



ISAGENIX INTERNATIONAL, LLC

NOT FOR RESALE GUIDANCE

Isagenix is excited to offer the shipment of certain Isagenix products on a limited “not for resale” (NFR) basis to Canada. It is important to follow these guidelines and guidance from the Canadian government to keep this option available.

What is Not For Resale?

Not for Resale (NFR) is exactly what it sounds like. A product purchased via NFR is one that is for personal import and consumption only and cannot be resold.

Why can't products be resold?

Per guidelines issued by the Canadian Government, these products are for personal consumption by the person importing them. Canada allows these imports on a limited basis and it's important that we comply with all the rules.

Can I advertise NFR products?

Unfortunately, no. Health Canada does not allow for advertising, promoting, or describing NFR products. The prohibition applies to all forms of marketing activities, including social media.

How do I order an NFR product?

Orders may be placed through your Back Office or by calling Isagenix Customer Care at 888.991.9949 (toll-free).

Because the product is bought in the U.S., how will it be shipped to me? Will shipments take longer?

You are purchasing NFR products directly from Isagenix International, LLC in the U.S. and the orders are processed and shipped from the U.S. Delivery times could be slightly lengthier than normal, but we will do all we can to see that your order is processed and shipped as soon as possible.

In addition to the information provided above, the following conditions apply:

- You are only permitted to import a 90-day supply (based on the directions of use) or less over a 3-month period. No more than 1 order that includes the NFR products every 28 days.

Please Note: larger volume shipments, multiple repeat shipments of the same product within short periods of time (<3 months) and/or shipments that indicate a Canadian business is involved in the transaction, do not qualify for personal import exemptions.

- NFR orders are shipped directly to you, the end consumer, and not a commercial establishment.

- There can be no Canadian intermediary (such as a broker or salesperson).
- Products will be shipped via international carrier from the U.S. Carrier may vary by location.
- As the Isagenix Member placing the order for delivery to Canada, you will be considered the importer of record and responsible for compliance with Canada import laws and guides. The Canada Border Services Agency may inspect and detain any shipment upon entry, in which case you will be responsible for obtaining its release from your local CBSA office.
- Your purchase order may be subject to a customs brokerage fee and customs duties upon importation to Canada. The Goods and Services Tax or Harmonized Sales Tax may also apply, depending on the value of your order and your province or territory of residence. HST applies in the participating provinces at the following rates: 13% in Ontario and 15% in New Brunswick, Newfoundland and Labrador, Nova Scotia, and Prince Edward Island. GST applies in the rest of Canada at the rate of 5%.
- All Members who import products on an NFR basis are responsible for knowing and following the importation and customs guides and laws of their country. Isagenix cannot be responsible for any consequences associated with violations.
- 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.
- Returns are subject to the Isagenix returns policy. If you wish to return any product, please call Customer Care at 877.877.8111 to initiate the process. Return shipping fees are your responsibility unless otherwise agreed to by Isagenix.

If you have any questions, contact Compliance at Compliance@IsagenixCorp.com or email Customer Care at Support@IsagenixCorp.com. They, along with the entire Isagenix team, are here to help you!