



## CUSTOMER REFERRAL PROGRAMME

In an effort to better support our customers and your growth, beginning February 2020, Isagenix will be offering products for retail purchase on Isagenix.com to customers in the UK, Ireland, The Netherlands, Belgium and Spain. This new 'Buy Now' feature gives customers a chance to try any Isagenix product without purchasing from outside web stores such as eBay where product quality and safety cannot be guaranteed. As a result of this new feature, Isagenix is excited to announce the Customer Referral Programme.

Customers who make retail purchases through Isagenix.com will be connected to qualified Isagenix leaders in the Customer Referral Programme. The qualified leader will receive the business volume of the retail order placed and the customer's contact information to provide product support, recommendations, and coaching. These customers are paying retail price and are not being required to open an Isagenix account nor being placed in a business centre organisation. This is an opportunity for leaders to continue to share their experience and product knowledge with retail customers to help them become Isagenix customers for life.

Receive the business volume of an Isagenix.com retail customer's completed order AND the retail customer's contact information.

### 12 OPPORTUNITIES TO PARTICIPATE IN THE CUSTOMER REFERRAL PROGRAMME EVERY YEAR!

Take part in the Customer Referral Programme by qualifying during each of the 12 qualification periods throughout the year and receive referral customers in the corresponding benefits period. There is no limit to how many times you can participate! See example calendar below for qualification and benefits periods for 2020.

	QUALIFICATION PERIOD			BENEFITS PERIOD		
	Monday Start	Sunday End	# of Weeks	Monday Start	Sunday End	# of Weeks
January	December 30, 2019	January 26, 2020	4	February 3, 2020	March 1, 2020	4
February	January 27, 2020	February 23, 2020	4	March 2, 2020	March 29, 2020	4
March	February 24, 2020	March 29, 2020	5	March 30, 2020	May 3, 2020	5
April	March 30, 2020	April 26, 2020	4	May 4, 2020	May 31, 2020	4

## QUALIFY TO BECOME A CUSTOMER REFERRAL PROGRAMME LEADER:

1. Achieve the recognition rank of Director or higher.
2. Maintain Paid-As-Director for all weeks in a qualification period. (Leadership Pool months).
3. Place a personal BV order of 100 or more and enrol two new members in the qualification period.
4. Remain in good standing with Isagenix. (Please see the terms and conditions for more information).

Upon qualification into the Customer Referral Program, you will be notified via email. As a qualified leader, you will begin receiving referrals during the corresponding benefit period and will automatically be assigned the completed retail order BV and customer's contact information. We are unable to guarantee the number of Referral Program customers, BV, or leads you will receive each month.

## TERMS AND CONDITIONS

As a condition of participation in the Isagenix Customer Referral Program (the 'Program'), all Isagenix Independent Associates ('Associate(s)') must meet the qualification requirements outlined below and agree to these terms and conditions.

## QUALIFICATION AND ELIGIBILITY

To participate in the Program and receive benefits from participation, a qualifying Associate ('Qualifying Associate') must read and agree to these terms and conditions and be in good standing with Isagenix AND

1. Have reached a recognition rank of Director or above: AND
2. meet at least one of the following
  - a. Maintain Paid-As-Executive for all weeks in a qualification period. AND
  - b. Place a personal BV order of 100 or more and enrol two new members in the qualification period.

Qualification months are based on the 4-4-5 reporting calendar used for Isagenix Leadership Pools. The calendar for 2019 - 2020 is as follows:

	QUALIFICATION MONTH			BENEFITS MONTH		
	Monday Start	Sunday End	# of Weeks	Monday Start	Sunday End	# of Weeks
JANUARY	December 30, 2019	January 26, 2020	4	February 3, 2020	March 1, 2020	4
FEBRUARY	January 27, 2020	February 23, 2020	4	March 2, 2020	March 29, 2020	4
MARCH	February 24, 2020	March 29, 2020	5	March 30, 2020	May 3, 2020	5
APRIL	March 30, 2020	April 26, 2020	4	May 4, 2020	May 31, 2020	4
MAY	April 27, 2020	May 24, 2020	4	June 1, 2020	June 28, 2020	4
JUNE	May 25, 2020	June 28, 2020	5	June 29, 2020	August 2, 2020	5
JULY	June 29, 2020	July 26, 2020	4	August 3, 2020	August 30, 2020	4
AUGUST	July 27, 2020	August 23, 2020	4	August 31, 2020	September 27, 2020	4
SEPTEMBER	August 24, 2020	September 27, 2020	5	September 28, 2020	November 1, 2020	5
OCTOBER	September 28, 2020	October 25, 2020	4	November 2, 2020	November 29, 2020	4
NOVEMBER	October 26, 2020	November 22, 2020	4	November 30, 2020	December 27, 2021	4
DECEMBER	November 23, 2020	December 27, 2020	5	December 28, 2021	January 31, 2021	5

## QUALIFICATION AND ELIGIBILITY CONT.

Associates with multiple business centres will only be allowed to participate in the Programme based on their most recent business centre, regardless of whether their other business centre(s) would otherwise qualify for participation in the Programme.

Spouses with separate business centres are both permitted to participate in the Programme in their respective business centres, provided each business centre has independently met all of the requirements for participation.

Qualifying Associates may continue to participate in the Programme for any number of months, provided they have met the qualification requirements outlined above.

The Programme is currently available only to Associates in the UK, Ireland, The Netherlands, Belgium and Spain.

Even if an Associate is otherwise eligible for the Programme, participation in the Programme is subject to approval by the Isagenix Compliance team and the Associate remaining in good standing with Isagenix. Isagenix may, at its sole discretion, elect to suspend or terminate the Programme or any Associate's participation in the Programme at any time.

## RETAIL LEADS

When a retail customer makes a purchase directly from the Isagenix corporate website through the 'Buy Now' feature, the business volume ('BV') and customer contact information from that sale (together a 'Retail Lead') will be assigned to a Qualifying Associate, who will be notified of the assignment via email.

Qualifying Associates will be assigned a position on a list based on the date that Associate qualified for the programme. When a retail order is placed, the corresponding Retail Lead will be assigned to the next Associate on the list until the last member of the list has received a Retail Lead, at which point the next Retail Lead will be assigned to the Associate in the first position on the list. For additional details on how we determine how each Retail Lead will be assigned, please see the Customer Referral Program FAQs.

Although Qualifying Associates will be eligible to receive credit for Retail Leads under the Programme, there is no guarantee of the number of Retail Leads or BV that will be assigned to any Qualifying Associate. Each Retail Lead will be assigned to only one Qualifying Associate. For purposes of calculating any benefits available under the Isagenix Compensation Plan, any BV assigned via the Programme will be treated as if the Associate to whom the BV was assigned made the corresponding retail sale through that Associate's replicated website. No retail direct profit will apply to this order.

Associates credited with a Retail Lead that is subsequently returned or canceled will have all associated BV from the Retail Lead revoked and will not receive a replacement Retail Lead.

Qualifying Associates may receive a Retail Lead from a retail customer who is not interested in an Isagenix membership. If an Associate receives a Retail Lead from a retail customer who does not subsequently enrol, the Associate will still receive the BV from the sale but will not receive a replacement Retail Lead.

## RETAIL LEADS CONT.

Qualification for and participation in the Programme does not grant any Associate a guaranteed number of Retail Leads, any guaranteed amount of BV, or any guarantee that a retail customer will enrol with Isagenix and make additional purchases. Isagenix also does not guarantee that contact information for retail customers generated through the Programme is accurate or will result in an enrolment or additional sales.

Receiving retail customer contact information does not create any sort of exclusivity, and any retail customer who is not enrolled by the Qualifying Associate may still be enrolled by another Associate. If that retail customer places a subsequent order directly through Isagenix, another Qualifying Associate may receive that retail customer's contact information on the subsequent order and enrol the retail customer.

Retail orders made through the Isagenix website cannot be converted to wholesale orders. If a retail customer makes a purchase through the Isagenix website and is subsequently enrolled by an Associate, the new customer's first order after enrolment will be considered the new customer's initial order. Associates should not encourage retail customers to return retail product orders and reorder products as a Member.

When contacting retail customers, Associates must ensure they comply with the Isagenix Policies and Procedures and ensure they do not misrepresent Isagenix products or the Isagenix income opportunity.

Retail customers who elect to provide their information for contact may choose not to be contacted at any point in the process.

Associates must stop contacting the customer immediately after receiving notice that the customer no longer wants to be contacted. If Isagenix receives notice that an Associate has contacted a customer after that customer has opted out, that Associate may be subject to disciplinary action at Isagenix's discretion, including but not limited to suspension from participating in the Programme and removal from Programme eligibility.

**For questions, please contact Isagenix Customer Service at one of the following numbers:**

**United Kingdom & Ireland: 0808 189 0490**

**Belgium: 0800 26 249**

**Netherlands: 0800 023 4002**

**Spain: 900 423 614**