

Isagenix identity: Isagenix (EU) B.V. (“**Isagenix B.V.**”, “**the Company**”, “**we**”, “**us**”) is a Private Company with limited liability, having its registered office at Strawinskylaan 3127, 8th floor, 1077 ZX Amsterdam, the Netherlands, VAT ID: NL855739629B01, tel: 1 800 817 102 in the ROI and 0 800 023 4002 in the Netherlands. Isagenix Worldwide is the owner of the website www.isagenix.com (“**Site**”).

Main characteristics of the products offered by Isagenix:

We warrant that the products offered for sale by Isagenix (“**Products**”) are manufactured in accordance with the Isagenix internal “No-Compromise” standards. We guarantee the quality of any Product carrying the Isagenix tradename and trademark and certify that the Products manufactured by, or for us meet the highest standards of quality. We are confident that our customers will find our Products satisfactory in every way.

Prices: Except where noted otherwise, the Product prices displayed in our catalogues, on the Site and on the trading sites of our associates (“**Replicated Sites**”) represent the full retail price at the moment when your purchase order is placed. All prices are shown in EURO and are inclusive of VAT. We reserve the right to change the prices at any time and in our sole discretion. You will be able to see the total cost of your order at the end of the ordering process; if you subscribe for regular delivery of Products (“**Autoship**”) we will inform you of the total cost per billing period when you register for Autoship and select the Products you want delivered.

Delivery charges: The prices of the Products do not include the costs of transport, delivery and any other fees and charges that are clearly indicated as added to the price during the ordering process and that may vary depending on the delivery method chosen by

you. The delivery charge for this order is clearly indicated on the order confirmation that we have sent you.

Delivery of the Products: The place of delivery of the Products is as chosen by you in your order. We will process and deliver your order as quickly as possible and in any case no later than 30 days after the order has been placed. We shall not be liable for delays in delivery caused by circumstances beyond our control. The risk of loss and the title to the Products will pass to you upon delivery. Isagenix will not be responsible for nondelivery, wrong or late delivery of an order caused by the provision by you of incorrect or incomplete Personal Data. We reserve the right to reject an order placed by you at any time if we reasonably suspect that you are in breach of any of the terms of your agreement with us.

Payment: Payments can be made by credit card, debit card, PayPal, IsaWallet and/or by other means that may be specified on the Site. Visa and Mastercard cards are accepted for payment. Normally your credit card is not charged until after your order has been completed and payment authorized by you on the Site or the Replicated Site; for Autoship orders you will be charged automatically on the date chosen by you as your Autoship date. We work with authorized payment service providers to ensure credit card information is handled properly and in accordance with the international security standards. For the safety of credit card online payments, all payment information is encrypted by our service providers.

Customer cancellation rights: We recognise our legal liability to deliver Products that are in conformity with our contract. If, however, you are not satisfied with a Product we will strictly adhere to the applicable Product return rules.

1. Defective or damaged Product(s); nonconforming Products.

We undertake to refund or replace any damaged, defective or other nonconforming Products. If we have shipped to you **Products in wrong quantities** you may reject the entire delivery, reject the additional quantities or accept these additional quantities and pay for them at the current prices shown on the Site or in our catalogue. If we have delivered a quantity of Products less than what you have ordered, you may reject the delivery but if you chose not to you must pay for the Products at the current prices shown on the Site or in our catalogue. Nothing in this section prevents you from claiming damages, where it is open to you to do so.

If you chose to receive a refund we will refund to you the full price of any returned Products, any applicable delivery charges and any reasonable costs of returning the Product(s) to us. If you choose to receive a Product replacement we will make the replacement within a reasonable time and will bear any necessary costs incurred in doing so (including, in particular the cost of any materials or postage).

Upon receipt of the delivery we ask you to check its content as quickly as practical to make sure that it does not contain any such Product(s).

2. Right to cancel.

You have the right to cancel a contract/order for Product(s) **without giving any reason during a period of 14 days** starting from the day you, or a third party other than the carrier and indicated by you, acquires physical possession of the Products. To exercise your right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. letter sent by post, fax or email). You may use the attached Model Cancellation Form but it is not obligatory.

You may cancel a contract/order at any time from the date you receive the order confirmation by email or from the date on which your order has been verbally confirmed by Customer Service but no later than within 14 days from the day you have received the Product(s). If you send us your cancellation notice by email or by post, your cancellation is effective from the date you sent us the email or posted the letter to us. If you call us to notify us of your cancellation, your cancellation is effective from the date you called us.

If you cancel your order, we will reimburse to you all payments received from you including the cost of delivery (except for any supplementary cost of delivery due to your choice of delivery other than the standard one provided by us). **We may make a deduction from the refund for loss in value of any Product(s)**

supplied if the loss is the result of unnecessary handling of the Product(s) by you. You are thus only liable for any diminished value of the Product(s) resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the Product(s).

We will reimburse all delivery costs even if you cancel only part of your order.

We will make the reimbursement without undue delay and, in any case within 14 days after the day we receive the Product(s) or, if earlier, 14 days from the date you have sent us evidence that the Product(s) have been sent to us. If the Product(s) have not been delivered to you, we will proceed with the refund within 14 days of the day on which you gave us notice of cancellation.

For health protection and hygiene reasons you cannot cancel a contract for a Product(s) that have been unsealed after delivery or Product(s) that expire or deteriorate rapidly.

If the Products were delivered to you:

- you must return the Products to us as soon as reasonably practicable and in any case within 14 days after you cancelled the contract/ order. The deadline is met if you send back the Product(s) before the period of 14 days has expired;

- unless the Products are faulty or not as described, you will be responsible for the cost of returning the Products to us.

We will make the reimbursement using the same means of payment as you used for the initial transaction unless you have

expressly agreed otherwise. In any event, you will not incur any fees as a result of the reimbursement.

3. Isagenix satisfaction guarantee:

In addition to your right to cancel a Product order under section 2 above, you can benefit from the Isagenix Satisfaction Guarantee.

Under this Guarantee, after the expiration of the 14-day term under the preceding section 2 you have additional 16 days to initiate a return of:

- Your initial order of Product placed, opened or unopened.
- Any Product you are trying for the first time, opened or unopened. This applies to any order that you place.
- Your first Autoship order for unopened Product only.

The following items are nonrefundable, except as required by law:

- Membership fees.
- Standard delivery costs in excess of the least expensive type of standard delivery offered by us provided at the time of sale.
- Literature and sales aids not required as part of your purchase.
- Seasonal, discounted or promotional items that have been explicitly marked as nonrefundable on our website or in the Isagenix catalogue items.

You are required to return all opened and unopened containers, as applicable, for a refund. Any returns shall be made in accordance with the terms of Section 2 above.

Complaint handling: Any complaints, questions and requests can be made to our Customer Care by sending an email to CustomerServiceIE@IsagenixCorp.com or by calling 1 800 817 102 in the ROI and CustomerServiceNL@IsagenixCorp.com or by calling 0 800 023 4002 in the Netherlands .

Dispute resolution: If you are not satisfied with the reply from the Isagenix Customer Care you may contact the UK Direct Selling Association (www.dsa.org.uk). By contacting the Direct Selling Association, you will avail yourself to the free and effective alternative dispute resolution facility provided by the Direct Selling Association; you will also be able to obtain a copy of the Direct Selling Association Code of Practice.

Duration of your contract with Isagenix B.V.: If you are registered as a Preferred Customer or Isagenix Independent Associate your registration will expire within one year after the date of your registration.

If you have opted for Autoship you may cancel it at any time by contacting Customer Care by sending an email to CustomerServiceIE@IsagenixCorp.com or by calling 1 800 817 102 in the ROI and CustomerServiceNL@IsagenixCorp.com or by calling 0 800 023 4002 in the Netherlands .

Contract termination: In addition to your rights to cancel the contract we may terminate your registration, and thus our contract with immediate effect by giving you notice in any of the following circumstances:

- if you make any statement or provide any Personal Data that is materially inaccurate or untrue;
- if you commit a breach of any of the provisions of the Terms and Conditions including breach of any of the documents referenced in the Terms and Conditions, that is not capable of remedy;
- if you commit a breach of any of the provisions of the Terms and Conditions, including breach of any of the documents referenced in the Terms and Conditions, that is capable of remedy and fail to remedy that breach within 14 days after receipt of a written notice from us.

Withdrawal (Product Return) Form

This form can be used to indicate your desire to cancel a product order but is not obligatory. Please fill it in as may be appropriate to your case. For instructions to appropriately cancel an order and where to send the product please contact CustomerServiceE@IsagenixCorp.com for the ROI and CustomerServiceNL@IsagenixCorp.com for the Netherlands or contact us by phone at 1 800 817 102 in the ROI; 0 800 023 4002 in the Netherlands for assistance. You can resign your membership by using this or any other form you wish, including a simple resignation letter from you to us. You can also resign your membership by contacting us at the customer service email or phone number noted above.

TO: **Isagenix (EU) B.V., VAT ID: NL855739629B01**; email address: CustomerServiceE@IsagenixCorp.com for the ROI and CustomerServiceNL@IsagenixCorp.com for the Netherlands

I hereby give notice that I wish to cancel my order/ contract for sale of the following product(-s) (please indicate the product(-s) code, quantity and invoice number)

Ordered on: _____

Received on: _____

I am familiar with the consequences of the product(-s) return as described in the Isagenix Terms and Conditions.

Name of Consumer/Associate: _____

Associate number (if applicable): _____

Address of Consumer/Associate: _____

Signature of Consumer/Associate (only if this form is filed on paper): _____

Date: _____

OPTIONAL SECTION: You do not have to tell us why you are returning any products/ withdrawing from the contract but it would be very helpful to know your reasons (please tick the appropriate box):

- Incorrect product
- products passed sell-by date
- damaged item(-s)/product not as described/ not satisfied with the product
- Other (please set out below) _____

