

# Frequently Asked Questions

## **What is Hyten Global?**

Hyten Global is a lifestyle company. The Hyten lifestyle is catered to a modern lifestyle. We want to help you do more, see more and get the most out of the 24 hours you have in your day. We are confident that we can help you achieve your daily and life goals simultaneously.

**Our mission** is to elevate the lives of our customers and distributors by providing life changing experiences, financial opportunities and premium products.

## **What products and services does Hyten Global offer?**

Hyten offers three channels of products and services.

**Travel** – We partnered with one of the top travel aggregators in the world to provide our customers discounts of up to 65% on hotels, along with a one stop shop for flights, cruises, car rentals, condos, Jetsetter trips and more! We offer three different membership levels that you can find at [hytenglobal.com/product/travel](https://hytenglobal.com/product/travel)

**Health** – We offer three products that coincide with a fast-paced lifestyle and your travels! KetoBoost helps you look and feel your best. It's a patented exogenous ketone formula allows your body to burn fat as a results you will look slimmer and have more energy. PureRecovery, helps your body recovery faster with a natural and patented curcumin formula. And DreamEasy, which helps you fight sleep deprivation and combat jet lag and time zone changes. See more about the products at [hytenglobal.com](https://hytenglobal.com).

## **What do I get with my BasicTravel membership?**

You get access to our discount hotel booking engine to save up to 50%. If you want more access you can change your membership to the PremiumTravel membership which gives you access to all the travel offerings at Hyten.

The BasicTravel membership is an annual subscription (\$47 annually).

## **What do I get with my BasicTravel Plus membership?**

You get access to three of our most popular booking portals; Flights, Car Rentals and our discount hotel booking engine to save up to 50% off hotel reservations. If you want more access you can change your membership to the PremiumTravel membership which gives you access to all the travel offerings at Hyten.

The BasicTravel Plus membership is an annual subscription (\$97 annually).

## **What do I get with my PremiumTravel membership?**

This gives you access to all the Hyten travel products including Flights, Hotels + Flights, Cruises, Cars, and the Benefit Hub. Plus, you will save up to 65% on all of your Hotels. That's 15% more than the BasicTravel membership.

The PremiumTravel membership is a monthly subscription (\$57) and \$247 one-time fee.

### **Do I get a discount on products as a Customer or Distributor?**

Customers and Distributors can each take advantage of price discounts if they opt in to our Auto Order program.

### **What is the best way to get started as a Distributor?**

Purchase the Business System (\$27) and then follow the Get Started Training document and video. You can find both trainings at [info.hytenglobal.com/getstartedtraining](http://info.hytenglobal.com/getstartedtraining)

### **What benefits do I get as a Distributor with the Business System?**

As a Distributor of Hyten Global you must purchase the Business System to gain access to your personal website, back office, training documents and tools.

### **What are Customer Service Hours?**

Monday- Friday: 9:00 AM – 6:00 PM Central Time

### **What is the Price Match Guarantee for travel?**

The price match allows you to guarantee you are getting the lowest price from us, if you find a reservation that matches the same criteria and is cheaper than what you booked with us, we match the price if you submit the Price Match Guarantee Form by 11:59pm Central Time the same day of your initial booking. The Price Match Guarantee is a safety net to make sure you always pay the lowest price. Hotels, Cruises, Car Rentals, and Flight bookings are eligible for the Price Match Guarantee. You will be awarded Reward Points for the difference in the lower price.

Price Match Guarantee does not price match against other membership booking portals only public priced online competitors.

### **What is Benefit Hub?**

Benefit Hub is a free service associated with our Travel portal. This portal provides discount offers for everyday items within your local zip code area for event tickets, brand name clothing, restaurant deals and other rave-worthy local goods at amazing price with cash back options!

### **Can I join Hyten from anywhere?**

You can join Hyten as a Distributor and purchase health products in the United States, Papua New Guinea and Hong Kong.

Hyten Nutritional products are available in many countries for personal consumption purchase only. Please contact Hyten customer service for details.

You can purchase travel memberships in these countries: Australia, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Fiji, Finland, France, Germany, Greece, Hungary, Indonesia, Ireland, Italy, Latvia, Luxembourg, Malaysia, Malta, Netherlands, New Zealand, Philippines, Poland, Portugal, Romania, Samoa, Singapore, Slovakia, Slovenia, Sweden, Switzerland, United Kingdom.

## **What is the difference in member type? Customer vs. Distributor**

Customer: Someone who purchases any of Hyten Global's products. They may enroll in the Auto Order program for discounts on nutritional products as well as earn Reward Points for their orders.

Distributor: Distributors are Customers who are interested in the Hyten Business System. Distributors have the option to add on products as they choose, when they set up an Auto Order they will receive a discount on nutritional products as well as earn Reward Points for their orders. Distributors will gain access to a personal business center, referral website and be enrolled in the Distributor training program.

## **Who can earn 3 X Free?**

Both Customers and Distributors.

## **How does the 3 X Free Program work?**

The 3 X Free Program is a way to earn a get your Auto Order paid for (travel or nutritional products). You must have an Auto Order set up to participate in the 3 X Free Program. The program is simple; If (A) has an Auto Order of 50 CV on a Blue week, A will need 150 CV by the following Blue week and a minimum of three customers to qualify for 3 X Free. If A changes their order to exceed 50 CV within three days of the Auto Order is specified to make payment, A will still get the product order of 50 CV for free, but must pay for the remaining balance of the order.

## **How do I take part in the KetoBoost 28 Day Challenge?**

1. Purchase KetoBoost!
2. Submit an "I Accept The 28 Day Challenge" entry video on [hytenglobal.com/product/ketochallenge](http://hytenglobal.com/product/ketochallenge)
3. Take KetoBoost, walk 10,000 steps and get active for 60 minutes daily!  
Challenge yourself: Do 100 sit ups, 100 push ups, and 100 squats 4 times per week.
4. After 28 days, submit "I conquered the 28 Day Challenge" video, measurements, and pictures if you took them. This is your time to show off!

## **What are Reward Points?**

Reward Points are Hyten Global's universal points system.

Reward Points are awarded for various activities that include; referring customers, purchasing product (health products or travel subscriptions), booking hotels, when friends you referred book hotels and hosting H.O.P.E projects.

You can use your Reward Points to purchase health products, travel subscriptions, hotel stays, Jetsetter trips and even donate your points to our H.O.P.E projects.

## **Can I transfer my Reward Points to another Customer?**

At the rank of Diamond you are allowed to transfer a minimum balance of 50,000 Reward Points to help create promotions in your team.

## **Will members be able to purchase Reward Points?**

Customers will not be able to purchase Reward Points. They can use partial amounts of Reward Points on Jetsetter trips.

## **How do I cancel my order/ subscription?**

To cancel your order/ subscription please call 1-888-434-5850 or email [cs@hytenglobal.com](mailto:cs@hytenglobal.com).

**Do Reward Points expire/flush?**

If you're inactive for 4 weeks, your points will flush. You have a 12 week window to place an order to reinstate your points. If you cancel your order, you have 12 weeks to place another order before your Reward Points flush and are irrevocable.

**Once I've booked travel on Hyten, where can I go to view my reservation?**

All itineraries will be sent to the customer's email after the booking is completed. If you did not receive your itinerary, please contact our customer service 1.888.434.5850.

**How close to the trip date can I make changes to my reservation?**

Depending on the type of travel you purchased, certain fees and/or terms and conditions may apply. Our Hyten Staff can review these changes on a case-by-case basis.

**Can I cancel a reservation?**

Condo reservations are non-refundable. For airline and hotel reservations, a penalty is usually incurred for cancellation requests. Currently, our car program allows you to reserve the car and pay when you pick it up. As such, you may cancel the reservation at any time.

**Can I change the date on an existing reservation?**

That would depend on how close it is to the actual reservation. Such changes may need to be made by the venue itself or through one of our friendly Customer Service agents.

**Does Hyten Global provide travel insurance?**

Travel insurance is available for flights and cruises at the time of booking.

**Can someone other than me book a reservation with the Reward Points that I've earned?**

In your account, you can create one "Authorized Traveler" other than yourself to be designated to book a reservation. Travelers could be your spouse, partner or anyone else in your household. They can use the Reward Points associated with the account that they're listed under. If you are booking a flight for someone else who is not an Authorized Traveler on your account, then you or one of the Authorized Travelers need to be booked on the same reservation as that person.

**Do you earn CV or Commissionable Volume on your own order?**

No, you will not be paid commission for your personal order. You will receive commission on all customer orders.

**What is Free Access for Travel?**

Free access gives you a sneak peek into our travel portal. We'll show you the discounted prices we get for our hotels that you can't find online. If you want to book pick one of our fantastic memberships and you will be set to save money on all your travel!