

# Frequently Asked Questions

## **Where can I find all the updates and the transition from HopRocket to Hyten Global?**

You can review the updated and the transition [here](#).

## **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 (\$45 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 (\$100 annually).

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

This gives you access to all the Hyten travel products including Flights, Bundles, 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 month subscription (\$70) and \$250 one-time fee.

## **How can I use my \$250 travel credit when I sign up for the Premium Travel membership?**

Your \$250 is used like a travel credit to apply towards a Jetsetter Trip and receive \$250 off.

## **Is there a cost to upgrade?**

If you would like to be a Distributor, and the cost is \$50 to submit a Distributor application.

If you purchased a BasicTravel membership and want to upgrade to a PremiumTravel membership, it will cost \$205 if the upgrade happens within the same month as your BasicTravel membership purchase plus the \$70 monthly subscription.

If you purchased the BasicTravel Plus membership and upgrade to PremiumTravel in the same month it's \$105 to upgrade, plus the \$70 monthly subscription.

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

Customers and Distributors get the same pricing. Although, if set up your products on Auto Order you will get \$5 off each product. If you purchase the Auto Order Pack with all three products you will get a discount of \$30.

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

Pay the \$50 Distributor application fee, then follow the Get Started Training document and video. You can find both trainings at [share.hytenglobal.com/getstarted](http://share.hytenglobal.com/getstarted)

### **What benefits do I get as a Distributor?**

As a Distributor of Hyten Global you will get access to our Rewards Plan. The Rewards Plan is the commission structure which a Distributor will be paid for referring Customer to purchase product from Hyten Global.

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

Monday- Friday: 7:00 AM – 5:00 PM Central Time

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

The price make 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 service that is provided by Hyten Global that allows customers to purchase 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 is NFR (Not For Resale) in all other countries, you may purchase products through one of the markets as personal consumption only.

You can purchase travel 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, Phillipines, 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 Rewards points for their orders.

**Distributor:** Distributors are Customers who pay an annual fee of \$50 for access to the Hyten Rewards Plan. 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 PV 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 PV within three days of the Auto Order is specified to make payment, A will still get the product order of 50 PV for free, but must pay for the remaining balance of the order.

### **How long does the Keto Challenge last?**

There are 3 contests. One is the 10 lbs challenge, 4X10 Challenge and the Lifestyle Challenge. The 10 lbs. challenge doesn't have a time limit. The 4X10 challenge has a 28 day cycle. The Lifestyle Challenge marks 1 year of purchasing the Keto product and living the Keto lifestyle for 1 year!

### **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 your referred book hotel stays 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?**

No, as a Reward Points are non-transferable. They are for your to use!

### **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 Jet Setter trips.

If someone buys RR points in HopRocket, they will be converted to Reward Points.

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

To cancel your order/ subscription you will have to login to "Your Account" and click "Cancel My Order/ Subscription."

When 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 customers 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 travel 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.

**Are Free Trials going away?**

Yes. Come January 3, you will be able to send a friend to your replicated website and they will be able to search the hotel booking engine by registering for a free membership. They will get access to view our discount pricing up to 50% off hotel stays. To book they will be prompted to purchase a travel membership; BasicTravel, Basic Travel Plus or PremiumTravel.

**How do I pre-order for Hyten's health products?**

There are two options:

1. To pre-order for product you may send in an order form (download here) and email or fax to our customer service team.

Email: [cs@hoprocket.com](mailto:cs@hoprocket.com)

Fax: 801-727-3619

**Will HopRocket Tools be updated?**

No, we are discontinuing HopRocket Tools. January 3rd, 2017. All Distributors starting December 1, 2016, were not charged their final month of use.

**How will the commission tree transfer over from a Unilevel into a Binary?**

Your strongest unilevel leg will be placed on the left of your binary tree. The next strongest will go right leg. It will continue to alternate until everyone is placed.

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

No, you will not be paid commission for your personal order.