Frequently Asked Questions (FAQ)

General Questions

What is Rootz?

Rootz is a cashback referral platform that allows you to earn money by sharing links with friends and family. When people you refer make purchases through our partner merchants, you earn cashback rewards across up to 3 levels of referrals.

How does the cashback system work?

Our system tracks purchases made through your referral links and calculates cashback rewards based on the transaction amounts. You earn different percentages depending on the level of referral and the participating merchant.

Is Rootz free to join?

Yes, joining Rootz is completely free. There are no membership fees, signup costs, or hidden charges. You only earn money when your referrals make qualifying purchases.

How do I get started?

1. Visit https://www.rootz.website
2. Create your free account
3. Get your unique referral link
4. Start sharing with friends and family
5. Earn cashback when they make purchases

Referral Program

What is the 3-level referral system?

Our referral program works across three levels:

- **Level 1**: People you directly refer (your direct referrals)
- **Level 2**: People referred by your Level 1 referrals
- **Level 3**: People referred by your Level 2 referrals

You earn different commission rates for each level, creating multiple income streams from your referral network.

What are the commission rates for each level?

Commission rates vary by merchant and may change over time. Typical rates are:

- **Level 1**: 5-15% of cashback earned by your direct referrals
- **Level 2**: 2-8% of cashback earned by Level 2 referrals
- **Level 3**: 1-5% of cashback earned by Level 3 referrals

Exact rates are displayed in your dashboard and vary by partner merchant.

How many people can I refer?

There's no limit! You can refer as many people as you want. The more people in your network, the higher your earning potential.

Do my referrals need to know they're being referred?

While not required, we recommend being transparent with people you refer. This builds trust and helps create a stronger referral network.

Can I refer myself or create multiple accounts?

No, self-referrals and multiple accounts are not allowed and will result in account suspension. Each person can only have one Rootz account.

Earnings and Payments

How do I earn money?

You earn money when:

- People you refer make purchases through partner merchants
- Your Level 2 referrals (people referred by your referrals) make purchases
- Your Level 3 referrals make purchases
- The more active your referral network, the more you earn!

When do I receive my earnings?

Earnings are calculated monthly and payments are processed by the 15th of each month. You'll receive payment for the previous month's qualified transactions.

What's the minimum payout amount?

The minimum payout threshold is $15. Once your account balance reaches $15, you'll be eligible for payment in the next monthly cycle.

How do I get paid?

Payments are made via:

- Bank transfer

- PayPal
- Skrill
- Other payment methods may be available based on your location

Do I pay taxes on my earnings?

Yes, earnings from Rootz may be subject to taxation in your jurisdiction. We recommend consulting with a tax professional. We'll provide necessary documentation for tax reporting purposes.

What happens if a purchase is returned or refunded?

If a referred purchase is returned or refunded, the corresponding cashback will be deducted from your earnings. This ensures accurate tracking of qualified transactions.

Partner Merchants

Which stores and merchants are available?

We partner with hundreds of popular retailers across various categories including:

- Fashion and clothing
- Electronics and gadgets
- Home and garden
- Travel and booking
- Beauty and health
- Food delivery
- And many more!

Check your dashboard for the complete list of current partners.

How often are new merchants added?

We regularly add new merchant partners. You'll be notified of new partnerships through email updates and dashboard notifications.

Do cashback rates change?

Yes, merchant cashback rates may change periodically due to promotional periods, seasonal adjustments, or partnership updates. Current rates are always displayed in your dashboard.

Can I suggest new merchants?

Absolutely! We welcome merchant suggestions from our users. Contact us at rootz@rootz.website with your suggestions.

Technical Questions

How do I share my referral link?

You can share your referral link through:

- Social media platforms (Facebook, Twitter, Instagram, etc.)
- Email and messaging apps
- Your website or blog
- Word of mouth (you can provide your referral code)

Why isn't my referral showing up?

Referrals may take 24-48 hours to appear in your dashboard. If a referral still doesn't show after this time:

- Ensure the person used your exact referral link
- Check that they completed the full registration process
- Verify they made a qualifying purchase
- Contact support if issues persist

How do I track my referrals and earnings?

Your dashboard provides real-time tracking of:

- Your referral network across all 3 levels
- Monthly and total earnings
- Recent transactions and pending payments
- Performance analytics and trends

Can I use my referral link on paid advertising?

Paid advertising policies vary by platform and merchant. Check our Terms of Service and contact support before running paid campaigns to ensure compliance.

Account Management

How do I update my account information?

Log into your dashboard and navigate to "Account Settings" to update:

- Personal information
- Payment details
- Communication preferences
- Password and security settings

What if I forget my password?

Click "Forgot Password" on the login page and follow the instructions. You'll receive a password reset link via email.

Can I change my referral link?

Your primary referral link is permanent, but you can create custom campaign links for different marketing efforts through your dashboard.

How do I delete my account?

Contact us at rootz@rootz.website to request account deletion. Note that this will forfeit any pending earnings and cannot be undone.

Troubleshooting

My cashback is missing or incorrect

If you notice missing or incorrect cashback:

1. Wait 24-48 hours for processing
2. Check that the purchase was made through your referral link
3. Verify the merchant is a current partner
4. Contact support with transaction details

I'm not receiving email notifications

Check your:

- Spam/junk folder
- Email preferences in your dashboard
- Email address accuracy in your account settings

The website isn't working properly

Try:

- Clearing your browser cache and cookies
- Using a different browser
- Checking your internet connection
- Disabling browser extensions temporarily

If issues persist, contact our support team.

Policies and Compliance

What are the program rules?

Key rules include:

- No self-referrals or fraudulent activity
- No spamming or unsolicited marketing
- Compliance with merchant terms and conditions
- Accurate information in your account
- One account per person

Full terms are available in our Terms of Service.

What happens if I violate the terms?

Violations may result in:

- Warning notices
- Temporary account suspension
- Permanent account termination
- Forfeiture of pending earnings

How is my privacy protected?

We take privacy seriously and comply with applicable data protection laws. See our Privacy Policy for detailed information about how we collect, use, and protect your data.

Can Rootz change the program terms?

Yes, we may update program terms and conditions. We'll notify users of significant changes via email and dashboard notifications. Continued use constitutes acceptance of updated terms.

Support

How do I contact customer support?

- **Email**: rootz@rootz.website (use "Support Request" in subject line)
- **Response Time**: We aim to respond within 24-48 hours
- **Best Practices**: Include your account email and detailed description of your issue

What information should I include in a support request?

Please provide:

- Your account email address
- Detailed description of the issue

- Screenshots if applicable

- Transaction details for payment issues

- Steps you've already tried

Is there a knowledge base or help center?

Yes, our comprehensive help center includes:

- Video tutorials

- Step-by-step guides

- Program updates and announcements

- Best practices for maximizing earnings

Can I provide feedback or suggestions?

We welcome feedback! Contact us at rootz@rootz.website with:

- Program improvement suggestions

- New feature requests

- Merchant partnership ideas

- User experience feedback

Quick Start Guide

New to Rootz? Follow these steps:

1. **Sign Up**: Create your free account at https://www.rootz.website

2. **Verify**: Complete email verification and profile setup

3. **Get Your Link**: Copy your unique referral link from your dashboard

4. **Share**: Start sharing with friends, family, and your network

5. **Track**: Monitor your referrals and earnings in real-time

6. **Get Paid**: Receive monthly payments once you reach the $15 minimum

Need help? Contact us at rootz@rootz.website

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