



# CONDITIONS AND TERMS

## 1) Completing Product Exchange Forms

All product exchange forms must be filled out completely and clearly in order to properly credit the correct distributorship for volume consideration. Order forms with incorrect calculations or missing information may be delayed or returned to the Distributor with no action taken. All shipping information must be completed. Please remember to include a residential street address for Fedex. (No delivery to P.O. Box locations)

## 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 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: Most states require Independent Distributors to pay applicable sales tax based upon the Suggested Retail Price of the products and the Distributor Cost of Sales aids. In order to ensure compliance in each tax jurisdiction, all orders will be subject to sales taxes based on the "ship-to" address.

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

Nefful will exchange unworn merchandise with all tags attached in its original package within 30-day from the invoice date for an exchange. A processing fee of \$5.00 shall apply to the exchange of such products pursuant to this policy. NEFFUL will exchange garment products for free of charge if the returned products were damaged in shipment, were incorrectly sent, or were of substandard quality and/or a dissatisfied purchaser wishes to replace such products for the same products in different colors and/or sizes. Exchanges are allowed only if you are exchanging for an item or items of equal or greater value. Products will not be allowed for exchange if it has been used (i.e. tried on, worn, washed, discolored or damaged). Products will also not be allowed for exchange if the packaging or the instructions are missing or damaged. There will be no exchange for any promotional or discontinued items. NEFFUL will replace unopened nutritional supplement products within 14-day from the invoice date only if the products are damaged in shipment, are incorrectly sent, 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 unworn, resalable and restockable merchandise with all tags attached in its original package. NEFFUL will refund distributor of a Distributor kit one-hundred-percent (100%) for a period of seventy-two (72) hours from the date of receipt of the kit. Refund will be issued upon return of the kit.

NEFFUL will buyback from distributor with the following condition: a) Limited quantity merchandises ninety-percent (90%) for a period of 3 months; b) nutritional supplement products 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

Distributors should notify NEFFUL immediately of any errors, omissions or questions about the received shipment. NEFFUL will correct any errors reported within 14 days. NEFFUL will not be responsible for any errors, omissions or problems not reported within 14 days. Fedex 3 day, 2 day and next day air are available with extra charge. If the shipping address needs to be corrected by Fedex due to reasons other than entry mistakes by Nefful, there will be a \$5.00 charge (Fedex address correction fee).

## 6) Volume Changing / Transferring

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

For your convenience, product exchange forms may be placed by any of following methods:

### CREDIT CARD ORDERS BY FAX

Complete this Product Exchange 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

When sending order by U.S. Mail or an expedited delivery service such as UPS, Federal Express, Airborne or DHL, send to:  
**NEFFUL USA, Inc.**  
**Attn: Customer Service**  
**18563 E Gale Ave.**  
**City of Industry, CA 91748**  
**Phone: (626) 839-6657**