

SECTION 10: RETURN PROCEDURES

10a. General:

All Customers and Representatives who wish to return Company's Products to The Company for any reason must log in to their Company account and complete a Return Merchandise Authorization (RMA) for those items they wish to return. Only items for which a refund is available pursuant to Section 10 should be returned to The Company. Items returned for which no refund is available will be discarded. For information on how return adjustments may affect Qualifications, Commissions and Performance Bonuses, refer to Section 12c.

The Company reserves the right to review and terminate any Representative Agreement for excessive or improper return activity.

10b. Returns of Defective or Damaged Products:

For any items that were defective at the time that The Company delivered them to the carrier, The Company will, at the option of the Representative or Customer: (i) replace and ship replacements for the defective items to the Representative or applicable Customer at no additional charge if replacements are available; or (ii) refund the amounts paid for the items by crediting 100% of the purchase price, sales tax, and shipping charges to the credit card used to make the purchase. The Company reserves the right to arrange a product pick up for defective products or for those The Company wishes to examine, at no charge to the purchaser at its discretion. The determination of whether the Product was defective at the time of shipment shall be made by The Company in its sole discretion.

10c. Returns Under the Customer Satisfaction Guarantee:

- i. Purchases made through the Company's Website or PWS: If for any reason a Customer or Representative is not completely satisfied with any Company's Product, she or he may return the unused portion of the Product within sixty(60) days from the date of order for a 100% refund of the amount paid for the product (including sales tax but excluding, shipping charges) on the credit card used to make the purchase.
- ii. Resale between a Representative and a Customer: In the event of a Product resale conducted directly between a Representative and a Customer a Representative bears the responsibility of honoring the sixty(60) day Customer Service Guarantee. Two copies of the retail sales receipt must be provided to the Customer in order for the resale to be covered under the Customer Satisfaction Guarantee. (For additional information on Retail Sales Receipts, refer to Section 6i.) The cost to return ship the Company's Products shall be borne by the Customer or Representative. The Customer or Representative may place a separate order for replacement Products if desired.
- iii. Returns of Business Building Collections: Business Building Collections returned within sixty(60) days of purchase are refundable under the Customer Satisfaction Guarantee only if returned with all components of the Business Building Collection included. No refunds will be issued for a partial return from a Business Building Collection. Rather, a Representative who returns a partial Business Building Collection will be offered a Product replacement of equal value, less applicable shipping charges. Additionally, the return of a Business Building Collection that includes the Business Portfolio will be considered a termination of the Representative-ship. For additional information on Business Portfolios, refer to Section 5a.