

IT WORKS! Transition to Zinzino

Glossary

Distributor (IT WORKS!) = Partner (Zinzino)

Agreement & Licence Renewal

Is acceptance of a new Zinzino Partner agreement mandatory before the transfer is completed?

No. You don't need to accept the Zinzino agreement before the transfer is finished. Once your Zinzino account has been created, you will receive an email with your account details. When you log in for the first time, you will be able to opt in to Zinzino's Policies & Procedures and accept the Terms & Conditions to activate your account.

Is there a specific deadline or grace period to agree to Zinzino Terms & Conditions? What happens if a It Works! Distributor does not accept in time?

Yes. After your Zinzino account is created, you have a 90-day grace period to accept Zinzino's Terms & Conditions and opt in to Policies & Procedures. If you do not complete this within the 90 days (by TBC), your Zinzino account will be deactivated.

Will the Zinzino license for existing IT WORKS! Distributors be renewed automatically, or will Distributors need to take action themselves (e.g., license renewal in April)?

Zinzino does not use the same "license renewal" model as IT WORKS!. Instead, Zinzino works with activation status. During the transition period, Distributors who were commission-qualified in IT WORKS! will be automatically considered active in Zinzino for March (active = minimum 4 customers and 20+ customer credits).

To continue beyond that, the Distributor must log in and activate the Zinzino account by accepting Terms & Conditions and opting in to Policies & Procedures, and then meet Zinzino's ongoing activation requirements.

What are the requirements and timing for license renewal once transferred to the Zinzino system?

Zinzino does not have an IT WORKS! "license renewal." Instead, your status is based on activation. Once your Zinzino account is created, you must log in, accept Terms & Conditions, and opt in to Policies & Procedures to activate your account.

During the transition, if you are commission-qualified in IT WORKS! in February, you will be automatically considered active in Zinzino for March (active = minimum 4 customers and 20+ customer credits). After that period, you must meet Zinzino's ongoing activation requirements to remain active.

I want to transfer, but before doing so I want to change my enroller. Is it possible prior to transfer?

This may be possible only if IT WORKS! policies allow an enroller change. If it is allowed, it must be requested and completed before the accounts are transferred to Zinzino. Once the transfer process has started or your account has already been created in Zinzino, changes to the IT WORKS! enroller may no longer be possible.

If changing my enroller isn't possible, can I request account cancellation without the 90-day waiting period and enroll directly with Zinzino? Would I lose my downline?

No. We do not recommend cancelling and creating a new Zinzino account as an alternative. If you create a new/separate account in Zinzino instead of transferring your existing IT WORKS! Distributor account, your downline will not be kept. To keep your downline and structure, any needed changes must be handled on the IT WORKS! side before the transfer (if IT WORKS! policies allow).

I enrolled as a new IT WORKS! Distributor between Feb 1–Feb 28, 2026. How can I activate a Z4Free (Z4F) Auto-Order to qualify for Fast Start if I'm not yet fully in Zinzino?

If you enrolled during Feb 1–Feb 28, 2026 under the \$99 BBK or IWDL offer, you can qualify for Zinzino Fast Start bonuses without purchasing a Zinzino Partner Kit. To qualify, you simply need to activate a Zinzino4Free (Z4F) Auto-Order—either in Zinzino once your account is created, or via your IT WORKS! setup (it will be imported during the transition).

If you earned 50% Off Codes through the DT Launch Reward, you can still use them, and the enrolling Distributor will retain eligibility for this promotion.

I already have a Customer and/or Distributor account with Zinzino. Which one will stay? Can I combine them?

No. Account merging is not possible and will not be supported, even after the transition. We also do not recommend creating new Zinzino accounts now.

Structure & Placement

Zinzino is two-leg (binary) but I have 3+ legs at IT WORKS!. What's best practice for placing new partners for future alignment?

During the transition period, we recommend not making major structure decisions based on the future Zinzino binary setup, because exact placement and how legacy legs will be handled is part of the migration process. The safest approach is to continue building as usual and avoid "pre-building" extra legs or moving people purely to prepare for the binary.

Zinzino uses a two-leg binary structure. Strategic placement "how-to" guidance should be handled through official training resources. For the transition, continue enrolling as usual and avoid restructuring purely to prepare for the binary.

Will I lose my existing downline or position during/after the transition?

No.

Rank Protection & Downline Visibility

Is there a grace period where former IT WORKS! Distributors retain their rank and benefits?

Rank-related information will be shared at a later stage.

What happens if the new compensation plan structurally prevents rank matching?

Rank-related information will be shared at a later stage.

When will Distributors be able to see their full downline in Zinzino?

Your downline will appear immediately once your Zinzino account is created. In some cases, certain Partners may initially be placed in a "waiting room." If this happens, you will need to assign/place those Partners into the position you want them to have in your structure.

Subscriptions & Cancellation Period

Do I need to take any action regarding my existing subscription?

No immediate action is needed right now. Please note that your subscription will not be migrated at the same time as your account transfer. Your Zinzino account will be created first, and the subscription (Auto-Order) migration will take place later. We will notify you in advance before the subscription transfer happens.

For now, all your existing subscription orders will remain on the IT WORKS! side and will continue to be processed and delivered according to IT WORKS! policies, until the migration is completed.

Will current Auto-Ship subscriptions be automatically cancelled, migrated, or require re-opt-in?

No action is needed right now. Your Auto-Ship subscription will remain active on the IT WORKS! side and continue as usual. The subscription migration will happen later, after your Zinzino account has been transferred/created. Once the subscription is moved to Zinzino, it will be cancelled on the IT WORKS! side. We will notify you in advance before the migration takes place and share the next steps.

If my subscription transfers automatically, can I change product preferences (products, processing date, change deadline)?

Yes. Once your subscription has been migrated to Zinzino, you will be able to manage it in your Zinzino account and update your product preferences.

The processing date will normally remain the same date you had before.

Can I keep IT WORKS! products on my subscription, or will I be required to switch to Zinzino products?

You can keep your IT WORKS! product subscription for now—you are not required to switch immediately.

If you want to qualify for Zinzino Fast Start bonuses, you may need to meet the Fast Start requirements (typically Partner Kit + Z4F AutoOrder), unless a specific promotion applies (e.g., IT WORKS Feb promo where kit purchase isn't required).

What are Zinzino's subscription rules for customers?

Subscription rules depend on the market:

- United States and Canada: Customers use Subscribe & Save (ongoing monthly subscription/Auto-Order).
- All other countries: Customers typically use 6-month subscriptions.

Subscription Schedule: Monthly Billing, Bi-Monthly Delivery (All Other Countries)

Within the 6-month subscription period, customers are charged every month, but products are delivered every other month (i.e., every second month), according to the schedule shown in the customer's Zinzino account.

Customers with a subscription may also be eligible for customer rewards/benefits such as **ZinoCash** and **Zinzino4Free**, depending on the subscription setup.

Is there a defined cancellation period? Is it flexible like IT WORKS! Auto-Ship (e.g., changes/cancellation within 90 days)?

Zinzino subscription cancellation rules depend on the market and subscription type. In the United States and Canada, customers use Subscribe & Save. In other countries, subscriptions are typically 6-month subscriptions, which are not the same as the IT WORKS! Auto-Ship model.

Does Zinzino offer customer perks/loyalty programs (free products, vouchers, incentives)?

Yes. Zinzino offers customer reward programs that provide added value over time. Customers can benefit from:

- **ZinoCash** – rewards/credits earned through eligible purchases (often linked to having an active subscription), which can be used toward future product orders.
- **Zinzino4Free** – a program that can allow customers to earn products for free or reduce costs when specific program conditions are met.

These programs are available with the same rules across all countries. Customers can track and manage their rewards directly in their Zinzino account.

I'm in "More Packs = More Perks" but don't have an active IT WORKS! subscription. How does this affect my eligibility? Do I need to opt in now?

No — you don't need to opt in to an IT WORKS! subscription to participate. This promotion is based on PM Enrollment Qualifying Pack orders only, not on having an active subscription.

I'm registered as a United Kingdom Distributor for tax purposes, but my orders are shipped to France where I live. Can this remain the same after the transition?

No. In Zinzino, the shipping country must match the country of registration, and cross-country delivery is not supported. You will need to be registered in the country where your products are delivered (France in this example). As a Partner in Zinzino you need to have a valid Tax ID in the same country as your Shipping and Billing Address.

Commissions

When will the final IT WORKS! commission payout take place?

Last commission week in IT WORKS! is expected to be March 6.

Who should I contact if I notice discrepancies in my final payout?

If you notice any discrepancies in your final payout, please contact It Works! Customer Support

What happens to loyalty points, credits, or promo codes earned with IT WORKS!?

Loyalty points, credits, and promo codes from IT WORKS! are not transferred to Zinzino. They remain within IT WORKS! and follow IT WORKS! terms. We recommend using any remaining points/credits according to IT WORKS! rules.

How long will I have access to ItWorks!Pay (Hyperwallet) to transfer funds?

This has not been confirmed yet.

If I miss the withdrawal deadline, who can I contact and what happens to remaining funds?

If you miss the withdrawal deadline, you should contact It Works Customer Support as soon as possible.

How long will I retain access to eSuite to download invoices and commission statements for tax/audit purposes? Will historical IT WORKS! earnings reports be preserved?

This has not been confirmed yet. We strongly recommend downloading and saving your invoices, commission statements, and earnings reports from eSuite as soon as possible for your own tax and audit records.

What does it mean when commissions are “closed” in Zinzino?

When commissions are “closed,” it means the commission period has been finalized and locked. After closing, changes that would impact that period's commissions (e.g., moving customers, changing placements, adjusting structures) will **not** be applied to that already closed period.

Commission closing timing (overview):

- **Weekly commissions:** The compensation week runs from Thursday 00:00 CET through Wednesday.
- **Crediting to accounts:** Weekly commissions are typically calculated after the week ends and credited to the Partner WebAccount (Wallet) on Mondays, based on the previous business week.
- **Monthly commissions:** Monthly results are calculated at the end of the monthly cycle and paid out, often aligned with the weekly payout cycles.

Can I move customers or make structure changes after the commission period ends (like in ITW)?

Zinzino does not work with that. Once a customer or Partner is placed that is where it is the “forever” placement. It is therefore important to do the correct placement already in the enrolment process.

Will I see a preliminary commission and then get time to make changes before it becomes final?

In Backoffice you can follow your weekly and monthly overview, but Zinzino doesn't offer options to make changes.

Activity Requirements & Fast Start Eligibility

What are the activity requirements for Distributors? Can I remain active by purchasing IT WORKS! products only?

In Zinzino, your activity is based on Zinzino activation criteria, not only on purchasing products. Details are to be found In Zinzino compensation plan for each recognition level and bonus type.

Purchasing IT WORKS! products only does not ensure you meet Zinzino's activation requirements. To stay active in Zinzino, you should make sure you are meeting the criteria above (typically by having the required customer points/credits and, where relevant, a Zinzino Auto-Order).

Will existing IT WORKS! Distributors be enrolled in Zinzino Fast Start the same way as new Zinzino Distributors?

Yes. Once your Zinzino account is created and activated, you will follow the same Fast Start rules as new Zinzino Distributors. To receive Fast Start benefits, make sure you activate your Zinzino account (accept Terms & Conditions and opt in to Policies & Procedures) and meet the Fast Start requirements communicated for the program.

VIP Support

As a current IT WORKS! Leader (Triple Diamond+), will I retain VIP perks and continued access to BAM support in Zinzino?

If you become a Director (or above) in Zinzino, you will have access to Director Support. In addition, active Leader Council members have access to Leader Council Support.

Products

No. Zinzino does not have a VIP/BAM-style special support setup. Support will be handled through Zinzino's standard Customer and Partner Support channels after the transition.

Will IT WORKS! products be discontinued?

As part of the transition, Zinzino will review the product portfolio. This may mean that some products could be discontinued or may not be moved over as part of the Zinzino assortment.

If I receive an IT WORKS! order after March 1st and want to return products, what are my return rights and timeline?

Returns for IT WORKS! orders will continue to follow IT WORKS! return policies and timelines, even if the order is delivered after March 1st. To ensure you follow the correct process, please contact IT WORKS! Customer Support for the exact return steps and deadlines for your country/order.

Will product prices change or increase?

Pricing is to be determined. Any confirmed price changes will be communicated in advance once finalised.

Orders

If an order placed with IT WORKS! is lost in transit or returned to the sender after the merge completion, will I get a refund or replacement?

Yes. Orders placed with IT WORKS! will continue to be handled under IT WORKS! delivery, refund, and replacement policies until those orders are fully completed. If your parcel is lost, delayed, or returned to sender, please contact IT WORKS! Customer Support with your order number and tracking details. Support will confirm whether a replacement or refund applies based on the delivery status and IT WORKS! policy timelines.

Delivery to the NL warehouse may take up to 90 days. How long will the IT WORKS! warehouse remain operational? Will undelivered parcels be returned or forwarded to Zinzino?

This has not been confirmed yet. For now, orders placed with IT WORKS! will continue to be processed and delivered according to IT WORKS! logistics and policies. If there are any changes to warehouse operations (including cut-off dates, return handling, or forwarding arrangements), we will communicate this in advance once it is finalized.

If you have an order that is significantly delayed, please contact **IT WORKS! Customer Support** with your order number so they can check the latest status and available options.

What is the expected timeframe for refunds or replacements?

Refund and replacement timeframes will follow IT WORKS! policies for orders placed with IT WORKS!.

Will Customer Support retain access to historical IT WORKS! orders to process refunds/replacements after system shutdowns?

No. Once the IT WORKS! systems are shut down, Zinzino will not provide access to historical IT WORKS! order systems. Any refund handling depends on the applicable policy and system availability at the time. We recommend saving copies of your order confirmations, invoices, and tracking details for your records.

General Transition

What do I need to do to continue receiving commissions with Zinzino?

To receive commissions, you must opt into Zinzino's Policies & Procedures (P&P) and meet activation requirements: Maintain at least 20 credits in Personal Credit Volume, which includes: Orders placed Your own purchases, and orders placed by your personally enrolled Customers. If you do not opt into Zinzino's Policies & Procedures within 90 days (TBC), your Zinzino account will be deactivated.

Activation rules during the transmission period.

All IT WORKS! Distributors who are commission-qualified in IT WORKS! in February will be automatically considered active in Zinzino for March. Active is defined as min of 4 customers with 20+ customer credits.

Starting in April, ongoing activation in Zinzino will be based on Zinzino's standard activation criteria:

- During your first 120 days (your Fast Start period), you can stay active with a Z4Free AutoOrder.
- After the initial 120-day period, to remain active, you must meet both of the following:
- 4 personal customer points, and
- 20 credits in sales volume (this includes your own purchases).

For the first months, you have a Grace Period that covers the month you start + 4 full calendar months. During this grace period, you can get time to set up and align your activity according to Zinzino's requirements. After the grace period ends, you must meet the standard activation criteria to remain active.

Important note – commissions, recurring bonuses, and one-time title bonuses

Your activity status directly affects eligibility for commissions, recurring bonuses, and rank progression.

- To qualify for commissions and recurring bonuses (e.g., RCB, which starts at A-Team), you must meet the required activation criteria (including Personal Customer Points (PCP) and required credits).
- One-time title bonuses require meeting the full qualification criteria (including PCP) — the grace period does not apply to one-time title bonus qualification.

How will commissions be paid during the transition?

The exact timing is not yet determined, and we will inform you as soon as the commission payout transfer to Zinzino has been confirmed.

Can I register in one country but ship to another?

No. In Zinzino, the shipping country must match the country of registration. Cross-country delivery is not supported. Partners and Customers should register in the country where they have their Tax ID (if applicable) and where the products will be delivered to their address.

Customer vs. Partner registration in Zinzino

In Zinzino, Customers and Partners are registered through separate processes, each with different purposes and benefits:

Customer Registration

- Customers sign up to purchase products for personal use.
- They can take advantage of Subscriptions, Subscribe & Save, promotions, the Z4Free program, and earn ZinoCash — points that can be redeemed for free Zinzino products. Customers earn ZinoCash equal to their shipping costs and, after their seventh paid monthly order, receive a Level 2 reward of 10% of their total order value back as ZinoCash. More about the Customer rewards program see [here](#).
- Customers do not earn commissions or build teams.

- Customers can enroll new customers in order to participate in the Z4F program.

Please note: The subscription model is available in all countries except the United States, Canada, and Global countries. In the United States, we offer the Subscribe & Save program.

Partner Registration

- Partners can register with or without purchasing a Partner Start Kit.
- While the Start Kit is not mandatory, it provides valuable benefits to help new Partners begin their Zinzino journey with confidence. The kit includes essential tools, training materials, and products that support learning, demonstration, and customer engagement.
- All registered Partners gain access to business tools, the compensation plan, back office, and training systems.
- Partners can also enroll Customers and new Partners, build their teams, and earn commissions and bonuses.

Important: A Customer cannot be upgraded to a Partner automatically. They must complete a separate Partner registration.

Orders, Autoship Subscription & Back Office Access

When can I start placing orders in the Zinzino webshop?

You can start placing orders in the Zinzino webshop once your Zinzino account has been created and you have received your login details. The IT WORKS! Back Office/webshop will remain open until further notice for existing orders only, while all new enrollments and new orders will be handled through Zinzino's Back Office/webshop.

What happens to my Autoship Subscription Orders?

Autoship Subscription Orders (in Zinzino, these are called AutoOrders) are planned to transfer to Zinzino exact date information will be shared at a later stage.

I'm from Mexico and require an invoice once I transition to Zinzino. What do I need to do?

If you require an invoice based on your Tax Regime, please contact Customer Service before placing your order. Customer Service will help you register your Tax Regime and any required details so your invoice can be issued correctly.

IT WORKS! Partners Transition rules into Zinzino Fast Start Rules

30 days, 60 days, 90 days and 120 days Fast Starts

To earn the Zinzino Fast Start bonuses, you must purchase a Zinzino Partner Kit (Basic, Advanced, Ultimate or Mini) and activate a Zinzino4Free AutoOrder. The qualification period for Fast Start bonuses begins from the date your transfer to Zinzino is completed.

30-day Fast Start - go Q team: 100 pay points bonus

Enroll 4 Zinzino Premier kit customers and accumulate 20 kit credits.

If an exciting personal customer upgrades with a Premier kit, they count towards the Fast Start.

60 days Fast Start - enroll 2 (6 enrollment points, minimum 1 in the weaker team): 400 Pay points bonus

Enroll 2 personal Ultimate Partners, one on the left and one on the right or collect a total of 6 enrollment points (Basic Partner kit = 1 point, Advanced Partner Kit = 2 points and Ultimate Partner Kit = 3 points)

Note: Enrollment points from Partner Start Kit purchases will be reduced by 50% for migrated IT WORKS! Distributors.

90 Days Fast Start - Help your 2 enroll 2 (12 enrollment points, minimum 2 in the weaker team): 1200 pay points bonus

Enroll 4 Ultimate Partners between you and your A and B Partners for a total of 12 enrollment points. Enrollment points used for the 60-day fast start do not count. Enrollment points for additional partners above the ones used in the 60-day fast starts, as well as their personal Partners counts.

Note: Enrollment points from Partner Start Kit purchases will be reduced by 50% for migrated IT WORKS! Distributors.

120 Days fast Start - Go X-team: 150 pay points bonus

Enroll 10 Zinzino Premier kits customers (6 more than Q-team) and accumulate 50 credits (within the 120 days). If an exciting personal customer upgrades with a Premier kit, they count towards the Fast Start.

ECB (Enrollment Credits Bonus)

ECB is normally earned through Zinzino Partner Kit purchases. When you purchase a Partner Kit, you receive ECB during a 120-day grace period. After the grace period, you must meet the X-Team qualification (10 active customer points and 50 credits monthly) to keep ECB active. ECB is earned on new kit orders only, recurring orders do not generate ECB.

Important (February New DT Fast Start Promo): New Distributors who enrolled between Feb 1–Feb 28, 2026 with the \$99 BBK or IWDL offer can qualify for Fast Start bonuses without purchasing a Zinzino Partner Kit. However, please note that ECB is still tied to Partner Kit purchases (Fast Start eligibility and ECB qualification are not the same).

RCB

RCB (recurring credits bonus) is granted when you achieve A-team (25 customer points and 125 credits – monthly). This doubles the number of credits you get from recurring orders, both for commission payments and for rank advancement.

Can I still reach IT WORKS! Customer Service?

Yes. At this moment, IT WORKS! Customer Service is still available.

For further updates, stay connected with your upline and look out for additional documentation as it becomes available. Stay tuned for more announcements.