



ISAGENIX INTERNATIONAL, LLC NOT FOR RESALE GUIDELINES

Isagenix is excited to announce that we now offer the shipment of certain Isagenix products on a “not for resale” (NFR) basis within Europe..

What is NFR?

NFR is exactly what it sounds like. An NFR product purchase is one that is made with the intent that it is for personal consumption only, and may not be resold after purchase. It is your responsibility to comply with applicable local laws.

Why can't products be resold?

Each European country has a different regulatory model for health and wellness products and is governed by local laws and jurisdictions. All products require a local registration with the national health agency in order to be resold within a retail environment, which we will do over time with core products.

So, buying products across Europe on an NFR basis is OK?

European countries currently allows for personal use importations only to provide European citizens access to certain products that have not yet been reviewed and licensed by the individual European countries, as long as they are imported by a registered European company under European Union laws.

Where will the product be shipped from?

NFR products will be shipped from our European warehouse based in the Netherlands.

In addition to the information provided above, you should know that the following conditions apply:

- The product must be for your own personal use or the use of immediate family who currently reside with you so long as the product is suitable for the person using it.
- The order must be shipped directly to you, the end user, and not a commercial establishment
- Orders may be placed through your Associate Back Office or by contacting Isagenix Customer Care CustomerServiceEU@IsagenixCorp.com.
- Orders will be shipped via UPS from our European Warehouse in the Netherlands.
- Isagenix will not be responsible for any penalties associated with the violation of this policy.
- Any violation of this policy directly or indirectly will be considered a violation of the Terms and Conditions, Policies and Procedures, and other agreements and policies that may be applicable to you governing your relationship with Isagenix.
- Return shipping fees are to be paid by the Member unless otherwise permitted by Isagenix.
- To initiate the return process, call Customer Care to obtain a Return Merchandise Authorization (RMA). Isagenix will provide a confirmation number and the appropriate return address for the product. The credit exchange or replacement for the return will be processed once it is received at the Isagenix International, LLC location, unless otherwise permitted.

If you have any questions, contact Compliance at ComplianceEU@IsagenixCorp.com or email Customer Care at CustomerServiceEU@IsagenixCorp.com

They, along with the entire Isagenix team, are here to help you!