



# ISAGENIX (UK) RETURN & REFUND POLICY

## THANK YOU FOR YOUR PURCHASE OF PRODUCTS FROM ISAGENIX!

Isagenix UK [exact name as per registration] is a UK registered Isagenix (UK) Ltd. ("**Isagenix**" or "**Company**"). Isagenix UK is a UK registered Private Limited Company, registered office at 4th Floor, 100 Avebury Boulevard, Milton Keynes Central, MK9 1FH, United Kingdom Co. No. 9895521, VAT number 251 4155 33. Isagenix UK is the owner of the website [www.isagenix.com](http://www.isagenix.com) ("**Site**"). Isagenix UK is also the promoter of the Isagenix International, LLC trading scheme ("**Isagenix Trading Scheme**") in the United Kingdom. The Company supplies a range of health and wellness products (the "**Isagenix Products**", the "**Products**").

Isagenix is committed to providing you with high-quality, nocompromise Products. If for any reason you are not 100% satisfied with a Product or you wish to terminate your contract with Isagenix, you may be eligible to use one of the options described further in this Policy, which stipulates the cases, terms and conditions for cancellation of orders, return of Products and the related refunds.

The terms of this Policy do not affect any other statutory rights and means of resolving disputes with us that may be available to you under applicable laws.

## A: GENERAL RULES

These General Rules are based on the current consumer contracts regulations and apply to you whether you are a customer or an Isagenix Associate irrespective of the type of agreement or membership you may have.

### 1. DAMAGED OR DEFECTIVE PRODUCTS; NON-CONFORMING PRODUCTS: PRODUCTS DELIVERED IN WRONG QUANTITIES

We undertake to refund or replace any damaged, defective or other non-conforming 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.

Upon receipt, please inspect all Products and notify us as quickly as practical if you discover any Products that are missing, wrong, defective or damaged during transportation or Products that otherwise do not conform with the contact. You have the legal right to choose whether you want us to replace the Products or would like to return them.

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). 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 you have incurred for the return of the Products.

To initiate a return or replacement, please email your cancellation notice to [CustomerServiceEU@Isagenixcorp.com](mailto:CustomerServiceEU@Isagenixcorp.com). You can also use the Cancellation (Product Return) Form that is attached to this Policy. The Cancellation Form is also available on the Site or can be found as attachment to each order confirmation mail we will send you. It is not mandatory to use the Cancellation (Product Return) Form - you can use inform us of your return in any form you like. You may wish to keep a copy of your cancellation notification for your own records.

### 2. RIGHT TO CANCEL (COOLING-OFF PERIOD)

You have the right to cancel a contract/order for Products without giving any reason. The cancellation period will expire after 14 days from the day on which you acquire, or a third party other than the carrier, and indicated by you, acquires physical possession of the Products.

To exercise the right to cancel you must inform us by sending your cancellation notice in an email to [CustomerServiceEU@Isagenixcorp.com](mailto:CustomerServiceEU@Isagenixcorp.com). You can also use the Cancellation (Product Return) Form that is attached to this Policy. The Cancellation Form is also available on the Site or can be found as attachment to each order confirmation mail we will send you.

To meet the cancellation dead-line it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired. When you notify us by email, the cancellation is effective from the date it was sent to us.

If you cancel your contract/order, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).

We will make the reimbursement without undue delay and not later than:

- 14 days from the day you return any Products supplied, or provide evidence that you have returned them, or
- If there were no Products supplied, 14 days from the day on which we are informed about your decision to return any Products.

You shall send back the Products or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation to us. The deadline is met if you send back the Products before the period of 14 days has expired. You will bear the direct cost of returning the Products.

Refunds are not possible for the following Product:

- Products that deteriorate or expire rapidly;
- Products which are delivered sealed, if they are unsealed after delivery and are thus unsuitable for return for health or hygiene reasons.

We may make a deduction from the reimbursement for loss in value of any Products supplied if the loss is the result of unnecessary handling of the Products by you.

If you cancel your contract/order, Isagenix 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. We may withhold reimbursement until we have received the Products back, or you have supplied evidence of having sent back the Products, whichever is the earliest.

We will reimburse all delivery costs even if you cancel only part of your order. While you are in possession of the Products you should exercise reasonable care in keeping them

### 3. ISAGENIX PRODUCT SATISFACTION GUARANTEE

In addition to your right to cancel a Product order and return any and all Products within 14 days after acquiring physical possession of them, 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 non-refundable under the Products Satisfaction Guarantee, 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 non-refundable 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 BV/PV, and/or other benefits or compensation associated with the Product and purchase thereof will be deducted once the refund is issued.

To exercise the right to cancel you must inform us by sending your cancellation notice in an email to CustomerServiceEU@Isagenixcorp.com. You can also use the Cancellation (Product Return) Form that is attached to this Policy. The Cancellation Form is also available on the Site or can be found as attachment to each order confirmation mail we will send you.

## B: ASSOCIATES SPECIFIC RULES

Nothing in these Associates Specific Rules affects your statutory rights under the UK Trading Schemes Regulations 1997.

### 1. RETAILS ORDERS SOLD DIRECT

As an Isagenix Independent Associate you may sell Products to your retail customers, either through your replicated website or directly, in a face-to-face manner. **You have the responsibility to inform your retail customers of their rights under this Policy to return Products purchased from you.**

Customers who buy Products from your replicated website shall make returns by sending their cancellation notice to CustomerServiceEU@Isagenixcorp.com. They can also use the Cancellation (Product Return) Form that is available on the Site and your replicated website or can be found as attachment to each retail customer's order confirmation mail or is provided to the retail customer by you. It is not mandatory to use the Cancellation (Product Return) Form – you should advise your retail customers that they can use any way of communicating their return to Isagenix UK.

If a retail customer wants to return Isagenix Products purchased directly from you in a face-to-face manner please follow this procedure:

- Create a sales slip for the Product refund, including the date and price paid by the retail customer, and write "refund" across the face of the order.
- Refund the money directly to your retail customer and have them sign the sales slip as proof of return.
- You will also be required to provide a copy of the signed refund sales slip in order to get a refund from Isagenix.

Upon customer's request, Isagenix will issue a replacement for the returned Products within 30 days of the Product being logged as returned by our distribution center. Isagenix reserves the right to reject repetitive returns or replacements.

Any BV/PV, and/or other benefits or compensation associated with the Products returned by your retail customers will be deducted once the refund is issued.

### 2. BUY-BACK POLICY

Isagenix strictly abides by the industry rules aimed at avoiding product loading; we believe our Products are of great consumer value and we encourage their sale and consumption. We explicitly discourage purchasing of Products for the purposes of achieving levels, status and any benefits under the Isagenix Compensation Plan.

**The Buy-Back Policy therefore does not apply to Associates who, for the purposes of qualifying for a bonus or some other benefit, has falsely certified that the Products for which they are attempting to receive a refund have been previously consumed or sold. Isagenix reserves the right to decline refunds for any Products that have been falsely certified as consumed or sold or have been acquired by you in breach of your contract with us.**

**We will also not make reimbursements for any Products that are within 6 months of expiration, discontinued or seasonal Products or Products bought at announced special promotions. Membership and administrative fees, literature and sales aids are non-refundable under the Buy-Back, except as required by law.**

You may require Buy-Back of Products bought by you within one year of the date of such request at any time during the subsistence of a contract. The Buy-Back will be made under the terms set out in 2.2 below.

In addition, upon termination of your contract you may require:

2.1 Buy-Back of Products (including training and promotional materials, business manuals and kits) purchased by you within 90 days of the date of termination. We will reimburse to you the full VAT-inclusive price paid by you for those Products less a reasonable handling fee. We may further withhold an amount equal to the diminution of the value of the Products resulting from your improper handling of the Products.

2.2 Buy-Back of Products bought within 12 months of the date of termination. In this case reimbursement will be made at a price not less than 90% of the VAT-inclusive price paid by you for those Products less an amount equal to:

- any commissions, bonuses or other benefits (in cash or in kind) received by you in respect of those Products;
- any amounts due from you to us on any account; and
- a reasonable handling charge.

All Products must be unused and in a commercially resellable condition. You must return all Products to us within 14 days of the termination.

All bonuses, compensation, BV/ PV, and recognition or advancement received as result of the original purchases will be reversed and deducted from the refund and/ or the respective Sponsor's compensation. Please notify your Sponsor of your intention to terminate your position.

If eligible for a refund, Isagenix will credit the original form of payment within 30 days of the Product being logged as returned by our distribution center. Your account will be closed once the refund is issued.

If you wish to return product under the Buy-Back Policy and relinquish your position with Isagenix, please send your cancellation notice in an email to CustomerServiceEU@Isagenixcorp.com. You may also use the Membership Cancellation Form but it is not obligatory. The Cancellation (Product Return) Form is available on the Site; it can also be found in attachment to each order confirmation mail we will send you. You can also contact us by telephone as per table below.

## C: RULES AND REFUND FOR AUTOSHIPPED PRODUCTS

As either a customer or an Associate, you enjoy the same rights of return and refund for any Products subject to Autoship as noted above in A: "General Rules". Please follow the procedures set out there.

The Buy-Back Policy specified in point 2 of Section B: "Associates Specific Rules" applies in full to any Products subject to Autoship. You may cancel your Autoship participation at any time.

To initiate an Autoship cancellation please either email CustomerServiceEU@Isagenixcorp.com or contact us by telephone as per table below.

Until you notify us of the cancellation, your participation in the Autoship programme will continue. Notice of cancellation must be received by Isagenix at least one (1) business day prior to your monthly Autoship processing date; otherwise, cancellation will become effective in the month following the month in which your notice of cancellation is received by Isagenix.

COUNTRY	NUMBER	COUNTRY	NUMBER	COUNTRY	NUMBER	COUNTRY	NUMBER
Austria	0800 802 288	France	0805 080 305	Netherlands	0800 0234002	Spain	900 423 614
Belgium	0 800 26249	Germany	0800 184 4299	Norway	800 62 482	Switzerland	0800 563 891
Denmark	808 20 194	Ireland	1800 817 102	Poland	800 005 149	Sweden	020 889 879
Finland	0800 412 900	Italy	800 789 439	Portugal	800 181 319	United Kingdom	0 808 189 0490

## Cancellation (Product Return) Form

This form can be used to cancel a product order. Please fill it in as may be appropriate to your case. You can also file a product return online at [www.Isagenix.com](http://www.Isagenix.com).

TO: **Unit 1B returns (ISAGENIX), Walker Logistics, Ramsbury Road, Lambourn Woodlands, Hungerford, RG17 7TJ, Co. No. 9895521, VAT number 251 4155 33**

Email address: **CustomerServiceEU@Isagenixcorp.com**

[\*] – delete as appropriate

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

---

---

---

Ordered on: \_\_\_\_\_

Received on: \_\_\_\_\_

Name of Consumer/Associate: \_\_\_\_\_

Associate number (if applicable): \_\_\_\_\_

Address of Consumer/Associate: \_\_\_\_\_

Signature of Consumer/Associate (only if this form is notified on paper): \_\_\_\_\_

Date: \_\_\_\_\_

**OPTIONAL SECTION:** You do not have to tell us why you are returning any products/ cancelling your contract with

Isagenix UK but it would be very helpful to know your reasons (please tick the appropriate box): :

☐ Incorrect product

☐ defective products/ products passed the sell-by date

☐ damaged products

☐ product not as described/ not satisfied with the product

☐ Other (please set out below) \_\_\_\_\_

---

---