LONG WILL I HAVE ACCESS TO MY VIRTUAL OFFICE?

A: As of right now, we do not have a hard stop date for turning off the virtual office. We would recommend you download any information within while you have access.

Q. HOW DO I CONTACT THIRTY-ONE WITH ANY OTHER CONCERNS?

A. If you have concerns not listed here, you can email our team using these guidelines: email ONCE per issue to expedite your concern, and use ONE email address for us to respond to.

Contact us at ordersupport@thirtyonegifts.com or ordersupportcanada@thirtyonegifts.ca and include the order number in the subject line. Hours are Monday – Friday, 9:00 a.m. – 5:15 p.m. ET.