

**FREQUENTLY ASKED QUESTIONS**

***MojiLife***

**Q:** When did MojiLife first launch?

**A:** MojiLife opened for business on July 25th, 2016. As of January 2019, we have expanded into Canada, Australia, Germany, Puerto Rico, and Guam, with more countries coming soon.

***The AirMoji™***

**Q:** What is the AirMoji™?

**A:** The AirMoji™ device is the latest technology in fragrance infusion. The AirMoji™ device is rechargeable and programmable, you to control it with the power options on the device itself or through an app on your smartphone. Once charged and set to a schedule, the device will operate for 50+ hours maintaining a delightful fragrance of your choice in any area. The AirMoji uses MojiLife fragrance and Essential Oil pods to fragrance your space.

**Q:** Does the AirMoji™ use wax or heat?

**A:** No, the AirMoji™ does not use wax or heat to make your home smell wonderful! In addition, the AirMoji™ does not use water and does not require a permanent power source. Not having to be continually plugged into an electrical outlet means it is portable and can be placed anywhere.

**Q:** What type of battery does the AirMoji™ have?

**A:** The AirMoji™ has a rechargeable lithium-ion battery that will last for over 50 hours of continuous use on a full charge. This battery will be good for years of use and is not replaceable. The device comes complete with a charging cord and plug.

***The MojiMini***

**Q:** What is the “Car Moji”?

**A:** The Car Moji provides on-the-go fragrance. At just under 3 inches tall, it’s perfect for small spaces. The Car Moji comes with a clip that can be conveniently clipped to the air vent in your car. The Car Moji is also ideal for closets, kids’ rooms, gym bags, and diaper bags. As with all MojiLife products, the Car Moji does not use heat, water or wax. The Car Moji uses the same pods as all other MojiLife devices. Each Car Moji device comes complete with coordinating visor clip.

**Q:** Does the Car Moji have a battery?

**A:** The Car Moji does not have a battery or need power as it does not have a fan, it has a ventilated bottom that allows for natural airflow.

***The M3***

**Q:** What is the M3?

**A:** This is a revolutionary device that provides you with the power of three (3) fans and three (3) fragrances! This device allows you to combine any 3 of our MojiLife fragrance and Essential Oil pods to create your own unique fragrance. This device offers LED light sequencing along with additional settings not found on any other MojiLife device. The M3 covers a larger space with the additional fans and pod docks. Fans can be operated independently of one another, and on low medium and high settings, providing more customization than ever before. As with all MojiLife products, the M3 does not use heat, water or wax. The M3 uses the same pods as all other MojiLife devices.

**Q:** Does the M3 have a battery?

**A:** No, this device does not have a battery. This device requires a constant source of power. The device comes complete with a charging cord and plug.

***MojiLife Fragrance Pods***

**Q:** What are pods?

**A:** MojiLife Fragrance Pods are the “wheel” to all our fragrance devices. The pod with its power of diversity contains a wood fiber core that is saturated with a variety of exclusive fragrances, Essential Oils, and oil blends. All MojiLife fragrances and Essential Oils come in our Patent Pending pod for easy handling, so you don't have to worry about getting fragrance oils on your skin. A MojiLife device and pod are all you need to enhance the feel of your home or other space.

**Q:** What are MojiLife™ fragrance pods made of?

**A:** MojiLife fragrance pods are made from a recyclable plastic outer shell which holds the saturated, biodegradable core made from real wood fibers.

**Q:** How do I use MojiLife fragrances?

**A:** Our Patent Pending pod was created for easy handling, so you don't have to worry about getting fragrance oils on your skin. Simply remove the bottom foil and then the top foil. Place the new fragrance pod in the AirMoji and you can immediately start enjoying the fragrance.

**Q:** Where do MojiLife fragrances come from?

**A:** MojiLife fragrances are imported from various locations all over the world.

**Q:** What about the ingredients in the fragrances?

**A**: All fragrances conform to European and American standards and do not contain any banned ingredients. Fragrances are non-toxic, gluten free, and soy free.

**Q:** How much fragrance is in each pod?

**A:** Each pod is filled with 15 ml of custom created MojiLife fragrance.

**Q:** How long will each fragrance pod last?

**A:** Fragrances will last between 40 to 60 hours once the foil seals have been removed. Longevity of the fragrance will vary depending on several factors including fragrance type, room size, humidity, acidity, etc. To maximize the life of your fragrance pod, use the app or a setting to schedule a specific running time of your device, a time that fits your schedule. Turn the device off during sleep times or times that you will be away for any length of time during the day.

**Q:** Can the pods be stored?

**A:** Yes! MojiLife provides great options for storing open pods. This allows you to change fragrance as you wish, conveniently and mess free! We offer MojiLife Pod Lids, plastic lids that fit on the bottom and top of your pods specifically designed to maintain the life of the pod. We also offer MojiLife Fragrance Keepers, which are bags that you can place the pods in, once sealed you can store them until ready for use.

***MojiLife Essential Oils***

**Q:** Does MojiLife use 100% Essential Oils in their Essential Oil pods?

**A:** Yes, all of our Essential Oil pods are filled with 15 ml of 100% Essential Oil. They are NOT fragrance. MojiLife Essential Oil pods are filled with the finest oils, which all meet top grade quality oil standards.

**Q:** Where do MojiLife Essential Oils come from?

**A:** Our Essential Oils are imported from various locations all over the world.

***The MojiLife Therapeutic Line***

**Q:** What is the MojiLife Therapeutic Line?

**A:** Our therapeutic line includes our Essential Oils and other products either made of 100% Essential Oils or infused with Essential Oils providing you with maximum therapeutic benefits.

***The MojiLife MojiClean™ Line***

**Q:** What makes MojiLife cleaning products different from other companies?

**A:** The majority of our MojiClean™ products are Eco-Friendly and Non-Toxic. Nearly all of the products in our MojiClean line are free from Phthalates, SLS, SLES, Parabens, Ammonia, Dyes, Solvents, Glycol Ethers, and Formaldehyde (see product labeling for specific details).

***MojiSocial***

**Q:** What is a MojiSocial?

**A:** A MojiSocial is an excellent incentive for anyone interested in MojiProducts. A MojiSocial is the MojiLife party program that allows you to be, or select a Host, to earn exclusive rewards just for sharing MojiProducts and reaching the minimum required amount in sales. Place your orders through the MojiSocial, and you’re on your way to earning rewards! MojiLife offers one of the best rewards programs available.

**Q:** When are rewards from a MojiSocial applied?

**A:** Rewards from qualifying MojiSocials are applied to the account of the Host when the MojiSocial closes. The Host will then receive an email with a link to redeem not only the rewards but a FREE gift just for hosting!

***MojiLife Product Warranty Info***

**Q:** Do MojiLife product(s) come with any warranties or guarantees?

**A:** MojiLife warrants to the original purchaser that the product(s) purchased will be free from defects in workmanship and materials, for ONE (1) YEAR from the date of purchase. This Limited Warranty covers any defects in workmanship or materials under normal use during the Warranty Period. Returned product(s) must be accompanied by proof of purchase. Acceptable proof of purchase would be the receipt from the purchase or a copy of a paid invoice. All returns must also include a Return Merchandise Authorization form which can be obtained from MojiLife.

EXCLUSIONS:

The warranty does not apply in the event of misuse or abuse of product(s) or as a result of unauthorized alterations or repairs. The warranty is void if the product(s) is disassembled or altered in any way or used in a manner contrary to instructions as outlined in the user manual.