



Reclaim  
your health.

**Avena Originals**

#20, 6200 67A Street  
Red Deer, AB, Canada T4P 3E8  
Order Line 1-800-207-2239  
Order Fax 1-888-352-5145  
Local (403) 314-2351  
Local Fax (403) 314 2081  
Email: info@avenaoriginals.ca  
GST # 86777 3509 RT0001

WWW.AVENAORIGINALS.COM

TOLL FREE 1-800-207-2239

# Avena Originals Backup Order

I hereby authorize Avena Originals to debit my Credit Card indicated below in the amount required for Avena Originals Products plus freight and any applicable taxes to substantiate the requirements to maintain my qualification as a Silver/Gold Health Club, of my choice as indicated below by my check mark. I accept the products used to fulfill the requirement to complete my qualification as an Avena Originals Health Club Member as indicated below.

Membership ID # \_\_\_\_\_ Date: \_\_\_\_\_

Membership Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postal/Zip Code: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ Signature: \_\_\_\_\_

I wish for my membership to be protected as: (Check one)

<input type="checkbox"/>	<b>Silver Qualification</b> - Requires a Minimum of \$39.95 per month
<input type="checkbox"/>	<b>Gold Qualification</b> - Requires a Minimum of \$100.00 per month

Indicate which product you would like to use to qualify in case this backup order is required

\_\_\_\_\_  
\_\_\_\_\_

Method of shipping: \_\_\_\_\_

Canada: Purolator Courier, Canada Post, Greyhound Express  
United States: U.P.S. ( United Parcel Service) Priority Mail (USPS)

Member Signature of Authorization of this Agreement \_\_\_\_\_

Please return this form back to Avena Originals via:

ONLINE: www.avenaoriginals.com/rebates/

MAIL: Canadian—#20 6200 67a Street, Red Deer, AB, T4P 3E8

USA - 3380 Wynn Road Suite #A, Las Vegas, NV, 89102

EMAIL: info@avenaoriginals.ca

FAX: Toll Free 1-888-352-5145



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Would you like Avena to ensure that you never miss any of your Personal or Group Volume Rebates? If so, there is a good chance you will be interested in Avena's BACKUP Program. Avena Originals has created a way for you to ensure that you never miss placing your order required for qualifying for your Personal and/or Group Volume Rebates.

Avena's BACK-UP is like an insurance policy. You might not need it, but it can be a life saver when you do! In fact, Avena's BACK-UP program only kicks in when you have failed to place your monthly order that would otherwise qualify you to receive your Personal and Group Volume Rebates. If you have an Auto Ship Order or have placed an order that has achieved your desired status, then this Backup order will not be processed This takes the pressure off you and puts the responsibility on Avena Originals.

## **BACKUP Order Program – FAQ's**

### **Q: What is an BACKUP order?**

A: BACKUP order is a convenient, no-hassle way to protect you from losing any monthly Personal Product Rebates and or any Group Volume Rebates.

### **Q: Are there any benefits of signing up for the BACKUP order program?**

A: Yes. It is like an insurance policy – you might not normally need it – however, it protects your rebates for you and ensures that you never miss any rebates because of negligence.

### **Q: How do I qualify for Auto BACKUP Orders?**

A: You do not have to qualify for this program – it is optional. You just have to complete the BACKUP Order Program Form and return it.

### **Q: When will my BACKUP order be processed?**

A: All BACKUP orders are processed at 5:00 pm on the last business day of each month. NO EXCEPTIONS

### **Q: Once I set up an BACKUP order, can I change the items on the order?**

A: Yes. You may edit the items as often as you want. All changes to your order must be made on or before the last business day and no latter than 5:00 pm of that day. If you would like a different product this month only, simply place a normal order for that item, and the BACKUP will not be used.

### **Q: Can I delete an Auto BACKUP order?**

A: Yes. However this would be foolish as having this in place, does not cost you anything – it's like FREE insurance Why, would anyone not want that kind of protection?

### **Q: What if items on my BACKUP order are back-ordered?**

A: The back-ordered products will be shipped separately when they become available at no extra charge to you.

### **Q: What happens if there is a problem with my payment for an BACKUP order?**

A: If there is a problem processing your credit card (e.g. card is declined or expired), your BACKUP order will not be processed for that month and you would remain un-qualified for any Personal or Group Volume Rebates for the following month. Ensuring that your charge card is up to date in Avena's records so that payment can be authorized is your responsibility, and you are required to correct the billing problem (i.e., change the credit card number, expiration date, etc.) before the end of the month. It is not the responsibility of Avena to notify you that your charge card is ineffective.

### **Q: If I have a question or problem with an BACKUP order, who may I contact?**

A: All questions regarding BACKUP orders, after you are registered, are handled via e-mail only. Please send to [Nicole@avenaoriginals.ca](mailto:Nicole@avenaoriginals.ca)

### **Q. How do I sign up for this program?**

A: Complete the BACKUP order form on the reverse side of this paper or submit it online at [www.avenaoriginals.com/rebates/forms.asp](http://www.avenaoriginals.com/rebates/forms.asp)