

Retail Help FAQs

Frequently Asked/Answered Questions

Do I need to become a Retail Help Member to use the Services?

NO. Our services are offered and available to both members and non-members. Members can benefit by receiving special offers and discounts.

What are my obligations as a Retail Help Member?

A Retail Help membership comes with "NO" obligations. You can choose the service or vendor that you require, whenever you require it and as many times as you need it.

What does "User Pays" mean?

You will only pay when you actually use a service. All services & their prices are listed on our website.

Is Membership really free?

YES. By joining Retail Help, you will pay **NO** membership fees **EVER!**

If Membership is free, why do I have to join?

We send members regular offers & deals to improve their business & profitability.

How much notice do I need to give to cancel my membership?

None. You can cancel your membership instantly at any time and **NO** notice is required. You can join today and cancel your membership tomorrow.

How do I cancel my membership?

Website:

Head to our **Contact Page** and leave a message informing us that you want to cancel your membership.

<https://www.retailhelp.com.au/contact.html>

Email:

Send us a message with "Cancel Membership" in the subject line.

services@retailhelp.com.au

Will I need to change my wholesaler if I am a Pharmacy?

No.

Will I have to change my current brand?

No.

Can I maintain my current retail program and still become a Retail Help member?

Yes. By becoming a Retail Help member, you will have the flexibility to stay with your current brand or retail program if that suits your business needs, as Retail Help comes with "NO" membership costs.

Is Retail Help truly independent?

Yes. We are a totally independent business and will provide you with totally independent advice in relation to your business requirements.