Compliance Education Help Center

Homepage:

**What Is Compliance?**

If you’re new to doTERRA, you likely haven’t heard about compliance; if you have, you may have questions about it. The Compliance team ensures members are aware of the doTERRA Policy Manual and company processes and procedures. The Compliance team communicates with doTERRA members across the globe to educate and responsibly empower members to share and grow their businesses.

**Share Confidently**: Educate yourself on compliant ways to share doTERRA products and the business opportunity.

**Build Responsibly:** Learn guidelines for adding people to your team.

**General Help:** Learn leadership skills to resolve team disputes.

Join us on Facebook!

Sharing

# Earning and Opportunity Guidelines

Since doTERRA started, we’ve been empowering families with pure, natural solutions for their homes. Many members join doTERRA simply to enjoy doTERRAproducts (Wholesale Customers). Others (Wellness Advocates) participate for the business opportunity doTERRA presents.

It’s important to understand doTERRA policies when discussing the potential financial benefits of distributing doTERRA products as a Wellness Advocate. These policies ensure no one is misled or deceived. Anytime you share information about the financial benefits of the doTERRA business opportunity, it’s considered an “earning and opportunity claim.”

The following three rules apply to all earning and opportunity claims:

1. Statements about earnings must be true.
2. Statements about earnings must be typical for most Wellness Advocates.
3. A disclaimer should be included in the earnings statement. An example of a disclaimer is, “Numbers displayed are 2020 annual averages. Personal earnings, including first-time rank earnings, may be significantly less. See the 2020 Annual Business Builders report and Opportunity and Earnings Disclosure at <https://www.doterra.com/US/en/quick-reference.>”

**Earning and Opportunity Claim Definitions**

The benefits of building a doTERRA business can be powerfully persuasive on their own—without any misrepresentation of opportunity. Below are some suggestions and guidelines to help you talk about the doTERRA business opportunity in a compliant way.

Here are acceptable ways to discuss earnings:

**Time spent on reaching levels or earnings:** Consider sharing how much time you spend building your business. Openly talk about the time and effort required to get where you are today. No doTERRA business was built overnight—they take time and work! Explain that everyone has a different path to building a doTERRA business. Each person is in control of how much time to spend on the business each week. You can explain that spending more time on the business will yield greater results; however, building slowly can still produce positive results with time. *Don’t suggest your team members must quit their jobs to start doTERRA.* Wellness Advocates should decide on their own how much time they can commit. They alone decide if they’ll leave another job to focus exclusively on doTERRA. Some Wellness Advocates find their previous job complements building a doTERRA business and prefer to keep that job indefinitely.

**Schedule:** Consider sharing posts about your flexible schedule and independent work.

Avoid using “income claims” such as:

**Lifestyle claim:** Avoid posting pictures of luxury assets or comparable items that suggest your doTERRA commissions help you afford the suggested lifestyle.

**Income pictures or representation:** Avoid posting pictures of your doTERRA commissions earnings, checks, or bank statement as evidence of your income or success.

**Buzzwords:** Avoid buzzwords like financial freedom, full-time income, replacement income, residual income, and career-level income.

**Replaced income:** Avoid advertising that your doTERRA earnings have replaced your job or income.

**Earning and Opportunity FAQs**

**How do I know if an earning claim is true?**

An earning claim must be real and factual. Please continue reading for additional guidance.

**How do I know if an earnings claim is typical?**

An earnings claim is typical if it’s determined that almost all doTERRA Wellness Advocates can expect to experience the same thing. For example, all Wellness Advocates can expect to receive LRP points. However, not all Wellness Advocates can expect to earn considerable amounts of money without putting in the effort. (See the Opportunity and Earnings Disclosure Summary for typical results.)

**What are some examples of how I could use the disclaimer?**

A disclaimer should be used after any earnings claims. For example, if you’re creating a presentation to use in a class to explain the doTERRA business opportunity, make sure you include the disclaimer on any slide that presents information on earnings. Another example is on social media. Remember to include an opportunity and earnings disclaimer on relevant posts.

**Resources:**

* [2020/2021 Opportunity and Earnings Disclosure Summary](https://media.doterra.com/us/en/flyers/opportunity-and-earnings-disclosure-summary.pdf)
* [doTERRA Policy Manual Section 3G](https://www.doterra.com/US/en/policy-manual/code-of-ethics)
* [doTERRA Policy Manual Section 10B9](https://www.doterra.com/US/en/policy-manual/compensation-plan)
* [doTERRA Policy Manual Section 11B](https://www.doterra.com/US/en/policy-manual/acceptable-doterra-product-claims)
* [doTERRA Policy Manual Section 12F3](https://www.doterra.com/US/en/policy-manual/advertising-and-intellectual-property)
* doTERRA Policy Manual Section 13E5

# Product Sharing Guidelines

When sharing essential oils with others, there are policies and government regulations we need to follow to avoid misleading others and jeopardizing doTERRA and your own doTERRA business. There are many benefits to sharing compliant information about products. For example, compliant information can help manage the expectations of those you teach. Let’s say people approach you with questions about essential oils and sleep. If you tell them there’s an essential oil to cure their insomnia (which is not a compliant claim), they’re going to be disappointed—maybe even upset—if it doesn’t produce the desired result. On the other hand, if you tell them there’s an essential oil that will cultivate a relaxing, calming atmosphere before bed and can help them prepare for a restful night of sleep, their expectations will be more realistic. With more manageable expectations, they’re almost certainly going to have positive experiences with what you suggest.

Additionally, every essential oil is different, as is each individual. Everyone has a unique body chemistry, and an essential oil that works a certain way for one person may not have the same effect on someone else. This divergence of effect is a fascinating and beautiful essential oil phenomenon. Over time, you’ve likely become in tune with how your body responds to essential oils and which ones produce the best results for you. Imagine how liberating, helpful, and honest it would be to share compliant information with others that allows them to experience this same nuanced process of exploration—as opposed to promising specific cures and one-size-fits-all fixes.

Compliance can seem intimidating or confusing at first, but you don’t need to understand every single specific rule or detail to stay compliant yourself. Basic, overarching principles should govern the way you share information. The following specific guidelines will help you navigate the rules of product sharing and provide you with the tools and education needed to help your doTERRA business thrive online and in person.

**Product Claims**

The trickiest part of compliance is learning what product claims you can make. A product claim is what you say a product can do. There’s more than one type of product claim:

* **Cosmetic claim:** A claim that a product can improve your personal appearance in some way is a cosmetic claim.
* **Disease/drug/medical claim:** A claim that a product can diagnose, treat, cure, or prevent disease is a disease claim. Disease is damage to an organ, part, structure, or system of the body that causes it to misfunction. You *can’t* make disease claims of any kind about doTERRA products.
* **Structure function claim:** A claim that a product helps your body stay healthy and function normally is a structure function claim. This type of claim is only approved for specific products that are taken internally and should be accompanied by the FDA disclaimer: “These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure, or prevent any disease.” (See [Section 11D](https://www.doterra.com/US/en/policy-manual/acceptable-doterra-product-claims) of the doTERRA Policy Manual.)

Let’s go through some examples.

**Cosmetic Claims**

Cosmetic claims are almost always compliant. Here are some examples of cosmetic claims:

* Frankincense essential oil can help reduce the appearance of fine lines and wrinkles when applied topically.
* Use Tea Tree essential oil to support a healthy-looking complexion and reduce the appearance of skin blemishes and imperfections.
* As part of your skincare routine, apply Yarrow|Pom to help promote the look of young and healthy skin.

We encourage you to use cosmetic claims wherever they’re appropriate!

**Disease Claims**

Disease claims are never compliant. Some disease claims are obvious: cancer, heart disease, diabetes, high blood pressure, Alzheimer’s, pneumonia, and so on. It’s easy to see these are diseases, so they should be relatively simple to avoid making claims about.

Some diseases, however, may not seem so obvious. If you aren’t sure whether something is a disease claim, ask yourself, “Is this a diagnosable health issue?” If it’s something that can be diagnosed, it’s most likely a disease claim. Anxiety, depression, ADHD, insomnia, eczema, acne, cold, flu—these are all examples you may not initially think of. Nevertheless, it’s important you understand them as potential disease claims and avoid them.

You can’t claim essential oils—or any doTERRA product—can be used to prevent, treat, or cure any disease, including the examples we’ve addressed in this section.

**Structure Function Claims**

A structure function claim has to do with the healthy function or structure of internal body systems. Here are some examples:

* When ingested, Peppermint essential oil promotes healthy respiratory function and digestive health.
* Internal use of Oregano essential oil supports the digestive system.
* doTERRA On Guard® Protective Blend supports healthy immune function when used internally.
* Taken internally, Lavender reduces anxious feelings and promotes peaceful sleep.
* xEO Mega® supports a healthy cardiovascular system.

*Structure function claims only apply to the internal use of an essential oil.* You can’t make a structure function claim about using an essential oil topically or aromatically. What does this look like in practice? It means while you can say Peppermint “is soothing to digestive system,” you can’t say the same thing about Peppermint Touch. You can say taking Black Pepper internally will support a healthy nervous system, but you can’t claim that diffusing Black Pepper or applying it topically will do the same.

The best way to know what you can claim about a given essential oil is to look at the product information page (PIP). You can find the PIP on product pages on doterra.com. Remember, not all essential oils can be taken internally, so not all essential oils can have structure function claims. Also remember, structure function claims must be accompanied by the following FDA disclaimer: “These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure, or prevent any disease.”

Other tips for talking about product functions:

* Remember, all claims should be substantiated by sufficient scientific evidence. Personal experience isn’t enough to back product claims.
* Refer to normal conditions associated with a natural state or process, such as, “If you’re experiencing morning sickness during pregnancy.” Or, “To help with hot flashes experienced during menopause.”
* Use qualifiers, such as *mild*, *typical*, *normal*, *occasional*, or other words to distinguish a temporary or minor condition from a symptom of disease. Examples include saying, “For the occasional stomach upset.” Or, “If you experience muscle soreness following exercise.”
* Avoid words like *disease*, *illness*, *cure*, *treat*, *repair*, *chronic*, and so on.
* Avoid referring to symptoms of disease, such as coughing, sneezing, fever, and so on.
* Don’t compare or recommend a doTERRA product as a substitute for a drug. Also, avoid recommending a product to augment a therapy or drug.
* Don’t imply a disease claim through pictures or symbols.

**Product Sharing Guidelines: Claims Chart**

Refer to this chart for help determining what types of things you can and can’t say when making product claims. *These are based on examples from the FDA and are not intended to simply be substitutes for disease claims. Structure function claims should only be used when substantiated for the product being discussed.*

|  |  |
| --- | --- |
| **Do Not Say** | **Acceptable Supporting Wellness Claims** |
| Prevents, treats, cures any kind of sickness, illness, infection, disease, or chronic condition | Supports or maintains health, wellness, or structures and functions of the body, like the brain, heart, liver, muscles and joints, respiratory system, and cognitive function |
| Fights a cold or flu | Supports the immune system |
| Relieves insomnia | Relieves occasional sleeplessness |
| Relieves headaches | Relieves head and neck tension |
| Soothes arthritis pain | Supports cartilage and joint function |
| Reduces depression and anxiety | Reduces occasional anxious feelings or tension |
| Lowers cholesterol | Maintains healthy cholesterol levels that are already within the normal range |
| For ear infections | For occasional ear discomfort |
| Helps fight obesity | Helps with weight loss plan |
| For dementia and Alzheimer’s | For mild memory problems associated with aging |
| For toxemia | For edema associated with pregnancy |
| For hyperemesis gravidarum | For ordinary morning sickness |
| Prevents osteoporosis | Supports bone health |
| Treats cystic acne | Treats mild acne |
| Relieves heartburn or acid indigestion (without further qualification) | Relieves occasional or mild heartburn or acid indigestion; also, helps with occasional upset stomach, aids digestion, and alleviates gas or bloating |
| For nausea (without further qualification) | For occasional nausea or motion sickness |
| Relieves constipation (without further qualification) | Relieves occasional constipation |
| Relieves pain (without further qualification) | Relieves minor discomfort or discomfort associated with non-disease states, such as minor muscle aches following exercise |
| For chronic fatigue or daytime drowsiness | Helps restore mental alertness or wakefulness when experiencing fatigue or drowsiness |
| Fights germs, viruses, bacteria, or allergens | For seasonal threats |
| Prevents diabetes | Use as part of your diet to help maintain an already healthy blood sugar level |
| Along with better dietary and exercise patterns, can prevent conditions like heart disease, stroke, diabetes, and cancer | Along with better dietary and exercise patterns, can contribute to disease prevention and better health |

**Product Sharing FAQs**

**What do doTERRA products do?**

Generally speaking, doTERRA products work with the body to help maintain and support healthy bodily responses. Pure essential oils can offer powerful natural solutions for many situations you encounter in daily life. Try using them as part of a soothing massage or to create an uplifting, relaxing, or energized atmosphere. Many essential oils are also excellent for green cleaning and natural living.

**Can I share how doTERRA products helped me?**

Yes! Please share your story. However, when sharing a product or business opportunity testimonial, make sure to be truthful, follow company product claims, and keep the message positive. Before and after photos can be misleading unless there’s consistency: lighting, clothing, background, makeup, clarity of resolution, body positioning, and expression. Before and after pictures can’t contrast unwell to well conditions. Remember, doTERRA products support the body’s natural response and don’t treat, prevent, or cure any disease.

Video testimonial scripts should be submitted to the company for approval before filming. In all cases, use the FDA disclaimer. To ask questions or submit a testimonial to ensure it’s compliant, contact Compliance.

**Are Wellness Advocates in all countries regulated by the US Food and Drug Administration (FDA)?**

Only US Wellness Advocates are regulated by the FDA. However, all countries have similar agencies. Wellness Advocates in all markets are expected to use approved wellness language when publishing about doTERRA online.

**Are doctors held to the same standards?**

All medical professionals are required to follow these same guidelines.

**How do I answer noncompliant questions in Facebook groups or other social media platforms? (For example, “What do I use for strep throat?”)**

doTERRA products aren’t intended to diagnose, treat, cure, or prevent any diseases. When you see a question like this on your page, please remove the question. You can then personally address the individual who asked the question, using the approved claims of doTERRA essential oils. Don’t make disease claims.

If you’re feeling a little overwhelmed right now, that’s okay. It’s normal to experience a learning curve with compliance. Fortunately, multiple resources are available to help you! With time and practice, you’ll find staying compliant will become natural to you.

**Product Information Pages**

A great way to learn what claims you can make about specific products is through the Product Information Page (PIP). There’s a PIP for every doTERRA product, and they’re easy to find at the bottom left of the corresponding product page on doterra.com (via link). Every PIP has a bullet list of primary benefits uses. If you want to know what you can discuss about a particular product, check out its PIP.

**Discover Solutions**

Discover Solutions is another fabulous resource. It’s a portion of the doTERRA website entirely dedicated to product education. On Discover Solutions, you can find education pages for specific essential oils, as well as general wellness topics like sleep, kids, exercise, toxic load, and personal care. Discover Solutions is located on doterra.com: “Discover” > “Product Education” > “Discover Solutions.” You can also find helpful articles on the doTERRA blog.

### **Resources:**

* Product Sharing Guidelines Chart
* [doTERRA Policy Manual Section 11E](https://www.doterra.com/US/en/policy-manual/acceptable-doterra-product-claims)
* doTERRA Policy Manual Section 11C
* doTERRA Policy Manual Section 11D: FDA Disclaimer

# Business Site (mydoterra.com)

There are two options when it comes to having a doTERRA website for your business. The first option is to set up a doTERRA-approved replicated website. The second is to create a doTERRA-certified website.

**doTERRA-Approved Replicated Website**

A doTERRA-approved replicated website is provided completely free to Wellness Advocates by doTERRA! It’s hosted through doterra.com and can’t be linked to any other website. Setting up your doTERRA-approved replicated website is super easy. Simply log in to mydoterra.com and click on the “My Website” tab. From there, you can follow the instructions to help you design and customize your site!

doTERRA provides Wellness Advocates with a powerful mydoterra.com business site to promote your business and track your progress. This business website can be personalized to maximize its functionality and benefits. When setting up your mydoterra.com site, avoid using noncompliant language in the “About Me” section or regionally exclusive names or generally offensive language in the URL or “business name.” For example, one should not write a country name as a “mydoterra.com/USA.”

Here are some of the top benefits of mydoterra.com websites:

1. Directly links visitors to your shopping cart.
2. Captures attention with the most popular doTERRA videos.
3. Allows you to add personal information and a picture of yourself.
4. Offers great blog articles on essential oil usages, recipes, and DIYs.

## **doTERRA Labs Link Generator**

Did you know you can guide members and customers to specific spots on your mydoterra.com business site? Check out [doTERRA Labs Generator](https://www.doterra.com/US/en/link-generator) and additional information on the doTERRA help page.

There are acceptable things to include on your website:

* Posting compliant or company-approved content.
  + Post content that’s approved by doTERRA, such as what can be found on doTERRA websites, social media pages, and Product Information Pages (PIPs).
* Having a “Contact Me” section that allows you to capture and teach interested leads through personalized interactions, using compliant wellness language.
* Promoting products following the [Minimum Advertised Pricing (MAP)](https://www.doterra.com/US/en/minimum-advertised-pricing-policy).
* Letting others know your site is owned and operated by a doTERRA Wellness Advocate. Logos can be found on [doterra.com](https://www.doterra.com/US/en/images-logos) and [doTERRA Social.](https://social.doterra.com/en) Using company-approved websites and social media pages to confidently share doTERRA trademarks and images.

Avoid the following on your website:

* Posting unacceptable product or earning and opportunity claims.
* Implying disease claims through words or pictures.
* Posting research making disease claims about essential oils.

**Webpage FAQs:**

**Do I need to be compliant if I promote essential oils and don’t include doTERRA trademarks?**

Yes, Wellness Advocates need to use compliant language when talking about essential oils. Avoid noncompliant product claims and misleading earnings and opportunity claims. You can find examples of compliant language in doTERRA-produced materials.

**What’s my doTERRA business site (mydoterra.com)? How do I set it up?**

Your free mydoterra.com business site allows you to manage your orders online, market your business to others (link generator), and view your team’s monthly growth and progress. Visit mydoterra.com to enroll in your free account. There, you’ll be able to activate your page and find your personal shopping experience—along with your office settings, which include your personal dashboard; your team’s information, stats, and resources; your “My Office” settings; and Wellness Advocate services.

Your mydoterra.com business link can be shared on social media or personal websites.

**May I provide recommendations for improving and enhancing the replicated websites?**

Yes. Please send any suggestions, ideas, or recommendations to your account manager. We value your feedback and will make sure your recommendations are passed along to our web and marketing teams. (If you don’t have an account manager, contact Member Services.)

**When someone posts a compliant photo on social media and people in the comments asks where they can buy the pictured product, may I respond with a link to my doTERRA replicated website?**

Yes.

**Resources:**

* [doTERRA Policy Manual Section 12:D.9](https://www.doterra.com/US/en/policy-manual-advertising-and-intellectual-property)
* [doTERRA Labs Generator](https://labs.doterra.com/link-generator)
* [Link Generator Help Site Article](https://help.doterra.com/s/?article=USA-Link-Generator&language=en_US&market=US)

# Social Media

In this digital age, social media is one of the best ways to grow your doTERRA business and share essential oils and opportunities with others. Your reach and impact can be profound and powerful as you share essential oils and their benefits with your circle of influence. As you educate and demonstrate how doTERRA products influence your health and wellness, please consider these guidelines as you promote your business online and in person.

**Social Media Sharing Guidelines**

1. Avoid making noncompliant product claims or misleading earnings claims on your websites and social media platforms. Take responsibility for the information that’s spread through your posts and pages. This information includes not just the information you share, but also the information others post or comment. We recommend taking the time to review content on your accounts regularly to delete claims or comments that aren’t compliant.
2. Promote your doTERRA experience on company-approved websites and social media platforms, such as Facebook, Twitter, Instagram, Pinterest, Tiktok, YouTube, WhatsApp, and so on.
3. doTERRA reserves the right to follow up and help you bring your personal website and social media in line with company policy. This includes changing a URL name or asking you to edit or remove noncompliant content.
4. Wellness Advocates may not sell doTERRA products through online auctions or mall sites, such as walmart.com, taobao.com, Alibaba, tmal.com, tencent platforms, Yahoo!, Facebook Marketplace, eBay, or Amazon, unless they obtain written authorization from doTERRA. Remember, doTERRA can’t refund, replace, or guarantee the authenticity of products sold through these auction mall sites. For authorization, a Wellness Advocates may submit a completed Online Auction/Mall Application—located at https://www.doterra.com/US/en—for the company to consider. (See the doTERRA Policy Manual, Section 13:B.)

doTERRA encourages the use of these guidelines on social media to promote doTERRA in the best light. Maintaining compliance with FDA regulations is important, and policy regulations on social media have been implemented to increase compliance and build a trustworthy relationship with the FDA.

**Acceptable Ways to Use Social Media**

* Posting images of doTERRA products—your own or from doTERRA. You can find high-resolution images on [doTERRA Social](https://social.doterra.com/en) or [doTERRA Media](https://www.doterra.com/US/en/media).
* Using compliant wellness language claims. Avoiding using disease terms and other product claims that aren’t compliant.
* Talking about your doTERRA experience, exciting events, and team news on social media.
* Having a moderator for your essential oil and team groups who can set an example.
* Deleting comments from your posts that make disease claims. (For example, “What do I do for diabetes?” becomes disease claim as soon as anyone answers it.)
* Posting about the business opportunity and sharing the doTERRA income earnings disclosure statement.
* Inviting people to classes and events using names that don’t imply diseases (For example, “Why use essential oils for your family and home.” Or, “Make-N-Take Party! Bath balms with doTERRA Serenity®”).
* Holding Facebook classes that use the Approved Claims List and proper wellness language when talking about doTERRA products.
* Linking social media to your mydoterra.com business website and posting on your profile.

An easy way to know if what you’re posting on social media is compliant is to link to official content produced by doTERRA. doTERRA offers ample resources and opportunities for product education through a variety of formats.

In the [Discover Solutions](https://www.doterra.com/US/en/education) section of doterra.com, you can learn all about individual essential oils and blends, different wellness topics, and how to support your body systems. To find these pages, go to doterra.com, hover over the “Discover” tab, move to the “Product Education” list on the right, and click on “Discover Solutions.”

You can also explore our lifestyle and science blogs on doterra.com. The [lifestyle blog](https://www.doterra.com/US/en/blog-products) features recipes, DIY ideas, and healthy living tips that involve essential oils. The [science blog](https://www.doterra.com/US/en/blog-science) offers posts about recent essential oil research and articles on the chemical constituents found in different products.

Additionally, you can also download [eBooks](https://www.doterra.com/US/en/ebooks) from doterra.com and view a repository of [Empowered Life](https://www.doterra.com/US/en/empowered-life) video presentations, hosted by Wellness Advocates and other guest experts about all kinds of topics.

Another great resource for continuing your essential oil education is our [award-winning podcast,](https://www.doterra.com/US/en/podcast) *Essential Oil Solutions with doTERRA.* Whether you’re an essential oil beginner or you’ve been using them for years, this podcast will teach you something new about how to make your life—and the lives of your loved ones—better with essential oils.

In addition to product education, doTERRA offers free business training called [Empowered Success.](https://www.doterra.com/US/en/empowered-success) Empowered Success is the proven system to build a successful doTERRA business. Experts guide you with a step-by-step plan, giving you the freedom to live the life you want. These simple tools help take your business to the next level and equip you to empower your team.

Empowered Success also hosts a podcast. Subscribe to the [*Building Your Business with*](https://www.doterra.com/US/en/empowered-success/podcast) *doTERRA* podcast for business tips, packaged into the perfect, bite-sized delivery! Listen to top Wellness Advocates share their pearls of business wisdom and get concrete ideas on how to successfully close, take advantage of one-on-ones, deal with no-show classes, and much more.

doTERRA [Social](https://social.doterra.com/en) is another excellent resource. It’s a social media tool to help you create graphics, manage your social media accounts, and monitor your social media analytics. It also hosts a repository of post ideas, including doTERRA images and graphics. It even has preapproved captions you’re welcome to use if you’d like.

If signing up for a doTERRA Social account isn’t a good fit for you right now, you can still use the [Digital Marketing Kit (DMK)](https://www.doterra.com/US/en/digital-marketing-kit)! It has doTERRA images you can download and use for free!

Content found in the [doTERRA training courses](https://training.doterra.com) can also help you learn about products and building your business in a compliant way.

In addition to the content found on [doterra.com](https://www.doterra.com/US/en), you’re welcome to link and refer to content found on other doTERRA sites, like doTERRA [Newsroom,](https://news.doterra.com/) doTERRA [Healing Hands Foundation®,](https://doterrahealinghands.org/) doTERRA [[Source to You](https://sourcetoyou.com/en)](https://sourcetoyou.com/en)®, and doTERRA [AromaTouch®](https://www.doterra.com/US/en/aromatouch-technique)

Finally, our doTERRA social media accounts are your friend! Follow doTERRA [Facebook,](https://www.facebook.com/doterra) [Twitter,](https://twitter.com/doterra) [Pinterest,](https://www.pinterest.com/doTERRA/_created/) [Instagram,](https://www.instagram.com/doterra/?hl=en) [LinkedIn,](https://www.linkedin.com/company/d-terra/) and [YouTube](https://www.youtube.com/channel/UCOfpaxKnF8fqjRg05TGNHZQ) for essential oil tips and to stay up to date on all things doTERRA.

**Social Media FAQs**

**May I market my website, blog, Vimeo, or YouTube channel as “doTERRA”?**

While you can promote doTERRA and your doTERRA business on social media, avoid making it seem like you’re affiliated with doTERRA corporate when creating your profiles name. Feel free to post images of doTERRA products and talk about your business.

**Can I use “CPTG®” or “Certified Pure Tested Grade®” in my online marketing?**

Yes, company trademarks can be used on company-approved sales aids. This can be on a brochure, website, social media platform, and more. For more questions, please reach out to the Compliance team.

**Is YouTube treated like social media or a static website?**

YouTube is a digital social media platform. doTERRA trademarks can be used in a video that’s compliant and doesn’t make disease claims or misleading income claims.

**May I use anything published by doTERRA on my social media pages?**

Yes, we encourage you to repost doTERRA published information about essential oils on your own social media platforms. All doTERRA posts will use approved claims and will be a great example of how to share doTERRA. However, please review the comments others may make about your post to ensure they’re also using compliant language. Quickly delete any noncompliant posts.

**What do I do about old social media posts that aren’t compliant?**

We ask you go through your social media channels and change or delete old posts that contain noncompliant information.

**Can I post photos with doTERRA products in them?**

You may still use images and doTERRA terms in posts on social media if your language is compliant.

**When I invite people to classes on my personal Facebook page, may I use doTERRA pictures or logos?**

Yes. Make sure your invites are using approved wellness language.

**May I have “doTERRA Wellness Advocate” in the occupation section on my personal Facebook profile? What about business professional Facebook pages?**

Yes, you may list doTERRA Wellness Advocate as your occupation if you have compliant posts on your page.

**How do I answer noncompliant questions in Facebook groups or other social media platforms? (For example, “What do I use for strep throat?”)**

doTERRA products aren’t intended to diagnose, treat, cure, or prevent any diseases. When you see a question like this on your page, please remove the question. You can then personally address the individual who asked the question using the approved claims of doTERRA essential oils. Don’t make disease claims.

**May I use a trademark or doTERRA in my profile picture and cover photo on Facebook?**

* + Yes, you can use it in a photo.

**Resources:**

* [doTERRA Policy Manual Section 3:E](https://www.doterra.com/US/en/policy-manual/code-of-ethics)
* [doTERRA Policy Manual Section 12](https://www.doterra.com/US/en/policy-manual/advertising-and-intellectual-property)
* [doTERRA Policy Manual Section 13B](https://www.doterra.com/US/en/policy-manual/retail)13B
* [doTERRA Policy Manual Section 11](https://www.doterra.com/US/en/policy-manual/acceptable-doterra-product-claims)

# Promoting and Selling

**Marketing and Logo**

Marketing doTERRA products and business opportunities online, in person, or in print can be rewarding experiences for you and your team. To share responsibly, please consider the following guidelines to better understand the best practices surrounding trademarks and platforms.

## **Logo and Media Specific Guidelines**

Permission must be obtained to use the doTERRA name and trademarks on merchandise, apparel, signs, and media in accordance with the doTERRA Media Specific Guidelines. This is to ensure compliance with regulatory requirements wherever doTERRA operates.  
  
These guidelines are found in Section 12D of the doTERRA Policy Manual.  
  
If you have additional questions not outlined on this page or to submit material for approval, contact doTERRA Compliance.

**Cinematic Media and Media Interviews**

Cinematic media is any transmission of information by television, cable, stage, live theatrical performance, or satellite transmissions. Any use of allowed content by cinematic media is prohibited without prior written consent from the company. doTERRA retains the right to approve or not approve any item in its sole discretion.  
  
*Cinematic Media won’t be approved unless the following is provided to doTERRA:*

1. A full script of the cinematic media
2. Copies of all the graphics or images included in the media, if any
3. Identification, headshots, and a resume of all actors or presenters in the media
4. A description of how the allowed content will be used
5. A description of how, where, and when the proposed media will be used
6. A description of the quantities of the media that will be manufactured and offered for sale or gratuity
7. A royalty agreement signed by the applicant, which will be provided by doTERRA after the initial approval of the design or prototype

**Apparel and Merchandise**

doTERRA must approve all apparel and merchandise before it’s manufactured, sold, or given away.  doTERRA retains the right to approve or not approve any item in its sole discretion.

Apparel refers to any T-shirts, hats, or any other apparel that bears allowed content, such as “doTERRA.”  
Merchandise is any item besides apparel that bears the doTERRA name.  
  
*Apparel and merchandise won’t be approved unless the following is provided to doTERRA:*

1. A designed image or prototype of the proposed item, along with a description of the materials to be used to create the item

* The greater the detail given, the better. Apparel and merchandise won’t be approved if they don’t match [doTERRA trade dress](https://www.doterra.com/US/en/compliance-updates-may-we-use-anything-published-by-doterra-on-social-media).

1. A description of how and where the proposed item(s) will be manufactured, sold, or given away
2. A description of the quantities that will be manufactured and offered for sale or gratuity
3. A royalty agreement signed by the applicant, which is provided by doTERRA after their initial approval of the design or prototype

**Buildings and Signs**

Before you can include any doTERRA trademarks or trade dress, you must first attain consent from doTERRA.

*This approval won’t be given unless the following is provided to doTERRA:*

1. A description of the proposed site, including the name of the city and state
2. A floor plan of a proposed building or store
3. A description of the other businesses or signage that are located near the proposed site
4. A design, or prototype of each item that will display allowed content at the site or sign
5. A description of the proposed location of each sign within the building
6. A description of the materials to be used to adorn the site or signage

* Signage won’t be approved if it doesn’t match doTERRA trade dress.

1. A royalty agreement signed by the applicant, which will be provided by doTERRA after their initial approval of the design or prototype

**Marketing FAQs**

**May I use the “doTERRA Wellness Advocate” logo or the words?**

Yes, you may use “doTERRA Wellness Advocate” on your business cards, in your Facebook posts, on Instagram, in emails, and so on, as long as you’re using compliant language.

**Can doTERRA be in my email signature?**

Yes, you may keep doTERRA in your signature, as long as the messaging in your email is talking about doTERRA in a compliant way. Your emails may link to your replicated website.

**If I’m producing a flyer as a class invitation, may I have “doTERRA” on it?**

Yes, you may use doTERRA to create your invites. If you have additional information on the flyer about doTERRA, please make sure you’re using approved wellness language. You may also use doTERRA and trademarks on invites for classes through Facebook or Eventbrite.

**Can I make my own sales materials?**

Yes, you may also use images of doTERRA products on sales aids with company approval. Whenever you’re publishing doTERRA materials, you’ll want to make sure you stay compliant by using the Quick Claims Guide or any information found on doterra.com.

**What can I put on a business card?**

You can have the title of doTERRA Wellness Advocate and your replicated website link on your business card.

**May I send emails about doTERRA products?**

Yes. Remember to always use compliant wellness language when talking about doTERRA products.

## **Classes and Presentations**

Have you ever wondered how to invite, share, and build an exciting experience for class attendees? Whether it be practicing do it yourself (DIY), gardening, baking, promoting spa product, introducing essential oils, green living, outdoor living, performing the AromaTouch Technique®, or business building, knowing what you can do at a class will make all the difference! Please consider the following guidelines when you prepare and execute your next class.

**Classes FAQs**

**May I hold live webinars?**

Yes. You may talk about doTERRA, so long as you use approved wellness language and don’t make disease claims about doTERRA products.

**If hosting a virtual class, may I use doTERRA pictures during the presentation?**

Yes, as long as you only refer to the Quick Claims Guide when talking about product benefits.

**If I’m hosting a webinar, may I direct attendees to a website to purchase a specific kit?**

Yes. Direct them to your mydoterra.com business site.

**Miscellaneous**

## **Operations and Support**

Please represent the company and yourself as a doTERRA Wellness Advocate well by fulfilling orders within a timely manner and adhering to the company’s Product [Returns Policy](https://www.doterra.com/policy-manual/product-returns). To best manage orders and returns, please guide your customers to use your mydoterra.com business site for orders and to contact doTERRA Customer Service for questions related to returns. This information is also listed at the bottom of doterra.com.

## **Product listings**

Product descriptions must be compliant and not include any disease terms. Avoid selling sample vials of essential oils, repackaging products, or breaking up kits. If selling a non-doTERRA product that contains essential oils as an ingredient, don’t list it as a doTERRA product or use doTERRA trademarks. Products shouldn’t be sold at prices that devalue the product, nor should you provide exclusive offers that accomplish the same. This helps avoid bidding wars between Wellness Advocates who are competing for customers and keeps the playing field level and fair. In the same vein, you can’t offer free shipping, free enrollment, or special enrollment promotions. However, doTERRA will from time to time offer an enrollment promotion! We encourage you and potential customers to take advantage of these deals that are specifically endorsed and sponsored by doTERRA. In the US, you must follow Minimum Advertised Price (MAP) pricing ([United States link](https://media.doterra.com/us/en/flyers/doterra-policy-manual.pdf) and [Canada link](https://media.doterra.com/ca-otg/en/brochures/policy-manual.pdf?_ga=2.235192769.1360838604.1643222774-1041595444.1639073595)). You cannot sell products labeled “NFR” (not for resale).

## **Enrollments**

When processing an enrollment, direct your customer to your mydoterra.com business site. It’s helpful if you guide a new member through the process. Avoid using doTERRA enrollment terms and conditions on your website to have the customer “agree” to the terms outside of the doTERRA system. Your customer needs to agree with doTERRA terms and conditions to validate their own membership. This doesn’t apply to retail customers or purchases. There’s no formal contract associated with these sales.

**Adwords**

If you’d like to use paid ads (for example, Google Ads) for your business, please work with the doTERRA Compliance team to ensure your ads are compliant and approved. You can’t use URLs owned by doTERRA, including mydoterra.com.

## **Business/Opportunity Focused Sites or Tools**

You can’t offer supplementary compensation for enrollments (building an opportunity on the opportunity). You can’t use doTERRA to gain enrollments and use those enrollments for a parallel opportunity. This kind of business building isn’t allowed. Don’t make misleading income or lifestyle claims and remember to use an earning and opportunity disclaimer.

Building

# Switching Teams (Crossline Moving and Recruiting)

doTERRA has a long-standing policy and culture of “growing where you were planted.” Changing enrollers or teams isn’t allowed under the doTERRA Policy Manual unless you’ve been inactive from doTERRA for at least six months for Premiers and below or a year for Silvers and above (see Section 9G). For additional clarification on this, please contact the Compliance department.

Attempting or encouraging a Wellness Advocate or Wholesale Customer to leave his or her team and join your team is prohibited under the doTERRA Policy Manual (see Section 9G).

**Switching Teams FAQs**

**What do I do if members of another team want to join my team?**

The culture at doTERRA is friendly and supportive. There are times when you may meet somebody who feels a stronger connection with you than a current enroller and may want to join your team. The best thing to do when members of others team approach you about joining your team is encourage them to work with their enroller. Encourage them to contact the doTERRA Compliance department if they have questions on how to switch teams. Don’t encourage those wanting to join your team to go inactive, then join your team, or to join your team through a spouse. This can be classified as recruiting, which isn’t allowed.

**How do I join another team?**

doTERRA understands things sometimes don’t work out. If you feel you need to leave your current team and join another team, this is only possible by first stepping away from doTERRA for six months or a year, depending on your rank. Once you’ve been completely inactive from doTERRA for the prerequisite amount of time, you may then reactivate your account through the doTERRA Placements department and request an enroller and sponsor change. Please contact the Compliance department with any questions about moving teams.

**I just discovered a member of my team opened a second account on another team. What do I do?**

There are times when a member of your team doesn’t fully understand the doTERRA policy regarding moving teams. If you find yourself in this situation, please contact the Compliance department, and we’ll be able to resolve this issue.

**What do I do when a crossline account is discovered on my downline?**

If a member of your downline happened to be enrolled on another team prior to creating a second on your team, contact the Compliance department. We understand mistakes happen and will be able to resolve this issue.

# Promoting Other Opportunities (Cross-Company Recruiting)

The term *cross-company recruiting* is defined as the actual or attempted solicitation, enrollment, encouragement, or effort to influence in any way—either directly or indirectly (including but not limited to through a website)—a doTERRA Wellness Advocate or Customer to enroll or participate in another network marketing opportunity. This conduct constitutes recruiting even if the actions of the Wellness Advocate are in response to an inquiry made by another Wellness Advocate or Customer.

**Promoting Other Companies FAQs**

**Can I be part of another direct sales company?**

Purchasing products from another direct sales company is allowed. However, trying to build another direct sales company in addition to your doTERRA business will lead to cross-company recruiting, which isn’t allowed.

**Can someone ask me about another company I represent? Can I talk about it?**

Yes, as long as he or she isn’t a doTERRA customer or Wellness Advocate.

**What if the other business I represent isn’t a direct sales company?**

Cross-company recruiting only applies to other direct sales companies.

**I’m a lifestyle coach. Can I teach these classes to my doTERRA downline?**

Yes. However, charging for these classes is discouraged and could lead to policy violations.

**Can I promote another direct sales company to doTERRA members?**

No, this is cross-company recruiting, which isn’t allowed.

**Can I combine my doTERRA and other direct sales company on my social media accounts and website?**

Combining companies is discouraged as it may lead to cross-company recruiting, which isn’t allowed.

Here are some further resources:

* [Compliance Advice: Build Where You](https://www.doterra.com/US/en/blog/building-compliance-advice-build-where-youre-enrolled)re Enrolled
* [Policy Manual Section G](https://www.doterra.com/US/en/policy-manual/placements-policy)

# Compliance and doTERRA Culture

“Culture beats strategy every time!”—David Stirling, Founding Executive

While every team will have its own character or personality, doTERRA itself has a culture that has been fostered and nurtured with intentionality since the company began. At doTERRA, we believe culture is more than just nice platitudes. Our culture represents who we are and how we do things. For example, our CPTG Certified Pure Tested Grade® standards embody our culture of relentless pursuit for purity and commitment to never compromise our integrity, despite the challenges we face. The doTERRA Compensation Plan, Co-impact Sourcing® model, and doTERRA Healing Hands Foundation® embody our focus on empowering people and blessing lives.

The doTERRA culture represents an ideal we all strive for, and while we may each describe it in our own way, we all love and recognize it. It’s the glue that binds us together, regardless of age, gender, race, political views, or other factors that makes us each unique and special.

**Compliance and doTERRA Culture FAQs**

**What are some of the core values tied to doTERRA culture?**

They include health and wellness, empowerment, generosity, integrity, sustainability, service, purity, quality, diversity and inclusion, innovation, leadership, humility, and gratitude.

**How do I foster the doTERRA culture in my team?**

Culture is something that develops naturally in an organization over time. It’s a culmination of mindset, decisions, the you we talk, and the way you treat people. Your team members often watch you and follow your examples. While long-term success in creating culture stems from feeding the mind with positive principles and incorporating learning into leadership practices, you don’t have to wait until you’ve achieved a perfect state of mind before making meaningful changes on your team. In fact, it’s through action that we deepen our understanding of good principles.

Try this! Each month, choose one principle you’d like to emphasize with your team. Write it down and put it somewhere you can see it daily. Learn more about this principle by reading good books, watching online videos, or discussing it with someone you admire who embodies this trait. In your team meetings, mentoring sessions, or wherever you see fit, take the time to talk about this principle with your team members. Share the things you’ve learned and take the opportunity to learn from them too. You may even create a specific challenge around the principle to really put it into action. For example, if the principle is service, you may consider sharing the doTERRA kindness challenge and inviting team members to take a picture of themselves doing one of the acts of kindness and share it with the team.

These things may seem small, but culture is like a powerful lever. The ancient philosopher Archimedes said, “Give me a lever long enough and a fulcrum on which to place it, and I shall move the world.” Here at doTERRA, our goal is to lift lives across the world. Every small effort we make to build the right culture will lengthen our lever and allow us to lift more lives. Thanks for your commitment to foster the doTERRA culture in your team!

**How does the doTERRA culture fit in with developing the strengths, talents, and personalities that make my team unique?**

One of the core tenants of the doTERRA culture is empowerment. Empowering someone doesn’t involve stripping them of their weaknesses or creating cookie-cutter leaders. Empowering someone is recognizing unique and powerful strengths and helping the person develop and apply those traits in new ways. When differing opinions, skills, and backgrounds come together, you may find your team making more thoughtful and suitable decisions. Make the commitment to maintain an environment of respect and open-mindedness on your team.

You may find it worthwhile to identify your own strengths and talents in addition to those of your team members. If you’re having a tough time figuring things out, think about what areas of the business get you (or your team members) excited. We often feel the most energized when we maximize our strengths. For additional help, you may want to refer to the doTERRA Empowered You “Strengths Guide.” Once you’ve identified your strengths and your team members’ strengths, you can determine how best to leverage everyone’s strengths to support your goals as a team.

**How does culture support my long-term success?**

doTERRA is always planning ahead. We invest in the systems and infrastructure we know will support us in the coming years. We invest in our communities of growers to ensure they can continue supplying high-quality products. We plant trees to help with reforestation, even knowing the trees won’t be available to harvest and produce essential oil for 15–20 years. We do all this because doTERRA isn’t looking for short-term success. We want our CPTG® essential oils to bless the lives of families around the world for years to come.

Likewise, a focus on time-proven principles embodied in doTERRA culture can support your business growth for years to come. This includes actively cultivating the right culture in your team, fostering healthy relationships and mindsets, and making principle-based decisions. While you may be tempted to find shortcuts in growing your business, many shortcuts will hurt your team in the long run. Using good principles will act as a compass. It’ll guide you through difficult situations and help you avoid treacherous terrain that can put your business at risk. Seek business strategies—like those taught in the Empowered Success program—that support stable, organic growth, a solid customer base, and the development of leadership throughout the team.

General Help

Disputes Between Wellness Advocates

doTERRA supports all its customers and distributors, but sometimes disputes arise between two distributors. This can happen for many reasons, but how the dispute is resolved is more important.

We encourage all doTERRA members to be considerate of each other’s feelings and perspectives. If there’s a dispute, work with the person to find common ground and always strive to be kind and respectful. If you feel you’re at an impasse, contact Compliance. We’ll work with you to find a resolution.

# Multiple Accounts

doTERRA members are allowed to have one doTERRA account either as a Wellness Advocate or Wholesale Customer. Likewise, business partners and spouses may only be part of one doTERRA Wellness Advocate or Wholesale Customer account.

**Multiple Account FAQs**

**Can my business own an account?**

Yes, a business can own an account. However, members may not have separate business and personal accounts. You may only have one interest in one account.

**Can a trust own an account?**

Yes. However, the beneficiaries or trustee may not have additional accounts. If you’re the trustee or beneficiary of a trust who owns a doTERRA account, you can’t have a second account in which you have any interest.

### **What do I do if I have an interest in more than one account?**

#### This sometimes happens. Please contact the Compliance department directly for more information on how to resolve it.

# Supporting Your Team

Wellness Advocates should support and encourage their team members and customers to ensure their experiences with doTERRA is meaningful and rewarding. Wellness Advocates should provide proper support and training to those they sponsor in their organization.

doTERRA doesn’t define “proper support,” as support can be given in many ways.

**FAQs**

**What do I do if my enroller isn’t supporting me?**

There are times when Wellness Advocates may feel they aren’t getting the support they need from their enroller. These types of situations can be complicated and even personal in nature. If you feel your enroller isn’t supporting you, please contact the Compliance department. We’ll work with you to ensure you’re being supported.

**What if my downline isn’t supporting their downline?**

We understand that situations arise when a Wellness Advocate may need to step in and support members of their downline who were enrolled be somebody else. This is always encouraged when needed. If you feel Wellness Advocates on your team aren’t properly supporting members of their team regularly, please contact the Compliance team.

# Inactive Downline Member

It can be difficult to adjust when a member of your team decides to take time off from building a doTERRA business. Remember, everyone builds at a different pace, so try to be understanding. Someone might want to take some time off for personal or health reasons.

## **Inactive Downline Member FAQs**

### **What do I do if a member of a member of my team decides to go inactive or disengage from doTERRA?**

#### First, try to reengage your team member. Get this person excited about new products or upcoming events. After some time, if the team member still inactive, contact Compliance to discuss the situation.

### **What do I do if a member of my team doesn’t consistently place a loyalty order?**

#### There are many reasons this might happen, whether for financial reasons or simple forgetfulness. It could also be a lack of understanding of the doTERRA Compensation Plan. Whatever the reason, discuss this issue with members of your team with compassion and understanding. Be encouraging and supportive.

# Life Events

## **Deceased Wellness Advocates**

We send our deepest condolences if you’re experiencing the loss of a loved one. During this time of deep grief and sorrow, it’s not necessary to worry about a deceased loved one’s doTERRA account. When you feel ready to move forward in resolving a loved one’s account, please email Compliance, and we’ll walk you through the process step by step.

When doTERRA is notified that one of its members is deceased, any scheduled loyalty orders will be canceled to prevent any additional charges from being processed. From there, it’s up to the family of the deceased member to decide how to move forward with the account, which may be transferred or suspended. Don’t feel rushed to decide what to do with the account right away. We’ll work with you and help as long as you need.

**Deceased Member FAQs**

**What do I do if a member of my team dies?**

#### First, extend compassion and patience throughout the transfer or suspension process. Don’t rush to replace or suspend the account. When enough time has passed, work with the surviving family to decide what’s best for that account.

**How do I close a deceased member’s account?**

If you’re the next of kin, successor, or executor of the estate and would like to terminate the account, please send the following items to the Compliance department.

* + [Voluntary Termination Form](https://media.doterra.com/us/en/forms/voluntary-termination-form.pdf).
  + A copy of the Death Certificate.
  + Official documentation of who’s the executor of the estate and who’s the successor or next of kin (or who holds power of attorney, if applicable).

**How do I transfer the account?**

The next of kin, successor, or executor of the estate may choose to transfer the account. Please send the following items to Compliance.

* + [Account Transfer Form](https://media.doterra.com/us/en/forms/account-transfer-request.pdf) (filled out and signed).
  + An amended [Wellness Advocate Agreement Form](https://media.doterra.com/us/en/forms/wellness-advocate-agreement.pdf) (filled out and signed).
  + A copy of the Death Certificate.
  + Official documentation of who’s the executor of the estate and who’s the successor or next of kin (or who holds power of attorney, if applicable).

**How do I switch the primary and co-applicant if the deceased member was the primary applicant?**

The next of kin, successor, or executor of the estate may choose to transfer the account to the co-applicant. Please send Compliance the following items.

* + [Account Information Change Form](https://media.doterra.com/us/en/forms/account-information-change-form.pdf) (filled out “Switching primary and co-applicant” and co-applicant left blank).
  + An amended [Wellness Advocate Agreement Form](https://media.doterra.com/us/en/forms/wellness-advocate-agreement.pdf) (filled out and signed).
  + A copy of the Death Certificate.
  + Official documentation of who’s the executor of the estate and who’s the successor or next of kin (or who holds power of attorney, if applicable).

**What happens to the commissions on a deceased member’s account?**

If you’re the next of kin, successor, or executor of the estate, please follow the steps to terminate the account, transfer it, or switch the co-applicant to the primary account holder. Once you have all the paperwork for the account, contact Compliance about the commissions.

**Points Orders**

Until the account is either terminated or transferred, the executor of the estate can place necessary orders to verify the account and keep it running. Doing so allows the account to keep the points it’s already earned and continue earning points while the ultimate transfer arrangements are still being finalized.

**What if the successor is already a doTERRA member?**

In this case, the member will need to choose which account they want to keep and make any necessary transfers. The account that they don’t keep will need to be disposed of through an account transfer or account suspension. For more information, visit the Placements Support Center at <https://www.doterra.com/placements> or contact Placements for an exception at <https://www.doterra.com/placements>.

**Marriage and Divorce**

If you need to make a change to your account due to a relationship change, such as marriage or divorce, please contact Compliance for information on which documents you’ll need to submit to make the appropriate changes to your account.

**Marriage and Divorce FAQs**

**I have a doTERRA account, and my new spouse has a separate account from before we got married. What will happen to our accounts?**

To combine your accounts, you’ll need to submit the forms listed below. The person with the account who has achieved the highest rank is considered the primary applicant, and the person with the account at a lower rank will be the co-applicant.

* + The Account Information Change Form. Be sure to fill out the “Add Co-applicant" section.
  + The Wellness Advocate Agreement Form. Both the primary and co-applicant will need to sign.
  + A copy of your marriage certificate or legal name change decree, if applicable.
  + A Voluntary Termination Form (for the co-applicant spouse’s old account). Email it to the Placements department.

**How do I change the name on my account?**

To change the name on your doTERRA account, please submit the following documents.

* + An [Account Information Change Form](https://media.doterra.com/us/en/forms/account-information-change-form.pdf) (“Marriage or Legal Name Change” section). The form says “Excluding Divorce,” but it’s still used for this purpose. Also, please remember to sign the second page.
  + The Divorce Decree or Change of Name Certificate. If the decree doesn’t include information about your name change, you may send along a copy of your license or another document with your name.

**How do I remove a co-applicant from my account?**

If you wish to remove a co-applicant from the account in the case of a divorce, please submit the following documents.

* + [Voluntary Termination Form.](https://media.doterra.com/us/en/forms/voluntary-termination-form.pdf) The form must be signed by the co-applicant with a statement relinquishing their rights to the account. *Please write “Co-applicant only, due to divorce” on the form.*
  + Copy of the Divorce Decree.
  + If you wish to remove a co-applicant from the account and change your name, please complete the “Marriage or Legal Name Change” section on the [Account Information Change Form](https://media.doterra.com/us/en/forms/account-information-change-form.pdf). The form says “Excluding Divorce,” but it can still be used for this purpose.

**How do I switch the primary and co-applicant on my account?**

If the co-applicant needs to be switched to be the primary applicant, please submit the following forms.

* + [Account Transfer Request Form.](https://media.doterra.com/us/en/forms/account-transfer-request.pdf) The second page, “Ownership Form Change Only,” will need to be filled out and signed by the current primary account holder.
  + [Account Information Change Form](http://media.doterra.com/us/en/forms/account-information-change-form.pdf). The “Switching Primary and Co-Applicant” and “Fixing a Birth Date or SSN” sections will need to be filled out and signed by the current primary account holder and co-applicant.
  + A separate[Wellness Advocate Agreement.](http://media.doterra.com/us/en/forms/wellness-advocate-agreement.pdf) This will need to be filled out with the updated account information and signed be the new primary applicant (former co-applicant).
  + A copy of the Divorce Decree.

Contact Compliance

The Compliance team is here to assist doTERRA members with questions and concerns about policies, procedures, and processes. To contact us, email directly from your personal email address. Please include your doTERRA ID number in the email along with your inquiry. If you need to submit documents to Compliance, ensure they’re signed pen to paper or through an electronic signature app or website. If they were signed through an electronic signature app or website, please provide proof of completion, showing that it was signed from the proper email address.

When receiving documents, we must receive them from the email address associated with the account. If you’re sending documents to us through email, please include a PDF or clear photo of the printed form signed. You may also send documents by fax or mail.

**Email Addresses by Market**

United States, Canada, Europe, Latin America, and Russia: [compliance@doterra.com](mailto:compliance@doterra.com)

Australia andd New Zealand: [complianceaunz@doterra.com](mailto:complianceaunz@doterra.com)

Brazil: [conformidade@doterra.com](mailto:conformidade@doterra.com)

China: [chinacompliance@doterra.com](mailto:chinacompliance@doterra.com)

Mexico: [compliancemexico@doterra.com](mailto:compliancemexico@doterra.com)

Japan: [japancompliance@doterra.com](mailto:japancompliance@doterra.com)

Korea: [krcompliance@doterra.com](mailto:krcompliance@doterra.com)

**Fax#:**

801-785-1476 (Attn: Compliance)

**Mailing Address:**

Attn. Compliance

389 S 1300 W

Pleasant Grove, Utah 84062