

No7 Beauty Panel Terms & Conditions

1. What is a panelist?

As a panelist, you will have the chance to play a crucial role in shaping the development of our cutting-edge skincare and cosmetic products. Your participation may involve:

- Being part of product trials where we send you products to test in the comfort of your own home, and you'll share your valuable feedback
- Participating in online research activities, including surveys and polls, to provide insights that guide our product development.
- Joining interviews and focus groups to engage in in-depth discussions about your skincare and beauty experiences, as well as the products you use and love.

2. How do I find out about upcoming studies?

You can access information about upcoming studies by logging into your portal:

<https://volunteersusa.no7company.com>.

When we have an upcoming study which we think you may be suitable for, we will notify you via email. In that email, you will find instructions on how to proceed, including completing a screening questionnaire to determine your eligibility.

To ensure that you receive all our emails related to new studies, study reminders, and updates, kindly add volunteersusa@no7company.com to your trusted senders list. Occasionally, our emails may land in your junk/spam folders.

3. How do I complete feedback surveys if I am participating in a study?

Before each study in which you are participating, you will receive an email reminder 12 hours prior to the availability of your feedback survey. This reminder email will contain a link to the portal, although you can access the survey as usual by logging in. Your homepage and calendar will display all upcoming activities for your convenience.

4. What happens if I don't complete the feedback survey on time?

Failing to complete the feedback survey within the specified timeframe will result in a 'No Show' status. If you miss completing three or more feedback surveys without providing us with a valid reason for your absence, you may become ineligible to participate in future studies.

5. I can't access the feedback survey. What should I do?

If you encounter difficulties accessing the feedback survey through the link provided in your reminder email, please open the link using a different browser and/or device. Alternatively, you can copy and paste the link from the email into your browser's address bar. Another option is to directly navigate to <https://volunteersusa.no7company.com> in your browser and log in to access your survey.

6. I am having technical issues completing a survey, what should I do?

If you encounter technical difficulties while filling out a survey, please consider switching to an alternate browser or device. It's worth noting that mobile phones can occasionally lead to technical issues, so we recommend using a laptop or PC. If the technical problem persists, kindly reach out to us at volunteersusa@no7company.com, providing a detailed description of the issues you're facing. If possible, include screenshots to assist our technical team in resolving the problems promptly.

7. Will I get paid for the studies I participated in?

We do not provide compensation for participation in home user studies, where products are delivered to your home for you to test and complete product surveys.

We occasionally conduct research activities, such as online focus groups or interviews, and we do offer payment for these. The amount being paid for online focus groups and interviews would be stated clearly in the email invitation you receive.

Online surveys for research purposes are conducted occasionally and if there is compensation it would be via a prize draw.

8. How will I be paid if I participate in an online survey, focus groups, or interview?

When you participate in a focus group, or interview, your payment will be issued in the form of account credit. The payment amount will be specified during the signup process. Upon completion of the activity, the amount will be credited to your account.

On completion of a research survey, you may be entered into a prize draw. If there is a prize draw winners are randomly selected and notified via email the day after the draw takes place. If you are a winner, the prize draw amount will be credited to your account, within 1 week of the draw.

You can access your credited amount through the 'Redeem' button on your portal homepage, located under 'Rewards.' The 'Rewards' page will display your total account balance. Once you have successfully completed an interview, focus group, or online survey for research purposes, and your account has been credited, your account balance will reflect the full amount (e.g., \$50.00). You have the option to withdraw your rewards to a card of your choice, with a minimum withdrawal amount of \$5. You can select the gift card you'd like to redeem from our catalogue, and you also have the flexibility to split your credits across different cards if desired. Our available gift card options include:

- *Amazon*
- *Applebee's*
- *Bloomin' Brands*



- *Chipotle*
- *DoorDash*
- *Hulu*
- *IHOP*
- *Lyft*
- *Olive Garden*
- *TJX*
- *Uber*
- *Uber Eats*
- *Walmart*

Simply choose the gift card and the amount you wish to redeem from the dropdown list. After making your selection and confirming your choice, you should receive an email containing your virtual gift card and additional instructions on how to use it.

9. Can I recommend someone else to join?

Certainly! If you'd like to refer someone to join the panel, you can use the 'Refer a Friend' feature on your portal. If you're using a laptop, scroll to the bottom of your homepage and click on the 'Refer a Friend' option. For those on a mobile device, tap the icon located at the top right corner of the homepage (it appears as three horizontal stripes). From the dropdown menu, choose the 'Refer a Friend' option.

10. It's been a while since I have received a study invitation. Is there something wrong?

There could be several reasons why you haven't received recent study invitation emails from us:

- **Study-Specific Requirements:** Our studies often have specific criteria and requirements tailored to develop the best products for our consumers. As a result, we do not invite the entire panel to every study.
- **60-Day Product Testing Restriction:** To ensure that all panel members have an opportunity to participate in product testing, we implement a 60-day restriction. If you've recently taken part in a product testing study within the last 60 days, you may not receive invitations for another product testing study until at least 60 days have passed since your last participation.
- **Check Spam/Junk Folders:** Sometimes, our email invitations might end up in your spam/junk folder, so please check there if you haven't seen our emails in your inbox.
- **Portal Notifications:** Additionally, please regularly check your portal for any available studies, as they may not always be communicated via email.

We appreciate your participation in our panel, and we want to ensure that everyone has an equal chance to be involved in our studies.

11. How often can I participate in studies?

There is a standard 60-day participation restriction for each study, although these restrictions may vary based on the study type. For most product testing studies, it's important to use the product alone and avoid using it in combination with other product(s). This is done to ensure your safety and maintain accurate data collection for that specific product. However, there are instances where you



may be able to participate in two studies—a product testing study and a survey-based study that does not involve product testing.

After participating in a product testing study, there is a 60-day waiting period before you can sign up for another product testing study. Additionally, there may be cases where you are ineligible to participate in a new study, even if it has been several months since your involvement in a previous study.

12. Can I go back and change my answers in a screener or survey?

Unfortunately, once you have submitted your responses to a screener or survey, you cannot revise your answers. We advise you to carefully review each question and your responses before proceeding to ensure accuracy.

13. How do I change my personal details?

You can update your personal details, including your address, by following these steps:

1. Log in to your portal.
2. Navigate to your profile.
3. Select the 'Update Profile' option.

Within your profile, you can edit both your Basic Information (such as your name and address) and Additional Attributes (including details about your skin sensitivity, skincare products you use, facial treatments, skin concerns, etc.). Please refer to the screenshots below for step-by-step guidance.

Keeping your additional attributes up to date is valuable as it enables us to select the right panelists for studies. The more accurate your information, the better our ability to connect you with relevant opportunities!

14. What if I need to cancel/change my participation in a study?

If you wish to withdraw from or modify your participation in a study, you have the option to do so directly from your dashboard.

Under 'Your Upcoming Schedule,' you will find your scheduled appointments. By selecting the specific study session, you will be redirected to a page where you can take one of the following actions: cancel your session, change your session time (if applicable, as most studies typically offer only one appointment time), or retain your existing appointment.

Alternatively, email us at volunteersusa@no7company.com informing us you wish to withdraw from a study and provide an explanation why you no longer wish to participate. Please notify us as early as possible so we can find replacement.

15. Why didn't I qualify for the study I applied to?

Each study comes with different requirements. While some studies have broader criteria, others are tailored to specific consumer demographics. Depending on the study, we may seek volunteers who



use a particular product, possess specific facial characteristics, or have certain lifestyle factors. To determine if you meet all the study criteria, we use the information available in your profile. Additionally, we may ask about these specific aspects in the questionnaire.

16. What is my Panelist ID?

Your Panelist ID is your unique identifier code which helps us identify you. If you are unsure about your Panelist ID, kindly send us an email containing your name and the email address linked to your profile. We will be happy to provide you with your Panelist ID.

You can also find your Panelist ID at the end of our email communications to you.

17. What is my password?

When you registered for the panel, you would have created your own password. Please be aware that we do not have access to your password. In case you can't recall your password or have forgotten it, you can initiate a password reset on the login page by clicking on the 'Forgot Your Password?' link. You will be required to provide your first name, last name, and date of birth. Afterward, you will receive an email containing a link and instructions on how to reset your password.

18. The password reset isn't working. What should I do?

If you require assistance with resetting your password, we are here to assist you. Simply send us an email and we can reset it for you.

19. How do I unsubscribe?

If you no longer wish to be part of the No7 Beauty Panel, you have two options for unsubscribing. You can unsubscribe via your dashboard or through email. To unsubscribe through your panelist portal, simply log in, go to 'My Profile,' and follow the provided unsubscribe link.

Alternatively, you can send us an email requesting to be removed from the panel, and we will confirm your removal once it's processed.

20. Can I register for the panel more than once?

You may only have one panelist account; this is a policy that safeguards the quality and integrity of our data. Panelists who attempt to register multiple times, provide false information, or do not adhere to the panel's terms and conditions will be removed from the panel and will no longer be eligible to participate in future studies.

21. What if my current/temporary address is different from my home address?

If you have relocated and need to update your address, you can easily do so through your portal. If you will be living at a different address during a study, you will have the choice to either confirm your home address or update it to your temporary location within the screener. This ensures that we can continue to send products to you, wherever you are.

**22. I have a PO box address; will I still receive products?**

We can only send products to PO box address with a street address. Where possible, please use an alternative address if your PO box does not have a street address.

23. My product has not arrived, and I am due to complete a feedback survey. What should I do?

Once your product has been dispatched, you should have received tracking details from FedEx via email. If you have not received your product by the study's start date, please use the provided tracking information. While product delivery may occasionally be delayed due to unforeseen circumstances, if you have not received your product by the study's start date, please reach out to us for assistance.

24. My product was damaged in transit, what should I do?

If you have received a product that is damaged, kindly provide us with a photo of both the packaging and the product, along with any relevant additional information. This will enable us to investigate. We will make every effort to send you a replacement if possible.