



## CONDITIONS AND TERMS

### 1) Completing Product Pre-order Forms

All New Product Pre-order Forms must be filled out completely and clearly in order to properly credit the correct distributorship for volume consideration. Preorder forms with incorrect calculations or missing information may be delayed or returned to the Distributor with no action taken. Please note that no shipping is available for this New Product Package.

### 2) Payment Information

NEFFUL will accept Personal Checks, Cashiers Checks or Money Orders made payable to: "Nefful USA, Inc." for the full amount due, including applicable sales tax, and shipping charge. All payments must be made in U.S. dollars. NEFFUL also accepts cash, Visa, MasterCard or Discover. For verification purposes, a credit order must be placed by the credit card holder with an authorized signature. NEFFUL will only accept payment from the distributor himself/herself, or payment from other distributors who are in the same organization as the ordering distributor. NEFFUL will not accept payment from retail customers. There will be a \$20.00 transaction fee for any insufficient fund check.

Sales Tax Collection: All Independent Distributors have to pay 8.25% sales tax based upon the Suggested Retail Price of the products. In order to ensure compliance in each tax jurisdiction, all orders will be subject to sales taxes based on the "pick-up" address.

### 3) Product Exchange/Replace Policy For Distributors - Original invoice(s) required

There will be no exchange for the promotional items in the new product package. NEFFUL will replace unopened preorder package within the 14-day period from the invoice date only if the products are damaged, are incorrectly packaged, or are of substandard quality. Returned products will be replaced with undamaged products.

### 4) Buyback Policy --- All buyback will require resignation of Distributorship. Original invoice(s) required.

NEFFUL will buyback unused, resalable and restockable merchandise with all tags attached in its original package. NEFFUL will buyback from distributor with the following conditions: a) Limited quantity merchandises ninety-percent (90%) for a period of 3 months; b) nutritional supplement products at ninety-percent (90%) within 7 days; c) all other product ninety-percent (90%) for a period of 12 months, from the date of receipt of the product, less actual shipping charges and applicable bonus and commissions earned. Please allow 14 days for us to process your request.

### 5) Shipping Policy

No shipping available for this New Product Package.

### 6) Volume Changing / Transferring

NEFFUL will not allow any volume changing or transferring in any case.

For your convenience, new product pre-order form may be placed by any of following methods:

#### CREDIT CARD ORDERS BY FAX

Complete this New Product Pre-order Form and fax to (888)eNefful (363-3385) or (888) 848-9188. Remember to include an authorized credit card holder's signature in Method of Payment section. Sign and date order form.

#### MAIL ORDERS

Complete this New Product Pre-order Form and send to:

**NEFFUL USA, Inc.**  
**Attn: Customer Service**  
**18563 E Gale Ave.**  
**City of Industry, CA 91748**  
**Phone: (626) 839-6657**