



## New Customer Coupon FAQs

What is the New Customer Coupon?

New customers can use code RR2025 to save \$15 off of their first order of \$100 or more! This is a single-use Customer coupon for NEW CUSTOMERS ONLY and can only be applied to retail priced items. NOTE: COUPON CODE WAS CHANGED EFFECTIVE 1/11/2025.

When does the New Customer Coupon expire?

There is no expiration date at this time, but we reserve the right to end the coupon at any time.

How are New Customers defined?

New customers have never shopped with a Stylist or with Home Office before (ever)!

Will New Customer Coupons be validated?

Yes, all orders that are placed using the New Customer Coupon will be validated to ensure that the customer qualifies as a new customer.

Do I need a code for the New Customer Coupon?

Yes, the code RR2025 must be entered during the checkout process. NOTE: COUPON CODE WAS CHANGED EFFECTIVE 1/11/2025.

Where do they enter the code for the New Customer Coupon?

The coupon code can be entered in the shopping cart or during checkout before payment is added where it asks for 'Coupon Code.'

Can a customer order more than one item and use the New Customer Coupon?

Yes, the New Customer Coupon applies to the cart total as long as it is \$100 or more.

How many New Customer Coupons can be redeemed at a time?

There is a limit of one New Customer Coupon per order.

My customer forgot to enter the coupon code, can it be added retroactively?

New Customer Coupons cannot be applied retroactively. Customers must enter the coupon code at the time of checkout.

Can Ruby Rewards Coupons be combined with the New Customer Coupon?

No. Only one coupon can be applied to a single order which means you cannot redeem Ruby Rewards with a New Customer Coupon.

Can the New Customer Coupon be used on the monthly Essential Bundle?

Yes, the New Customer Coupon can be applied to the monthly Essential Bundle.

Where will I see the New Customer Coupon discount applied?

The \$15 discount will be applied to the subtotal of the cart.

Do I get paid commissionable volume (CV) on the items purchased as part of the New Customer Coupon?

Yes, normal CV rules apply.

Do I receive qualifying volume (QV) on the items purchased as part of the New Customer Coupon?

Yes, normal QV rules apply.

Can a customer make an exchange on an item that was purchased with the New Customer Coupon?

Customers are eligible for an exchange within 30 days of the original ship date. In order to retain the discount, the order total must remain over \$100.

What is the return policy for the New Customer Coupon?

Standard return and exchange policy applies. See the Return Policy [here](#).