

FAQ's



Professional Reseller Program (PRP)

What countries have the PRP program?

A: The program is available in the following countries:

- US
- Canada

Is the PrimaSkin registered in Canada?



A: PrimaSkin complies with Canadian import requirements and has received the cosmetic notification to be imported and sold in Canada. Additionally, we've ensured that the product labeling includes French, making it fully bilingual.

What do the packages include?

A: Our PRP products are now packaged in our brand-new box design, which will protect the products' quality and design. Inside each shipping box is a marketing folder with a table tent display and ten pamphlets.

How many packages do we have, and what are the prices?

A: We have four (4) packages for the PrimaSkin and Swish30. Here are the packages and prices before tax and shipping:

	Swish30®	PrimaSkin	
	12 Bottles - \$576.00	12 Bottles - \$540.00	
	24 Bottles - \$1,080.00	24 Bottles - \$1,008.00	
	40 Bottles - \$1,720.00	40 Bottles - \$1,600.00	
	80 Bottles - \$3,040.00	80 Bottles - \$2,800.00	

How much tax is charged on the packages we have?

A: The Tax will depend on your location (each state has a different tax). However, if you're tax-exempt, please let us know so we can save the tax-exempt ID in your PRP account.

Is there a website where I can buy the products and create my account?

A: Yes, we do have a website: <https://hydrastat.com/>. Please remember that you are creating an account for a Professional Reseller Program; therefore, we will ask for your Social Security Number (SSN) in the process. If you create an account under a business name, please add your business's Tax ID. In addition, during enrollment, the system will ask you for your Sponsor information.

Note: The sponsor information is from the person who introduced you to the Professional Reseller Program, and it is essential to include it when creating your account.

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Do I receive a discount for buying multiple packs?

A: Unfortunately, no.

Can you mix and match the packs to receive the discount?

(For example, if you buy two or more, the prices go from \$1600 to \$1400 for each 40-pack.)

A: Unfortunately, no.

Can I earn commissions from the company with a PRP account?

A: Unfortunately, no. A Professional Reseller Program focuses on earning profits through product resale without compensation for building a team or downline. In contrast, a Member account with a compensation plan allows you to earn from personal sales and commissions and bonuses based on your downline's performance. The key difference is that resellers operate independently, while members can leverage team-building for greater earning potential.

Does the PRP give volume to the Sponsor?

A: Yes. The PRP orders give volume for the rank qualification.

Does the Sponsor receive a commission for the PRP orders?

A: Yes. The Sponsor will receive the commission in the weekly commissions.

How long does it take for my product to arrive at my address?

A: The product ships from the U.S. and it can take 3 days to 7 days for national orders. However, shipping the product to Canada might take 1 or 2 business days more, depending on the package you are ordering*.

How long does it take for my product to arrive at my address?

A: The *If you order a package of 24, 40, or 80, the product will be shipped in multiple boxes because our new box for the PRP program allows 12 bottles per box. In addition, the packages might not arrive at the same time; they might be delivered with a day difference*

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Does the PRP program have its Customer Service?

A: Yes, we do! Below is the information:

- **Phone:** 801-851-1300
- **Email Address:** support@hydrastat.com
- **Operating Hours:** Monday to Friday, 8:00 AM to 5:00 PM (MST)