

FAQ

FREQUENTLY ASKED QUESTIONS

HOW TO ORDER

1. Use the website navigation at the top of the page (eg. Power Booty, Classes, Shop) to locate items you are looking for.
2. Once you find an item click the Add to Cart button.
3. You can review your items by clicking on the Shopping Cart button at the top right of the screen. To remove any items in your bag, simply click the Remove button, or Update Quantity button to change the number of an item.
4. When you are ready to make a purchase, click the Checkout button and follow the steps to complete your transaction.

Note - Power Booty Program and Power Booty Live are final sale and non-refundable.

WHAT PAYMENT METHODS DOES MOVE *by Melissa* ACCEPT?

PayPal
MasterCard
Visa
American Express
Discover

CAN I USE MORE THAN ONE (1) FORM OF PAYMENT?

Unfortunately, you cannot use more than one (1) credit card on a single order.

CAN I SHIP MY ORDER INTERNATIONALLY?

We currently ship to eighty-nine countries. Select your destination country during checkout.

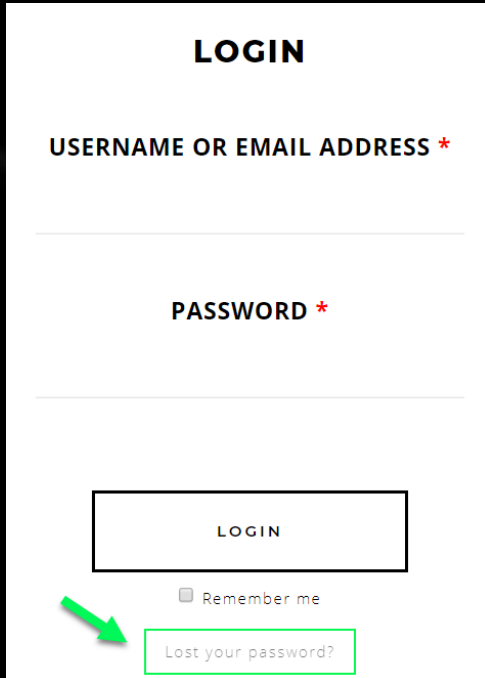
HOW TO TRACK THE STATUS OF MY ORDER

Once we have shipped your order, you will receive an email update with shipping details and a tracking number. You may follow the link in the email to check the estimated arrival of your order.

ACCOUNT LOGIN

Q: I lost (or forgot) my password

A: Go to the login page and click Lost your password? Follow the steps to reset your password. You will receive an email notification with steps reset your password.



The image shows a login form with the following elements:

- LOGIN** (Section Header)
- USERNAME OR EMAIL ADDRESS *** (Text label above a text input field)
- PASSWORD *** (Text label above a password input field)
- LOGIN** (Text label inside a rectangular button)
- Remember me (Text label next to a checkbox)
- Lost your password?** (Text label inside a rectangular button, highlighted with a green arrow and a green border)

POWER BOOTY LIVE

Q. How do I purchase a ticket to POWER BOOTY LIVE?

A. Go to the Classes page and select the class (date/time) you would like to purchase. Click the Add to cart button and proceed with your purchase. All sales are final and non-refundable. You will receive a confirmation email with a ticket number and barcode. Proof of purchase is required to attend the class.

POWER BOOTY PROGRAM

Q. Is the Power Booty Program a subscription or one-time purchase?

A. The Power Booty Program requires a one-time purchase. Once you have purchased the program you will always have access. All sales are final and non-refundable.

Q. What is included in the Power Booty Program?

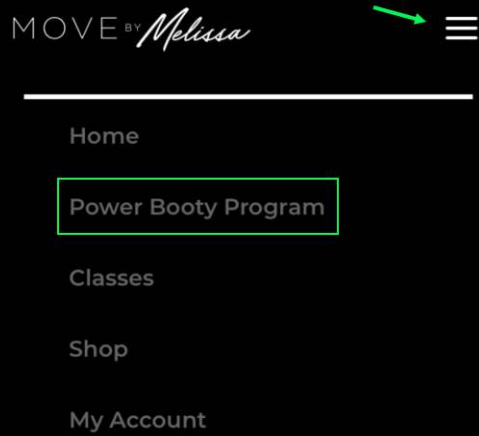
A. Power Booty Program is a web based workout program that is accessible through MOVE by Melissa upon purchase. Power Booty Program is an 8 Week gym based workout program inclusive of instructional videos for each workout led by Melissa. Also included is Melissa's tips on training, nutrition and supplements.

POWER BOOTY PROGRAM - GETTING STARTED

Q: How do I start using the program?

A: Steps

Once you have purchased the program go to the Power Booty page by clicking  in the upper right corner of the page and then select **POWER BOOTY** Program.

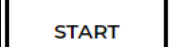


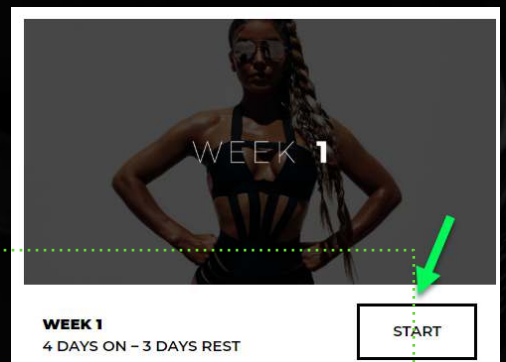
You can also access the program by clicking **My Account** and selecting **View Program**

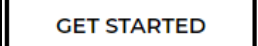


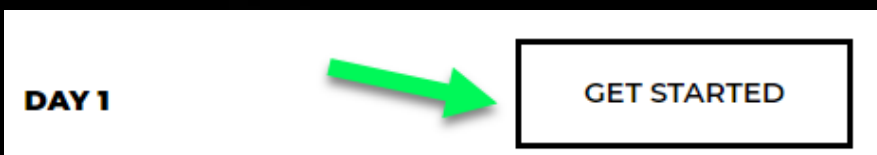
POWER BOOTY

 [VIEW PROGRAM](#)

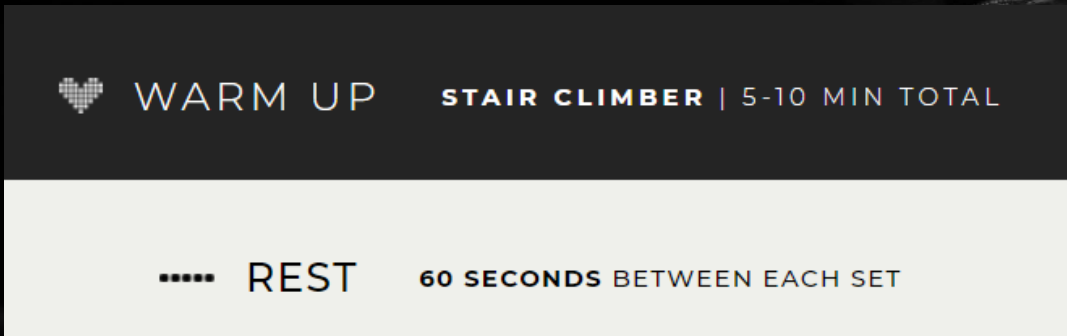
2. To get started on Week 1 click the  button



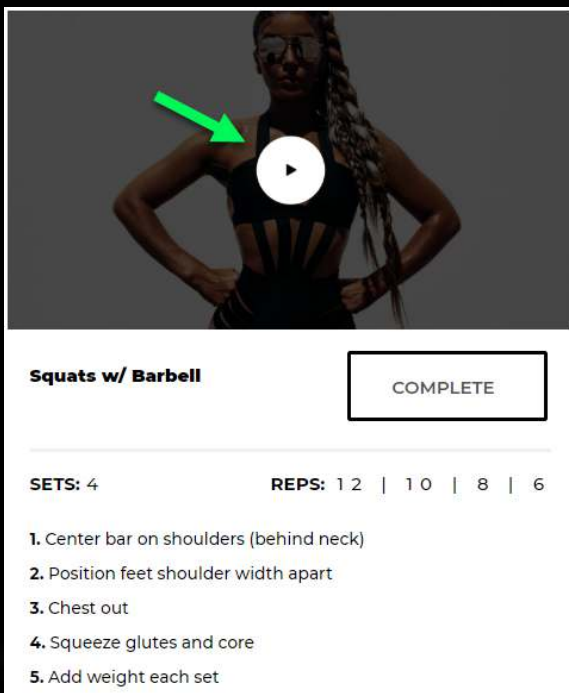
3. To get started on Day 1 click the  button



4. Warm up routine and rest instructions can be found at the top of the page



5. To view a workout video click the play button




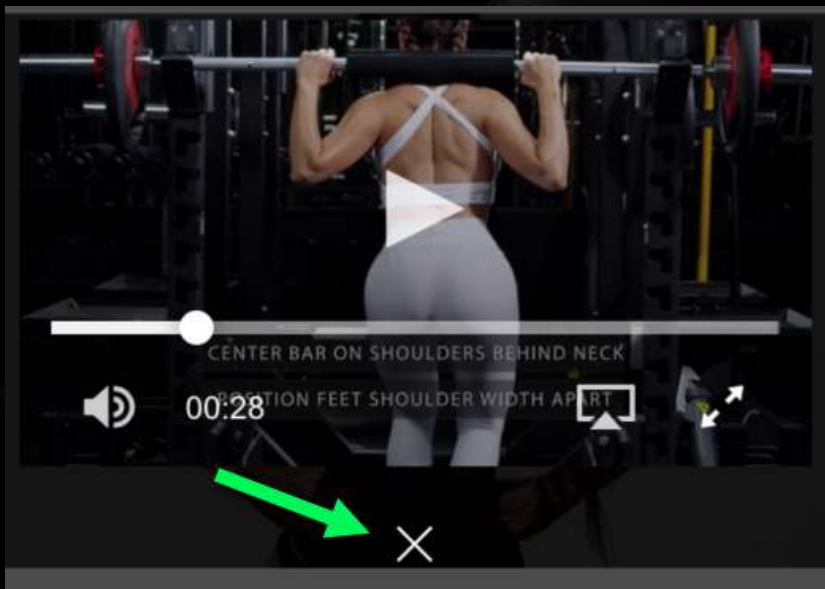
6. To adjust the volume of the video click the  button and increase or decrease the volume




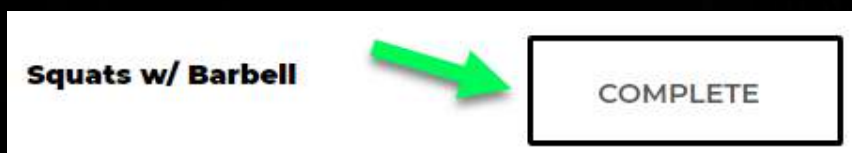
7.To view the video in full screen click the  button



8.To close or exit out of a video click the  . If you are viewing in full screen, close out of full screen and then click the button shown below.




9.To mark a workout as complete click the  button



10.To advance to the next Day or Week use the following links at the top of the page

 To go to the next Week click **POWER BOOTY...**

 To go to the next Day click **WEEK...**



MELISSA'S TIPS

Q: Where can I find Melissa's Tips on training, nutrition and supplements.

A: The link to Melissa's Tips can be found at the bottom of any page in the **POWER BOOTY** Program.

CONTACT US

Q: How can I submit questions, comments or feedback.

A: If you have a question, comment or would like to provide feedback please select Ask Team MM in the footer or email, info@movebymelissa.com