

## **RETURN POLICY – UK**

### Enrollment Returns

ASEA offers, a 100% 30-day money-back guarantee to all Preferred Customers, Retail Customers, and Associates on their initial enrolment order. If, for any reason an Associate or a customer is dissatisfied with their initial product order, the Associate or customer may return the unused portion of the product within 30 days, for a replacement, exchange or a full refund of the purchase price (less shipping costs) with a maximum of 2 used cases. When more than two cases are purchased, all products in addition to the two used cases must be in resalable condition to receive a refund. If an Associate wishes to return their enrolment order exceeding £240 the return will be deemed an inventory repurchase and the Company shall repurchase the inventory pursuant to the terms of Section 7.2, and the Associate's Agreement shall be cancelled. All Associate, Preferred Customer and Retail Customer, enrolment orders purchased directly from ASEA Corporation must be returned to ASEA at the Associate's/customer's expense. All products refunded are subject to bonus withholdings and qualification recalculations based on the original purchase date. Withholdings and Refunds are based on enrolment package units, not individual units. Used or opened products are only available for return/refund within 30 days of purchase date.

### General Returns

All returns that are not enrolment purchases are subject to the follow conditions:

- a. Returns must have been personally purchased by the Associate from ASEA. (Purchases from other Associates or third parties are not subject to refund.)
- b. Returns within 30-days of purchase will receive a 100% refund (less shipping costs.)
- c. Returns made after 30-days, but within 90- days of purchase will receive a 90% refund (less shipping costs.)
- d. Product and marketing materials returned after 90-days will not be refunded unless the Agreement is terminated in accordance with the Termination provisions in the Associate Terms and Conditions.
- e. All returned merchandise exceeding £240 in any 12 month period, will be deemed an inventory repurchase and the Company shall repurchase the inventory pursuant to the terms of Section 7.2, and the Associate's Agreement shall be cancelled, unless the repurchase is following the termination of the Agreement.
- f. Claimed and unclaimed call orders are subject to all return policies defined in this section.

### Autoship Returns

In order to cancel an autoship order, Associates must contact Associate Support at least 3-business days before the autoship order is to go through. All other policies listed above also apply to returns for autoship orders.

### Retail Purchase Return

If, for any reason, a retail customer is dissatisfied with their initial order of ASEA products, the retail customer may return the unused/used portion of the product to the Associate from whom it was purchased, within 30 days of the original purchase date, for a full refund of the purchase price (less shipping costs). All Associates agree to honour this refund policy for their retail customers. After the initial order, retail customers may return product for a full refund within 30-days of the order (less shipping). In the event that products are faulty this shall not affect an Associate or retail customer's full statutory rights. Note that the retail customer has the right to cancel their purchase agreement and the terms are included in the Notice of the Right to Cancel on the Sales Receipt. More information on Section 7.1.3 of the UK Policies and Procedures document.

### Procedures for all Returns

The following procedures apply to all returns for refund, repurchase, or exchange:

- a. All merchandise must be returned by the Associate or customer who purchased it directly from ASEA.
- b. Associates must call Associate Support to initiate a Return Material Authorization (RMA). Associate Support will provide an RMA number which must be written legibly on the box(es) of each returned product.
- c. Associates must return products to ASEA with the RMA number prominently displayed. Only returned product with an RMA number will be refunded.
- d. Proper shipping carton(s) and packing materials are to be used in packaging the product(s) being returned for replacement, and the best and most economical means of shipping is suggested. All returns must be shipped to ASEA shipping pre-paid. ASEA does not accept shipping-collect packages. The risk of loss in shipping for returned product shall be on the Associate. If returned product is not received by the Company's Distribution Centre ASEA Netherlands BV, Keplerstraat 34, Badhoevdorp, 1171 CD, The Netherlands, it is the responsibility of the Associate to trace the shipment.
- e. If an Associate is returning merchandise to ASEA that was returned to him or her by a personal retail customer, the product must be received by ASEA within ten (10) days from the date on which the retail customer returned the merchandise to the Associate, and must be accompanied by the sales receipt the Associate gave to the customer at the time of the sale.
- f. All commissionable and qualifying volume will be deducted from the Associate account in connection to the return. All volume generating returns may result in Associates having future commissions withheld.
- g. All payments are refunded to original form of payment to the original payee.

No refund, exchange, or replacement of product will be made if the conditions of these rules are not met.