

G. GUARANTEE POLICY

G.1 Customer Returns:

Reliv offers and requires each Reliv Distributor to offer a 100% unconditional money-back guarantee to all retail customers. Every Reliv Distributor is required to honour this guarantee. If your retail customer is dissatisfied with a Reliv product for any reason, the customer may return the product to you within 30 days for either a replacement or a full refund of the purchase price.

Reliv will replace the returned product to the Distributor if, within seven days after the product is returned to you, Reliv receives the following:

- a) A signed Customer Request for Refund Form identifying the reasons for the return; and
- b) A copy of the original Retail Customer Order form.

Reliv will not refund the purchase price to any Reliv Distributor on customer returns.

G.2 Quality of Product:

Reliv will replace any product within 60 days of purchase for reasons of substandard quality. Prior written request to the Reliv home office is required before any exchange will be made. The following procedures must be completed before a refund or replacement will be issued:

- a) A written replacement request must be submitted, stating the reason for the request and accompanied by proof of payment and a copy of the Purchase Order form or packing slip. Product returned without prior authorisation will be returned to the Distributor.
- b) Reliv will instruct you where to ship the product for inspection. Upon receipt and verification of the product, Reliv will send a replacement.

G.3 Termination Returns:

a) A Distributor may cancel his or her Distributor Agreement without penalty within 14 days of entering into the Agreement by giving written notice of cancellation to Reliv and;

- 1) the Distributor may require Reliv to repay the Distributor within 14 days any monies which the Distributor has paid to or for the benefit of Reliv or any of its other Distributors in connection with the Distributor's participation in this trading scheme or paid to any other Distributor in accordance with the provisions of this trading scheme; and
- 2) the Distributor may return to Reliv's address any goods which the Distributor has purchased under the trading scheme within such 14 day period and which remain unsold, provided that such unsold goods remain in the condition in which they were in at the time of purchase, whether or not their external wrappings have been broken, and may recover any monies paid in respect of such goods; and
- 3) the Distributor may cancel any services which the Distributor has ordered under the trading scheme within such 14-day period and may recover any monies paid in respect of such services, provided that such services have not yet been supplied to the Distributor. b) In order to recover any monies paid in accordance with sub-clauses G.3(a.1) or (a.3) above the Distributor must give notice to Reliv requesting the repayment of such monies (and if applicable, returning the starter kit purchased by him) to Reliv's address within 14 days of entering into the Distributor Agreement and Reliv shall repay such monies as the Distributor may be legally entitled to recover within a reasonable period of time after the date of receipt of such notice.

c) In order to recover monies paid for goods under sub-clause G.3(a.2) above, the Distributor must deliver the goods to Reliv within 14 days of entering into the Distributor Agreement. The Distributor shall bear the cost of such delivery. The monies paid in respect of those goods is payable to the Distributor on delivery of the goods, or forthwith if the goods have not yet been delivered to the Distributor.

d) A Distributor may terminate his or her Distributorship at any time without penalty by giving 14 days written notice of termination to Reliv. If the Distributor gives notice to terminate this Agreement more than 14 days after the Distributor entered into the Agreement, the Distributor may return to Reliv any goods which the Distributor has purchased under the scheme within 12 months prior to such termination and which remain unsold and Reliv will refund to the Distributor the original cost of such goods (inclusive of VAT) less any delivery costs. Where the condition of any such goods has deteriorated due to any act or default on the part of the Distributor and such products are not in a resalable and reusable condition, Reliv reserves the right to reject such product return and refuse repurchase.

e) Reliv may terminate the Distributor Agreement at any time by giving written notice to the Distributor. If Reliv terminates a Distributorship the Distributor may return to Reliv any goods which the Distributor has purchased under the scheme within 12 months prior to such termination and which remain unsold for a refund of the original cost of such goods (inclusive of VAT) less any delivery costs incurred by the Distributor for returning the goods to Reliv.

f) In order to exercise his rights under clause G.3(d) or (e) the Distributor must deliver the goods to Reliv within 21 days of such termination. Reliv will bear the cost of such delivery upon Reliv's termination of the Distributor Agreement under G.3(e). The Distributor will bear the cost of such delivery upon their termination of the Distributor Agreement under G.3(d). The refund due is payable to the Distributor on delivery of the goods, or forthwith if the goods are already held by Reliv.

g) If a Distributorship is terminated for any reason, the Distributor will have the right to be released from all future contractual liabilities towards Reliv in relation to this trading scheme, except;

- 1) any liability to pay the price of goods or services already supplied to the Distributor by Reliv where the Distributor has not returned such goods to Reliv in accordance with sub-clauses G.3(a) or (d); and

- 2) the provisions of clause B.15 which relate to competition with the business of Reliv after termination of this Agreement and which shall remain in force after the date of termination.

h) On termination of the Distributorship for whatever reason the Distributor shall be entitled to retain any commission paid to the Distributor in accordance with the Distributor Agreement unless:

- 1) the commission was paid in respect of goods returned to Reliv (or another Distributor who paid the commission);

- 2) Reliv has refunded any monies due to the Distributor in accordance with clauses outlined above; and

- 3) repayment of the commission is claimed within 120 days of the date of having been made, in which case the Distributor shall repay such commission to Reliv forthwith on demand or Reliv may set-off the amount of such commission against any amounts due from it to the Distributor.

G.4 Buyer's Right to Cancel:

Local selling regulations allow a buyer to cancel certain sales without penalty within fourteen (14) days after the transaction. This rule covers contracts of £35 or more during an unsolicited visit by a Distributor to a consumer at the consumer's home, or someone else's home, or place of work. The Reliv Retail Sales Receipt contains all legally required notices. It must be signed by the buyer and a copy given to him on every sale. In addition, the Distributor must insert the date of the sale and cancellation date on the notice and orally inform the buyer of the fourteen day right to cancel at the time the buyer signs the contract of sale or purchases the goods.

G.5 Distributor's Responsibility:

If a customer mails or delivers to you a valid notice of cancellation prior to midnight on the fourteenth business day after ordering or purchasing the product, it must be honoured. If the buyer has received any products, they must be returned with the notice in substantially as good condition as when delivered. Within 10 business days after receiving the notice, you must refund all payments made under the contract of sale.