

Shaklee Sales & Training Center
13850 Cerritos Corporate Drive
Suite A
Cerritos, CA 90703
(562)356-9450 Main Line
(562)356-9455 Orders only



Purpose

Welcome to the Shaklee Sales & Training Center! This new facility is designed to create a welcoming environment where you can share Shaklee, our world class health and wellness products and our exciting opportunity with others. In partnership with our local Leaders, we look forward to making the center a vibrant and essential part of your Shaklee business success, and to supporting our Shaklee Family in Southern California.

The center offers many benefits to you and your team:

- A beautiful, professional Shaklee facility in the region that will create an excellent introduction to Shaklee for your guests.
- A well-equipped meeting space, free of distractions – with opportunities available 6 days a week.
- Opportunities for you and your team to take advantage of open meetings held in the facility.
- Ability to purchase and receive Shaklee products on site so that new people can get started right away.
- On-site personal service from Home Office staff.

With all of these ways to integrate the center into your Shaklee business, we know you'll view the facility as a tremendous asset for you and your team's success!

Location/Hours

The centrally located center is at 13850 Cerritos Corporate Drive, Suite A, in the city of Cerritos, near the Orange County border. The business hours for the center are 9am to 5pm, Monday through Friday. During business hours we are open for product purchases and pick ups, guest presentations and other business opportunities. The center is available weekday evenings and Saturday by appointment only.

Parking

When you visit the center during business hours, please park on the East side of the building whenever possible. The front spaces are shared and we want to make sure we are good neighbors to those with whom we share. During evening or weekend events, you are free to park in front or anywhere you would like. Handicapped parking is available.

Staff

During business hours, the center will be staffed by home office. All staff will be available to assist you with any issues pertaining to use of the center, and the Regional Sales Specialists will be available for questions, phone orders and other customer support. While Regional Sales Specialists will have some Field Support training, please direct general business questions and transactions to Shaklee Field Support at 925-734-3636. This is to ensure we are able to manage the transactions that can only be handled at the center.

Security

The center is monitored locally and by Shaklee corporate security. Security can be reached at (925)924-2800. In an emergency, first call 911, then call Shaklee Security to advise of the emergency. When parking at the center, use common sense and be safety conscious. Remove items from your car before entering the center and always lock your vehicle. Shaklee is not responsible for any theft or damage to your car while on the premises.

Loitering

Loitering inside or outside of the building is not permitted. Potential customers who drop in to inquire about Shaklee will be assigned to a local Leader as a lead. A list of eligible Leaders will be developed and managed by center staff to maintain fairness in lead allocation. Since the center is not located in an area of retail traffic, this is unlikely to happen frequently. We are planning campaigns in the surrounding area to create awareness and to introduce Shaklee in the community. We will train our local staff how to handle referrals that may result and will make sure they receive a great first impression of our business. If you are planning an outreach campaign and intend to use the center as a place where people may respond, please speak to our manager first to make sure your plans will work within our guidelines.

Meetings/Events

In Southern California, we are fortunate to have leadership from a variety of organizations, backgrounds and languages. Look forward to an ongoing schedule of opportunity events, product events and trainings in multiple languages. Events in the main room are considered to be open events so anyone in the Shaklee Family is welcome to join. The center has the potential to create a vibrant sense of unified diversity that can benefit everyone.

Meeting Rooms

The center has five meetings rooms available for your events. Each room is named for one of our beautiful local beaches, celebrating the environmental jewels of coastal Southern California. **Please note:** room capacities quoted are estimates, subject to change based on the Fire Marshal review. Please do not allow number of attendees to exceed posted room capacities – this rule will be strictly enforced.

“The Hermosa” - This room can host 200 people theater style. The room is over 2,400 square feet and features a built in stage and podium and a complete Audio/Visual presentation system.

“The Newport” - This room can host 25 people theater style. Due to the size, there is no Audio/Visual. We will continue to evaluate the need. This room is perfect for hands on training type events.

“The Laguna” and **“The Malibu”** – These smaller rooms can be used for a small gathering of 5-10 people or can serve as an office, reserved on an hour by hour basis. These rooms have a white board, chairs and a table .

“The Catalina” – The center’s 180 breakroom is a fully stocked kitchen that includes a Shaklee 180™ bar. The Laguna will be the perfect location for a Shaklee 180 Turnaround™ Party, with a bar that has a 180 presentation monitor where your guests can enjoy their Shaklee 180 Smoothees and watch the Turnaround Today DVD while you host your event.

Food and Drinks

The Laguna will feature a Shaklee Performance dispenser, coffee pot and several blenders. Food and drinks are to be consumed in the Shaklee 180 breakroom. Food and Drink is not allowed in any of the meeting rooms or lounge.

Types of Meetings

The center is an ideal venue for a variety of Shaklee related events and non Shaklee meetings or presentations will not be allowed. Examples of meeting types that are appropriate are: Opportunity Meeting, web training, business plan training, leadership training, nutrition training, Shaklee 180 Turnaround Parties events and training, Shaklee 180 support groups, general business training and product showcases.

Meeting Room Reservations

Please use the Reservation Form to reserve space at the center. The form should be emailed to booklameeting@shaklee.com or faxed to (925)924-3690. All requests must follow this process.

Initially, we will give priority to requests received from Leaders of large organizations and groups of Leaders that are working together, in order to permit larger, open events to accompany the launch of the center. Our goal will then be to work with Leaders to create a regular schedule of events to include meetings every morning and evening, and all weekends. We welcome requests for monthly meeting reservations. Additional requests will be reserved based on a first come, first served policy.

Center staff can assist you in checking availability in the schedule, but no request can be confirmed until a Reservation Form is submitted. Once we have received your request, we will confirm receipt. Shortly after, we will confirm your reservation. The form can be downloaded from the member center.

Although there is no charge at this time for the use of these rooms, all meeting hosts are required to undergo a brief orientation and to sign our “Meeting Room Use Agreement” which outlines your responsibilities as a meeting host.

Meeting Calendars

We will post the Shaklee Sales & Training Center calendar online at www.facebook.com/ShakleeLAceter as well as

other information such as events, room location and language. Make sure to like us!



Shaklee Sales & Training Center
13850 Cerritos Corporate Drive
Suite A
Cerritos, CA 90703

After Hours Access

During the week, center Staff will be on site to open the center. During the evening and on weekends, there will be a staff member there to open and close the center, although for planning purposes, this is only on a scheduled basis. This means that the center is not open for business in the evening or weekends unless it was planned prior.

Sign In

All visitors to the center must sign in at the reception desk, including during after hour events. After hours event hosts or planners must assign someone at the event to ensure that each guest signs in.

Meeting Evaluation and Flexibility

We understand the consistency needed to grow your business and want to be supportive. With this in mind, we will evaluate the meeting schedule from time to time to make sure we maximize the use of our space. We reserve the right to adjust event reservations, with adequate notice, to ensure that the center is being used to greatest capacity, and to benefit the greatest number of area business builders.

Product

Based on a review and analysis of Shaklee products shipped to the Los Angeles metropolitan area over the past three years, 80 products in three product categories have been selected to make available for purchase and pick-up in the center. The products are in the Nutrition, Shaklee 180 and Get Clean categories. Product availability may change as we evaluate the needs of our customers on a quarterly basis. Some of our most popular literature and business tools will be available to purchase, as well as some Member and Distributor kits and business packs.

Payment for Product

All orders will be processed through unique software that was developed exclusively for the center. The system is designed to mirror MyShaklee.com ordering so that it will be familiar. All payments accepted in MyShaklee.com are also accepted by the center's order entry system. Cash or checks will not be accepted at the center.

Orders in Person

Orders can be placed in person at the center, via any of these options:

- iPad – iPads are available at the reception desk for use in placing an order. These shared tools are available only for the purpose of placing an order, utilizing the order entry software developed for the center. For security purposes, iPad users will provide either a driver's license or credit card which will be returned once the iPad is returned.
- Center Staff – a staff member can also assist you in placing an order, if you are unable to utilize the first options.

Center staff is available to train on use of the center's iPad order entry software. Once an order is placed, a confirmation will appear on the iPad screen which means that the order has printed in the warehouse and your order is now in line to be filled. At this time you can have a seat in our lounge where your order status can be viewed on the monitor.

Orders by Phone

Orders at the center will also be accepted by phone via a special number (562)356-9455. These orders will be taken by the home office and will then be fulfilled at the center. Please advise the person taking your order if you expect to pick up your order the same day as phone orders are typically not prepared till the next morning.

Pick Up Process

There will be a monitor available in the lounge that will show your last name when your order is ready for pick up. You'll be asked to review your order, confirm that it is complete, and then transfer your order to your vehicle.

Priority

Priority will be given to orders placed in person at the center, and to new membership or distributorship orders placed at the center. We will always do our best to have your order completed in a timely fashion, but be advised there may be some waiting times at month end.

Shaklee Sales & Training Center
13850 Cerritos Corporate Drive
Cerritos, CA 90703

Handling and pick up fee

The center charges a handling fee, which represents a reasonable reduction over the current average S&H fee charged when product is sent to you from Groveport. This fee does not take weight into consideration. This fee will be evaluated and adjusted as needed from time to time.

Order totals	Pick up Fee
\$0 to \$99.99	\$6.00
\$100 to \$249.99	\$7.50
\$250 to \$399.99	\$9.00
\$400 to \$699.99	\$12.00
\$700 to \$999.99	\$18.00
\$1,000 to \$1,999.99	\$25.00
\$2,000 or more	\$40.00

Backorders

There will be no shipment of backordered products from the center. All orders must be picked up at the center. If product is unavailable in inventory, it will be unavailable to add to your order.

Product Returns

All returns will be processed by calling 1-800-SHAKLEE. We will not be able to accept product returns at the center.

No Split Orders

The center's ordering system is unable to accept orders, or portions of orders, to be fulfilled at our Groveport Distribution Center. Those orders should be placed through MyShaklee.com, or by calling 1-800-SHAKLEE.

1-800-SHAKLEE

Orders to be picked up at the center will not be accepted by 1-800-SHAKLEE. To place an order for pick-up you must call 562-356-9455.

Sponsoring

The center's custom software will offer you a join wizard similar to the myshaklee.com join process. This will include a wizard to build your Shaklee 180 Turnaround kit. So yes, if you sponsor someone there, the kit will be available shortly for you to open with your new Member/Distributor.