

Recruitment Process

Q. When can I order recruitment kits?

A. Kits are available to order now for £17.00/€25.00 on code 02453.

Q. How do I order recruitment kits?

A. They can be ordered as normal, to be delivered to UK or Irish addresses.

Q. Can I have them delivered to Holland?

A. Yes, but Kits can only be ordered on the Internet and must be placed as a separate order. No handling charge will apply for these orders (Dutch kits delivered to UK and ROI will be subject to the normal handling charge).

Q. How much does a Kit cost?

A. €25 or £17.

Q. How will a kit get to someone in Holland I have sponsored?

A. Kits ordered for delivery to Holland will be dispatched by our carrier and will arrive 3-5 working days after dispatch.

Q. What information will a Dutch Distributor have to provide?

A. They will have to provide a photo and VAT number if applicable.

Q. Will UK and Irish based Distributors be able to buy the Dutch subtitled Opportunity Video separately from the Registration Kit?

A. Yes, priced at £1.50 or €2.25 each.

Q. How will Dutch Distributors pay for their starter kits?

A. As with the current business new Distributors will pay their sponsor for their registration kit. Internet banking is well developed in Holland and is a common method of making payments.

Q. What will be in the Dutch Registration Kit?

A. An Opportunity Brochure, an Opportunity Presenter, a copy of Enterprize and a copy of EWB all translated into Dutch. There will also be an Opportunity Video with Dutch subtitles, a copy of the Business Manual together with a Distributor Agreement and Flyers for the website and for products.

Q. Can non Dutch Nationals who reside in Holland be registered as Distributors?

A. Yes.

Q. Can I recruit a British or Irish citizen living in Holland using a UK or Irish Business Kit?

A. No, Dutch based Distributors must be registered using the Dutch Agreement available in the Dutch Business Kit.

Q. Can I sponsor outside the Netherlands?

A. No, whilst Dutch Distributors may be able to deliver across the border, we will only be sponsoring in and delivering products in Holland.

Q. Once I have sponsored a Dutch Distributor, can they then sponsor other Dutch Distributors immediately or do they have to wait until the 5th September?

A. We cannot process requests for Business Kits directly from Dutch Distributors before 5th September. However, they can sponsor if they order the Business Kit through their UK or Irish sponsor.

Q. Can I use Fly Posting in Holland to recruit new Distributors?

A. No, it is essential that we comply with all local legislation and bylaws and Fly Posting is not permitted.

Q. Will Dutch Distributors be able to have credit accounts?

A. At present Dutch accounts will be managed on a cash with order or cash on delivery basis only.

Costs

Q. Will I have to pay any more for my catalogues when they are available?

A. Yes, the initial Registration Kit does not include catalogues and these will be chargeable separately at a cost of €12.50 for 25 copies. There will also be a Dutch Retail Kit available containing 50 Catalogues, 50 Snappy Bags and 100 Order Forms for a cost of €25.

Q. Is there a charge for Dutch Distributors to order on the Internet?

A. Dutch Distributors will pay a €5 a month administration fee for being part of Kleeneze, which will include their access to the internet. This will start from October.
Delivery

Q. How will goods be delivered to Holland?

A. Orders will be picked at Warmley and delivered to Dutch Distributors 48 hours later by a Dutch carrier. This is the same system as we use to deliveries to the Republic of Ireland.

Q. Will Kleeneze have a Distribution Centre in Holland?

A. Not initially, we will review this as our business grows.

Q. How will Dutch Distributors order?

A. Ordering will only be over the Internet.

Q. Does that mean I can order any day of the week?

A. No, Tuesdays and Fridays will be the designated order days for Holland.

Q. How will Dutch Distributors deal with returns?

A. Returns will be collected by the local carrier.

Q. Will I be able to claim advanced credit for my returns?

A. Yes, the same system will apply as in the UK and Ireland. Support

Q. Will there be a Dutch Service Centre?

A. No, we have employed native Dutch speakers in the Service Centre at Warmley; Dutch Distributors will be able to call on a 0800 number from Holland, between 08:00hrs and 18:00hrs Dutch time.

Q. Will there be a Dutch based Business Development Manager?

A. Not initially, but as our business grows we will be able to put a BDM in Holland.

Q. Can Dutch Distributors attend our conferences?

A. Yes, anyone registering before the 5th September will be given a free ticket to the September Conference.

Q. Are there going to be conferences in Holland?

A. Yes, we plan to hold our first conference in Holland in early October at a venue yet to be confirmed.

Q. Are Kleeneze personnel available for Opportunity meetings?

A. The UK Sales Management team will be available for Key Opportunity meetings.

Q. Will there be a Dutch Retail Video?

A. No, the Dutch model relies on sales to friends and family rather than mainstream retailing. Should retailing take off in Holland we will produce a Dutch Retail Video.

Q. Is this a seamless plan?

A. Yes, sales will roll up for bonuses exactly as in the UK and Ireland.

Q. Are the retail profit, volume profit, EB and DB scales the same as in the UK and Ireland?

A. No, retail profit is lower at 20% of SPV, other bonuses are the same. However, Bonus Points for a product are the same as in the UK or Irish catalogues for a product.

Q. How do I calculate SPV in Holland?

A. SPV is the selling price divided by 1.19 for VAT divided by 1.33 that will give you the SPV in Euros.

Q. Which bank will we be using in Holland?

A. ABN Amro.

Product Offering

Q. How many Kleeneze catalogues will there be?

A. Initially there will be one single catalogue, which will cover most categories.

Q. How many and what products will be in the catalogue?

A. Over 400 products covering our best sellers from the Main Book, Health & Beauty, Kleeneze Plus and for the initial launch Christmas.

Q. Will the products have instructions and labels in Dutch?

A. Yes, for those products which require them?

Q. Will product prices in Holland and Ireland be the same in Euros?

A. Not necessarily, in some cases the Dutch market will require us to offer a lower price to ensure we are competitive with the Dutch Market.

Q. Isn't that unfair on Irish Distributors?

A. No, Dutch Distributors will receive a lower retail profit from these lower prices.