

G. GUARANTEE AND REFUND POLICY

G.1 Customer Returns

Reliv offers and requires each Distributor to offer a thirty (30) day 100% money-back guarantee on all Reliv Products sold to retail customers. Every Distributor is responsible for honouring this guarantee. If a retail customer ("Returning Customer") is dissatisfied with any Reliv Product for any reason whatsoever, the Returning Customer may return that Reliv Product (hereinafter referred to in this Section G.1 as "Returned Reliv Product") to the Distributor from whom it was purchased within thirty (30) days of such purchase for either a replacement of the Returned Reliv Product with the same Reliv Product or any other Reliv Product of a similar value or a full refund of the Retail Price of that Reliv Product. The Distributor may then return the Returned Reliv Product to Reliv subject to the provisions of this Section G.1.

Reliv will not refund to a Distributor who returns the Returned Reliv Product (hereinafter referred to in this Section G.1 as "Returning Distributor") the purchase price paid by the Returning Distributor either to Reliv or to an Upline for the Returned Reliv Product, however Reliv will replace the Returned Reliv Product if the following documents are received from the Returning Distributor within seven (7) days of the return of the Returned Reliv Product by the Returning Customer:

- a) A Customer Request for Refund Form (which is enclosed in the Distributor Kit and/or as may be obtained from the Reliv Office) identifying the reasons for the return duly completed and executed by the Returning Customer, and
- b) A copy of the original Retail Customer Receipt Form referred to in Section F.5 of these Policies and Procedures in respect of the purchase by the Returning Customer of the Returned Reliv Product.

G.2 Quality Control

Reliv shall replace any defective Reliv Product ("Defective Reliv Product") within thirty (30) days from the date of purchase of the Defective Reliv Product by the Distributor for reasons of quality control. A written request ("Written Request") by the Distributor returning the Defective Reliv Product (hereinafter referred to in this Section G.2 as "Returning Distributor") stating the reason for replacement, accompanied by proof of payment by the Returning Distributor for the Defective Reliv Product and a copy of the Reliv invoice provided by Reliv to the Distributor upon purchase of the Reliv Product shall be submitted to Reliv.

Reliv shall upon receiving the Written Request together with the required documents referred to in this Section G.2 instruct the Distributor where to ship the Defective Reliv Product for inspection by Reliv. Upon receipt and verification by Reliv that the Defective Reliv Product is defective, Reliv shall replace the Defective Product as appropriate. Defective Reliv Products returned under this Section G.2 not in accordance with the provisions of this Section G.2 and without prior authorisation from Reliv shall be returned to the Distributor.

G.3 Termination Returns

A Distributor whose Distributorship has been terminated pursuant to Sections C.7 and C.8 of these Policies and Procedures within one year from the date of the Distributor Agreement (hereinafter such Distributor shall be referred to in this Section G.3 as "Returning Distributor") may, within sixty (60) days of the effective date of termination of the Distributorship as stipulated in Section C.11 of these Policies and Procedures, return to Reliv unencumbered, unopened Reliv Products purchased from Reliv not more than six months prior to the date of the return, which are reusable and resaleable (hereinafter referred to in this Section G.3 as "Returned Reliv Products"). Reliv Products returned under this Section G.3 not in accordance with the provisions of this Section G.3 and without prior authorisation from Reliv shall be returned to the Returning Distributor. Reliv will refund to the Returning Distributor 100% of the price paid by the Returning Distributor for the Returned Reliv Product less any Compensation paid to Upline Master Affiliates on the original sale of the Returned Reliv Product (including without limitation bonuses and other awards) subject to:

- a) A written request by the Returning Distributor stating the reason for the termination of the Returning Distributor's Distributorship and return of Returned Reliv Product, accompanied by proof of payment by the Returning Distributor for the Returned Reliv Product and a copy of the Reliv invoice provided by Reliv to the Distributor upon purchase of the Returned Reliv Product;
- b) The Returning Distributor returning the Returned Reliv Products to the correct address as instructed by Reliv. All shipping costs on the Returned Reliv Products are the responsibility of and shall be borne by the Distributor; and
- c) Reliv will repurchase the Distributor Kit, including the Distributor Manual, returned to Reliv in reasonably resaleable or reusable condition at 100% of the price paid by the Distributor for the Distributor Kit provided always that the proof of payment by the Returning Distributor for the Distributor Kit is furnished by the Returning Distributor.

G.4 Reliv Product Returns

A Distributor (hereinafter such Distributor shall be referred to in this Section G.4 as "Returning Distributor") may within six (6) months from the date of purchase of any Reliv Product from Reliv return to Reliv such Reliv Product provided that such Reliv Product is unencumbered, unopened, reusable and resaleable (hereinafter referred to in this Section G.4 as "Returned Reliv Product"). Reliv Products returned under this Section G.4 not in accordance with the provisions of this Section G.4 and without prior authorisation from Reliv shall be returned to the Returning Distributor. Reliv shall refund to the Returning Distributor 90% of the price paid to Reliv by the Returning Distributor for the Returned Reliv Product less any Compensation paid to Upline Master Affiliates on the original sale of the Returned Reliv Product (including without limitation any bonuses or awards) subject to:

- a) A written request by the Returning Distributor stating the reason for the return of Returned Reliv Product, accompanied by proof of payment by the Returning Distributor for the Returned Reliv Product and a copy of the Reliv invoice provided by Reliv to the Distributor upon purchase of the Returned Reliv Product;
- b) The Returning Distributor returning the Returned Reliv Products to the correct address as instructed by Reliv. All shipping costs on the Returned Reliv Products are the responsibility of and shall be borne by the Distributor.

G.5 Purchaser's Right to Cancel:

The Direct Sales Act 1993 of Malaysia and regulations made thereunder inter alia provides that a retail customer shall have the right to rescind or withdraw from any contract in respect of a direct sale for the supply of goods or services having a value of Ringgit Malaysia Three

Hundred (RM300) or more ("Customer Order Contract") (hereinafter such retail customer shall for the purposes of this Section G.5 be referred to as "the Purchaser") at any time prior to the expiry of ten (10) working days commencing on the day after the date of the Customer Order Contract ("Cooling-Off Period"). The Purchaser may rescind or withdraw from the Customer Order Contract by serving on the Distributor with whom the Customer Order Contract was entered into by the Purchaser (hereinafter references to "Distributor" in this Section G.5 shall mean the Distributor who entered into the Customer Order Contract with the Purchaser) either by hand or by registered post to the address of the Distributor as specified in the Customer Order Contract, a Notice of Rescission as contained in the Customer Order Contract prior to the expiry of the Cooling-Off Period. Where the Notice of Rescission is served on the Distributor by registered post as aforesaid, such notice shall be deemed to have been served on the Distributor either on the date of receipt by the Distributor of such notice or on the expiry of three (3) days from the date such notice is posted, whichever earlier.

During the Cooling-Off Period, the Distributor shall ensure that no Reliv Products are delivered or services performed under the Customer Order Contract unless the Purchaser has served on the Distributor a Notice of Waiver (as contained together with the Customer Order Contract) requiring the Distributor to deliver the Reliv Products or perform the services at any time before the expiry of the Cooling-Off Period. Pursuant to the Direct Sales Act 1993, no Notice of Waiver shall be served on the Distributor before the expiry of seventy-two (72) hours from the time the Customer Order Contract was concluded [and the Distributor shall have the obligation to inform the Purchaser of the same]. Where the Distributor receives the Notice of Waiver before the expiry of seventy-two (72) hours from the time the Customer Order Contract was concluded, the Distributor shall only be entitled to act on such Notice of Waiver upon the expiry of seventy-two (72) hours from the time the Customer Order Contract was concluded.

Notwithstanding the aforesaid, no payment or other consideration due from the Purchaser under the Customer Order Contract is required or shall be accepted by the Distributor or any other person on behalf of a Distributor before the expiry of the Cooling-Off Period.