

# AGELESS ZEN INC.

## Use of Web & Electronic Media

### Terms & Conditions

#### 1. Acceptance of Terms

This User Agreement (the "Agreement") specifies the Terms and Conditions for access to and use of the Ageless Zen, Inc.™ (AZ), website (the "Site"). This Agreement may be modified at any time by Ageless Zen™ upon posting of the modified agreement. Any such modifications shall be effective immediately. The website is provided by Ageless Zen. By using this website and related services ("Site"), you are deemed to have read and agreed to be legally bound by the following Terms and Conditions ("Terms") of this Agreement. When using any other Ageless Zen services, you are subject to any published guidelines or rules that may apply to such services. All such guidelines and rules applicable to such services are hereby incorporated by reference in the Terms. If you have any questions about the Agreement, you may contact us at [Distributor@AgelessZen.com](mailto:Distributor@AgelessZen.com)

#### 2. Description of Use

Enables its AZ Distributors to sell Ageless Zen products and services or refer other Customers to Ageless Zen to purchase Ageless Zen products or services. Ageless Zen's AZ Distributors may use their personalized website, and authorized products and/or materials to introduce others to the Ageless Zen AZ Distributor opportunity. Additionally, Ageless Zen provides its AZ Distributors with access to a web-based back-office. This provides the AZ Distributors with access to personal information such as their passwords, Auto-Delivery Order product and payment information, and Customer and AZ Distributor team information. This account back-office also provides access to the Ageless Zen Store, which sells AZ products and materials, as well as sales tools, through its website. Unless specifically stated otherwise, any new features that enhance or modify the current service shall also be subject to these Terms. Each use of this service by you shall constitute and is deemed to be your unconditional acceptance of this Agreement.

#### 3. User Account, Password, Security

AZ Distributors and Preferred Customers will log in using their existing Username and Password that is stored and managed in the AZ Distributor's back-office or Customer's Personal Account at their AZ website. Preferred Retail customers registering directly on the Ageless Zen.com website will receive a password and account designation upon completing the Site's registration process. You are responsible for maintaining the confidentiality of your password and account, and are fully responsible for all activities that occur under your password or account. You agree to:

- (a) immediately notify Ageless Zen of any unauthorized use of your password or account or any other breach of security, and
- (b) ensure that you exit from your account at the end of each session. Ageless Zen cannot and will not be liable for any loss or damage arising from your failure to comply with Section 3.

#### 4. Termination of Password, Account, and/or Web Site Access

You agree that Ageless Zen, at its sole discretion, may terminate your password, account (or any part thereof) or use of the Site, and remove and discard any content you may have contributed to the Site, at any time for any reason. Ageless Zen may also, at its sole discretion and at any time, discontinue providing the Site, or any part thereof, with or without notice. You agree that any termination of your access to the Site under any provision of this Agreement may be affected without prior notice, and acknowledge and agree that Ageless Zen may immediately deactivate or delete your account and all related information and files in your account and/or bar any further access to such files of the Site. Further, you agree that Ageless Zen shall not be liable to you or any third party for any termination of your access to the Site. Should you object to any terms and conditions of the Agreement or become dissatisfied with the Site in any way, your only recourse is to immediately discontinue your use of the Site and/or terminate your account.

#### 5. Privacy Policy

Your privacy is very important to Ageless Zen. Users of this Site should review our web site Privacy Policy for information (See Section 19) about how Ageless Zen collects and uses personal information. By accepting this Agreement, you expressly consent to the disclosure and use of your personal information by Ageless Zen (including using email to communicate with you) as described in the Privacy Policy.

## 6. Use of Content

Ageless Zen grants permission to access and view the Site, or any AZ media posted/hosted on 3<sup>rd</sup> party sites, and to electronically copy and print in hard copy portions of the Site, and/or media and back-office materials, and those specifically posted by AZ for Distributor use, **for the sole purpose of doing business as an AZ Distributor**. Any other use of the Site or the content, in whole or in part, without express written permission of the applicable rights holder is strictly prohibited, including without limitation: modification, re-publication, deletion, transmission, public performance, distribution, proxy caching, uploading, posting, reproduction for purposes other than those noted above, or other similar unauthorized exploitation of the Site or the content. If you violate any of the above, you could be subject to criminal prosecution as well as personal liability for damages in a civil suit. Ageless Zen will protect its interests to the fullest extent of the law.

You acknowledge that Ageless Zen does not pre-screen print-on-demand submitted content, but that Ageless Zen and its designees shall have the right (but not the obligation) at their sole discretion to reject or remove any content that is available via the Site. Upon placing your order, you acknowledge that Ageless Zen may review your order, and the content it contains, for adherence to our guidelines and compliance with the terms and conditions set forth in this Agreement. Without limit to the above, Ageless Zen and its authorized agents reserve the right to remove any content that violates the Agreement or is otherwise objectionable to Ageless Zen. You agree that you must evaluate, and bear all risks associated with, the use of any content, including any reliance on the accuracy, completeness, or usefulness of such content you post to the site, and any online platform where you include Ageless Zen. In this regard, you acknowledge that you may not rely on any content created by or submitted to Ageless Zen, or its authorized agents, Distributors or others. You acknowledge and agree that you are responsible for the creation and compilation of your print-on-demand content and that neither Ageless Zen nor any other party involved with the production of any product incorporating such content, assumes that responsibility. Ageless Zen's production of any product depicting your print-on-demand content, does not indicate that Ageless Zen approves of the content, that the content obeys all applicable laws, or that you are absolved of any liability or harm arising from the use of the content.

You acknowledge and agree that Ageless Zen may preserve the content and may also disclose the content if required to do so by law or in the good faith and belief that such preservation or disclosure is reasonably necessary to: (i) comply with legal process; (ii) enforce the Agreement; (iii) respond to claims that any content violates the rights of third parties; or (iv) protect the rights, property, or personal safety of Ageless Zen, its users, and the public.

You understand that the technical processing and operation of the Site, including your content, may involve (i) transmissions over various networks; and (ii) changes to conform and adapt to technical requirements of network connections or devices.

In addition, you agree that you are solely responsible for your actions, or those you provided access, and communications undertaken or transmitted under your account. Ageless Zen takes no responsibility and assumes no liability for any content uploaded or otherwise transmitted by or to you or by or to any third party, or for any mistakes, defamation, slander, libel, omissions, falsehoods, infringement, obscenity, pornography, or profanity you or a third party may have posted or encounter. Ageless Zen reserves the right but not the obligation to remove any materials it deems objectionable. You hereby agree to waive any claims against Ageless Zen and its affiliates, owners, officers, contractors, agents, and employees for losses, damages, and injuries that are based on or relate to communications or materials made available to the Site or posted on the Site by persons other than Ageless Zen or its AZ Distributors. You hereby agree to indemnify Ageless Zen and its affiliates from all claims and expenses, including reasonable attorneys' fees, which claims are based on or arise from your violation of any of the provisions of this User Agreement.

You acknowledge and agree that you will use this Site and any materials and/or products ordered on this Site at all times in accordance with AZ Terms & Conditions, and Rules, and all applicable federal, state/provincial/territorial and local laws, statutes, regulations, ordinances, and international laws and will not take any action that harms or violates the rights of any person or entity.

## 7. Restrictions of Use of Site

### a. Proprietary Rights.

The Site, and many AZ materials, packages and formulas contain information, text, data, photographic images, designs, logos, graphics, and other materials and effects that are protected by copyrights, trademarks, service marks, trade dress, patents, or other intellectual or proprietary rights owned by Ageless Zen, its affiliates, or other third parties. You agree that these rights belong to their respective owners and are protected in all forms, media, and technologies existing now or hereinafter developed. The Ageless Zen logo and web/product service names are also likewise protected. You may not use or distribute any content received through the Site without the express written authorization of the content owner, except for uses permitted by law. You agree not to publish, reproduce, copy (in whole or in part), upload, download, post, email, sell, or otherwise distribute content available through the Site, including code and software, in violation of AZ Terms & Conditions, and Rules, and applicable copyright and other intellectual property laws. You agree not to use, display, or "mirror" any of the content on this Site in any manner without first obtaining written permission from the owner of the intellectual property

and Ageless Zen.

#### **b. Intellectual Property.**

You retain all ownership rights to your content. However, by submitting content to Ageless Zen, you grant Ageless Zen a perpetual, worldwide, non-exclusive license to use, reproduce, distribute, and display your content in accordance with our non-exclusive license agreement.

You acknowledge and agree that the Site and any software used in connection with the Site ("Software") contain proprietary and confidential information that is protected by applicable intellectual property and other laws. You agree not to modify, rent, lease, loan, sell, distribute, or create derivative works based on the Site or the Software, in whole or in part.

The intellectual property rights in or relating to the content of any notes, messages, emails, postings, letters, ideas, suggestions, concepts, or other written materials that you submit or communicate to Ageless Zen (excluding the content which is not intellectual property) will automatically be deemed to be assigned, granted and transferred by you to Ageless Zen upon their submission or communication to Ageless Zen, and you agree that the same will automatically become the property of Ageless Zen and that Ageless Zen shall be entitled to use, exploit, copy, publish, implement, transfer, and in all other ways deal with such materials and all of the intellectual property rights therein in any way and for any purpose Ageless Zen may elect, forever.

#### **c. Online Conduct.**

By using this Site, you agree to be subject to all applicable local, state/provincial/territorial, federal and international laws. You agree not to use this Site or any of the contents contained herein for any illegal purpose nor to transmit to or through this Site any material that is illegal, harmful, threatening, defamatory, obscene, hateful, or otherwise objectionable, or to interfere with, abuse, or otherwise violate the legal rights of any third party using the Site (including by using any products, merchandise, or the services offered on or in connection with the Site). You specifically agree not to:

1. Upload, download, post, email, or otherwise transmit any materials, including but not limited to text, data, photos, graphics, or any of these elements in combination as a design for products available on this Site or otherwise ("Content") that is illegal, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, pornographic, indecent, inflammatory, libellous, tortuous, hateful, or invasive of another's privacy (including but not limited to rights of celebrity, privacy, and intellectual property), or racially, ethnically, or otherwise deemed objectionable at Ageless Zen's sole discretion.
2. No Harm to minors in any way. The Ageless Zen website is not designed for or targeted at children. We do not knowingly collect, use, or disseminate any personally identifiable information from children under the age of 18. If, however, we become aware that personally identifiable information regarding a child under the age of 18 has been collected at the Ageless Zen website, we will use such information for the sole purpose of contacting a parent or guardian of the child to obtain verifiable parental consent. If we cannot obtain consent after a reasonable period of time, or if when contacted a parent or guardian requests that we do not use or maintain such information, we will make reasonable efforts to delete it from our records. Upon request by a parent or guardian, Ageless Zen will provide a description of the specific types of personal information collected from a child who is under the age of 18.
3. You must Not Impersonate any person, entity, corporation, or government, or falsely state your association with said person or entity.
4. You must Not Disguise the origin of any content transmitted through the service.
5. You must Not Upload, post, email, or otherwise transmit any content that:
  - a. You do not have the right to transmit under any law or any contractual or fiduciary relationships.
  - b. Infringes any patent, trademark, trade secret, copyright, or other proprietary rights of any party. By uploading or downloading any content, you represent and warrant that you have the lawful right to reproduce and distribute such content and that the content complies with all applicable local/state/ provincial/territorial, federal, and international laws, regulations, and ordinances.
  - c. You must Not take any or encourage any action that would constitute or encourage a criminal offense, violate the rights of any party, or otherwise create liability or violate any local, state/provincial/territorial, national, or international law.
  - d. You must Not be act or participate in any unsolicited or unauthorized advertising, promotional materials, junk mail, spam, chain letters, or any other form of solicitation.
  - e. You must Not create or forward any digital materials, software viruses or any other computer code, files, or programs designed to interrupt, interfere with, destroy, or limit the functionality or service of any computer software or hardware, servers, networks, or telecommunications equipment
6. You must Not act in any way that would negatively affect other users' ability to engage in real-time exchanges.
7. You must Not access, tamper with, or use non-public areas of the Site. Unauthorized individuals attempting to access these areas of the Site may be subject to prosecution.
8. You must Not frame or link to the Site except as permitted in writing by Ageless Zen.

## 8. Copyright and Trademark Policy

We ask our Ageless Zen Distributors and users to respect the intellectual property rights of others. Ageless Zen may terminate the accounts of users who appear to infringe the copyright or other intellectual property rights of others.

## 9. Warranty of Ownership and Non-Infringement

You represent and warrant that you are the owner of the content that you submit and that the content does not infringe upon the property rights, intellectual property rights (copyrights and trademarks), or other rights of others. You also represent that there are no outstanding disputes in connection with the property rights, intellectual property rights or other rights, in the content or any parts of the content.

## 10. Disclaimer and Limitation of Liability

This site, and other related Ageless Zen sites, content and materials are provided “as is” and “as available” without any warranty or representations of any kind, whether express or implied. Ageless Zen is a distributor and not a publisher of the content supplied by third parties and users of the site; as such, Ageless Zen exercises no editorial control over such content and makes no warranty or representation as to the accuracy, reliability, or currency of any information, content, service, or merchandise provided through or accessible via the site. Without limiting the foregoing, Ageless Zen specifically disclaims all warranties and representations as the publisher of any content transmitted on or in connection with the site or on sites that may appear as links on the site or as the manufacturer of the products provided as a part of, or otherwise in connection with, the site, including without limitation any warranties of merchantability, fitness for a particular purpose, or noninfringement of third-party rights. No oral advice or written information given by Ageless Zen or by any of its affiliates, employees, officers, directors, agents, or the like shall create a warranty. Price and availability of information is subject to change without advance notice.

Your use of the site(s) and its contents is at your own risk. Neither Ageless Zen nor any of its affiliates or other parties involved in creating and delivering the site, or the service, or any products provided as a part of, or otherwise in connection with, the site, will be liable for any compensatory, direct, indirect, or consequential damages; loss of data, income, or profit; loss of or damage to property; or any claims of third parties arising from use of the site, regardless of the legal theory on which the claim is based, and even if advised of the possibility of such damages, including without limitation any damages arising out of reliance by the user on information obtained from Ageless Zen or the site, or for damages that result from any mistake, omission, virus, delay in operation, interruption in service, or failure of performance, whether or not resulting from an act of God, communications failure, theft, or unauthorized access to Ageless Zen’s records or the site. Some states/provinces/territories do not allow the exclusion or limitation of liability of consequential or incidental damages, so the above exclusions may not apply to you; in such states/provinces/territories, liability is limited to the fullest extent permitted by law.

## 11. Indemnification

You agree to indemnify and hold Ageless Zen and its subsidiaries, affiliates, officers, partners, owners, and employees harmless from any claim or demand, including reasonable attorneys’ fees, expert witness fees, and costs of litigation made by any third party due to or arising out of your use of the service, use of your account by any third party, the violation of the terms and conditions of use by you, or the infringement by you or any third party using your account of any intellectual property or other right of any person or entity.

## 12. No Resale

You agree not to reproduce, duplicate, copy, sell, resell, or exploit, for any commercial purposes, any portion of the Site, use of the Site, or access to the Site without Ageless Zen’s express written consent.

## 13. Dispute Resolution

This Site and other related Ageless Zen sites, are controlled by Ageless Zen which is headquartered in Zephyr Cove, Nevada, U.S.A. Any and all disputes regarding, or related to, this Agreement, and all other documents incorporated herein, shall be governed and construed in accordance with the laws in the State of Nevada, and shall be resolved by binding arbitration administered by the American Arbitration Association (“AAA”) and conducted under its rules; the arbitration proceeding shall be held in Douglass County, Nevada. The arbitration shall be conducted before a single arbitrator and shall not be conducted on a class-wide, class-action, or multiple-complaining-party basis. The prevailing party shall recover its attorneys’ fee and costs from the losing party.

## 14. Third-Party Dealings

The Site may contain links to other websites, content, or resources not controlled by Ageless Zen. For these linked Sites which are not under the control of Ageless Zen, Ageless Zen is not responsible or liable for any content, advertising, products, services, or other matters on or available from such sites or resources from such advertisers or third parties; you

agree that you shall not seek to recover any damages, whether at law or in equity, from Ageless Zen arising out of, or related to, any such third parties or other companies. Your communications or business dealings with, or participation in promotions of, advertisers or other third parties found on or through Ageless Zen are between you and such advertisers or third parties. You agree that Ageless Zen shall also not be responsible or liable for any loss or damage of any kind related to such dealings with advertisers or third parties.

## 15. Security

As technology continues to enhance and expand the collection of information of all kinds, we are committed to using our technological resources in an effort to ensure that our AZ Distributors, Customers, and Users receive the kind of privacy protection that will make them confident and secure. We shall not be responsible, however, for harm that you or any person may suffer as a result of a breach of confidentiality due to your use of the Internet.

You agree not to violate or attempt to violate the security of this Site(s), including without limitation (a) accessing data that is not intended for your use; (b) logging on to a server or account that you are not authorized to access; (c) probing, scanning, or testing the vulnerability of any system or network related in any way to the Site without proper authorization; (d) breaching security or authentication measures without proper authorization; (e) interfering with service to any host, network, other user, including without limitation sending unsolicited email, flooding, spamming, mail bombing, or crashing; (f) sending promotions and/or advertising products or services; or (g) attempting to do any of the preceding.

## 16. General

If any provision of these terms is held by a court of competent jurisdiction to be contrary to law, then such provision(s) shall be construed, as nearly as possible, to reflect the intentions of the parties, with all other provisions remaining in full force and effect. If Ageless Zen fails or declines to enforce any right or provision in these terms, it shall in no circumstance constitute a waiver of such right or provision unless acknowledged and agreed to by Ageless Zen in writing. The terms comprise the entire agreement between you and Ageless Zen and supersede all prior or contemporaneous negotiations, discussions, or agreements, if any, whether written or oral, between the parties regarding the subject matter contained herein. Your use of the Site is subject to the additional disclaimers that may appear throughout the Site. If you violate these terms, Ageless Zen reserves the right to terminate your access to the Site and related services without notice. Your sole recourse and remedy is to receive a refund for prepaid but unused services, if applicable.

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## 17. Spam Policy

Ageless Zen™, LLC has **a zero-tolerance spam policy**. We prohibit the distribution or delivery of any unsolicited bulk or commercial e-mail, known as “spam.” Emails sent by AZ Distributor or Customers may only be sent to recipients who have been clearly and fully notified of the collection and use of their email address and have consented to receive communication from the AZ Distributor or Customer.

Emails sent, or caused to be sent, by AZ Distributor or Customers may not:

- Represent themselves as an employee of Ageless Zen Corporate
- Use or contain invalid or forged headers
- Use or contain invalid or non-existent domain names
- Misrepresent, hide, or obscure any information in identifying the point of origin or the transmission path
- Use deceptive addressing
- Use a third-party's internet domain name, or be relayed from or through a third-party's equipment, without permission of the third-party
- Use misleading information in the subject line or otherwise make false or misleading comments in the email content
- Otherwise violate Ageless Zen Terms and Conditions, Policies and Procedures, or Advertising Policy
- Violation of Ageless Zen Anti-Spam Policy will be taken very seriously. Any AZ Distributor or Customer who is determined to be in violation of this policy may be terminated immediately.
- If a AZ Distributor's or Customer's violation of this policy causes any damage or loss to Ageless Zen's normal business operations, or causes the Ageless Zen Web site or email functionality to be interrupted from normal service, the AZ Distributor or Customer may be held personally liable for damages and loss of business.

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## 18. Earnings Information

Ageless Zen™, LLC **does not guarantee any level of income for any AZ Distributor**. The actual income of AZ Distributor varies depending on each AZ Distributor's skill, effort and time commitment, and volume of products sold by Distributor and/or his/her team.

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## 19. United States Privacy Policy

The protection of personal information is very important to Ageless Zen™, LLC. Privacy protection is, and always will be, critical to our business. Ageless Zen is committed to protecting the privacy and security of individuals who visit Ageless Zen's website(s). The purpose of this Privacy Policy is to inform you about what information may be collected from you when visiting the site. It explains how such information will be used by Ageless Zen and/or other persons or entities with whom such information may be shared. It also explains your choices regarding the collection, use, and distribution of such information; your ability to edit, update, correct, or delete such information; and the security procedures that we have implemented to protect your privacy.

### a) Collection of Information

When visiting a Ageless Zen website, you may be asked for certain types of personally identifiable information, such as your first and last name, mailing address, city, state, ZIP code, telephone number, email address, and credit-card number in connection with AMD, and/or automatic deposit/debits, etc. This information allows us to conduct our business with you, provide you and your customers service, communicate offers on products that may be of interest to you, and to fulfil your order. You may volunteer to disclose personally identifiable information to us. If you do not want to disclose your personally identifiable information to us, please do not submit it. We may also collect non-personally identifiable information from you when you visit the site, such as your IP address, browser type, domain name, etc. This information is collected and analysed in the aggregate in order to improve the function and content of our website.

### b) Use of Information

Ageless Zen uses the information that is collected about you for a variety of purposes, such as processing, confirming, and fulfilling your order, or the orders of your customers; providing your name to your team, or other AZ Distributors, or Preferred Customers in connection with your/their potential interest in working with you or ordering our products from you, or to benefit you or other opportunities; and analysing AZ Distributor trends and statistics; and enhancing the operation of the site and business. We may employ vendors to perform functions on our behalf. Examples may include fulfilling orders, delivering packages, email administrative functions, processing credit-card payments, and providing customer service. Ageless Zen vendors are under contractual obligation to use confidential data only for those purposes for which they are hired. We may disclose the information when we believe the law requires it, if we have reason to believe that it is necessary to identify, contact, or bring legal action against persons or entities that may be causing injury to you, to us, or to others.

### c) Protection of Children

The Ageless Zen website is not designed for or targeted at children. (also see section 7 b2) We do not knowingly collect, use, or disseminate any personally identifiable information from children under the age of 18. If, however, we become aware that personally identifiable information regarding a child under the age of 18 has been collected at the Ageless Zen site, we will use such information for the sole purpose of contacting a parent or guardian of the child to obtain verifiable parental consent. If we cannot obtain consent after a reasonable period of time, or if, when contacted, a parent or guardian requests that we do not use or maintain such information, we will make reasonable efforts to delete it from our records. Upon request by a parent or guardian, Ageless Zen will provide a description of the specific types of personal information collected from a child who is under the age of 18.

### d) Cookies

Cookies are small pieces of information that are stored on computer hard drives. We may use cookies to recognize you when you return to the Ageless Zen site in order to provide you with a better user experience. Our cookies do not contain any personally identifying information, such as your name, or sensitive information such as your credit-card number. Web browsers often allow you to erase existing cookies from your hard drive, block the use of cookies, and/or be notified when cookies are encountered. If you elect to block cookies, please note that you may not be able to take full advantage of the features and functions the Ageless Zen website.

### e) Third-Party Links

The Ageless Zen website may contain links to websites operated and maintained by third parties over which we have absolutely no control. (also see section 14) Any information you provide to third-party websites will be governed under the terms of each website's privacy policy, and we encourage you to investigate and ask questions before disclosing any information to the operators of third-party websites. We have no responsibility or liability whatsoever for the content, actions,

or policies of third-party websites. The inclusion of third-party websites on our site in no way constitutes an endorsement of such websites' content, actions, or policies.

## f) Modifications to Policy

This Privacy Policy is effective as of May 2014. Ageless Zen reserves the right to change this Privacy Policy at any time. Any changes to this Privacy Policy will be effective immediately upon notice, which may be provided to you via email or by posting the latest version on our website. Your use of the site after such Notice will be deemed acceptance of such changes. Be sure to review this Privacy Policy periodically to ensure familiarity with its most current version. You can easily confirm whether any revisions have been posted since your last visit by checking the date on which the Policy was last revised, which is set forth at the bottom of this Policy. If you disagree with the changes in our policy, please do not use the site after the posting of such changes online. By using the Ageless Zen website following the posting of changes to this Privacy Policy, you agree to and approve of all such changes.

## g) Questions or Comments

If you have questions or comments about this Privacy Policy, please contact the Ageless Zen Support Center by email at [Distributor@AgelessZen.com](mailto:Distributor@AgelessZen.com).

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## 20. Returns & Cancellation Policy

### a) Retail & Preferred Customers (AZ Fan)

Ageless Zen™, LLC is sure you will be happy with your order. However, if for any reason you wish to return your product, we gladly offer a 30-day, money-back satisfaction guarantee to all Retail and Preferred Customers. If a Retail or Preferred Customer is dissatisfied with any product for any reason, you may return the item in its original packaging, along with the original invoice, to Ageless Zen within 30 days of the purchase for a full refund of the purchase price minus shipping. Email to [Return@AgelessZen.com](mailto:Return@AgelessZen.com). The Customer is responsible for the cost of return freight. Non-accepted delivery charges will be debited to the Customer's account for refusing product.

If the product was purchased directly from an Independent AZ Distributor, please contact them for a refund. You will need to return the product and original invoice to the AZ Distributor, who will refund the product purchase price. The AZ Distributor will then return the product to Ageless Zen for a replacement product.

If the product was purchased from a AZ Distributor website, please contact the Ageless Zen Return Support Department. [Return@AgelessZen.com](mailto:Return@AgelessZen.com)

In order to facilitate the return process, the Retail or Preferred Customer is required to contact Ageless Zen to obtain a Return Merchandise Authorization (RMA) Number. This number must be written on the outside of the shipping box. If a package is returned without an RMA Number, the refund may be delayed or refused.

For additional information or assistance in processing a return, please contact the AZ Distributor from whom the product was originally purchased, or the Ageless Zen Return Support Department at [Return@AgelessZen.com](mailto:Return@AgelessZen.com).

### b) AZ Distributors

An AZ Distributor who terminates his or her business relationship with the company has the right to return for repurchase on commercially reasonable terms currently marketable inventory in the AZ Distributor's possession and purchased for resale prior to the date of termination. For purposes hereof, "reasonable commercial terms" shall mean the repurchase of marketable inventory within twelve (12) months from the AZ Distributor's date of purchase, less appropriate set-offs and legal claims, if any. Original sign-up and processing fees, or shipping costs are not refundable, and customer is responsible for the cost of return freight. Any commissions, overrides, and/or bonuses paid to customer will be deducted from the refund. In addition, for purposes of this section, products shall not be considered "currently marketable" if returned for repurchase after the product's commercially reasonable, usable, or shelf-life period has passed (shelf life will be deemed to have passed if the product package has been opened); nor shall products be considered "currently marketable" if the company clearly discloses to AZ Distributor prior to purchase that the products are seasonal, discontinued, or special promotional products and are not subject to the repurchase obligation. The company will not issue a refund for, nor replace, any product previously certified as having been sold under a close-out, or at special pricing that is 70% or less than the AZ current advertised retail price. No refunds will be issued unless the AZ Distributor is in strict compliance with the published refund policy that is part of the Ageless Zen Policies and Procedures Manual. Non-accepted delivery charges will be debited to the AZ Distributor's account for refusing product.

### c) Return Procedure

If the product was purchased directly from an Ageless Zen Distributor, please contact him or her directly for a refund. You will need to return the product and original invoice to the AZ Distributor, who will refund the product purchase price. If the product was purchased from a Ageless Zen Distributor website, you must contact Ageless Zen by [Return@agelessZen.com](mailto:Return@agelessZen.com), to obtain a Return Merchandise Authorization (RMA) Number. An RMA Number is valid for ten (10) business days. The RMA Number must be written on the outside of the return shipping box and a completed Return Authorization form must be included in the return package. A refund will be processed within 10 business days following the receipt of an authorized return. All refunds will be in U.S. Dollars. If a package is returned without an RMA, the refund may be refused or delayed.

Returns will not be authorized due to an Auto-Delivery Order not being cancelled in time. An Auto-Delivery cancellation form must be submitted to [AMDStop@AgelessZen.com](mailto:AMDStop@AgelessZen.com), at least five (5) business days prior to the next scheduled Auto-Delivery Order process date. For additional information or assistance in processing a return, please contact the AZ Distributor from whom the product was originally purchased, or the Ageless Zen Support Department at [Distributor@agelessZen.com](mailto:Distributor@agelessZen.com).

### d) Return Of Product For Personal Use

If the product was purchased directly from an Ageless Zen Distributor, please contact him or her directly for a refund. You will need to return the product and original invoice to the AZ Distributor, who will refund the product purchase price. If the product was purchased from a Ageless Zen Distributor website, you must contact Ageless Zen by [Return@agelessZen.com](mailto:Return@agelessZen.com), to obtain a Return Merchandise Authorization (RMA) Number. An RMA Number is valid for ten (10) business days.

***If a Distributor returns a product that for any reason was not compatible with his/her personal use, that product will be removed from the Distributors access, and/or purchase in the future.***

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