

BHIP GLOBAL RETAIL GUARANTEE AND REFUND POLICY

Retail Customer Returns. BHIP Global offers a 30 (thirty) day 100% (one hundred percent) unconditional money back guarantee on products to all retail customers, less shipping charges for online sales. Every BHIP Global distributor is bound by his/her Agreement and the Policies and Procedures to honor this guarantee. Prior to the completion of any retail sale a distributor must make a verbal disclosure of the right to cancel. If a retail customer is dissatisfied with any BHIP Global product for any reason, then the retail customer may return the unused portion of the product to the distributor from whom it was originally purchased within 30 (thirty) days for either a replacement, exchange for another product or a full refund of the purchase price of the product.

BHIP Global will replace the returned product to the distributor providing the following steps and conditions are met:

- The BHIP Global Support Department is notified of a pending retail customer return.
- The distributor through who it was originally purchased returns the product to BHIP Global as instructed by the Support Department.
- The product is received by BHIP Global within fifteen (15) days from the return date to the distributor.
- The return is accompanied by the following:
 - A signed statement from the retail customer identifying the reason for the return and including*:
 - a dated copy of the original retail sales receipt
 - the product as received from the retail customer
 - the name, address and telephone number of the retail customer

Proper shipping carton(s) and packing material are to be used in packaging the product(s) being returned for replacement, and the best and most economical means of shipping is suggested. BHIP Global will pay the cost of shipping replacement product(s) to the distributor.

BHIP Global will not refund, to any distributor, the purchase price of any retail customer returns, and no replacement products will be released if the conditions of the rule are not met.

*Retail sales return requests must be clearly written with complete details (name, address, telephone number, email, if available, and any other information which would allow BHIP Global to verify the sale and subsequent return.) Unverifiable retail sales cannot be replaced. Falsified information could lead to further investigation and possible suspension of distributorship.

Return Product Authorization. Before any product may be returned to BHIP Global, whether it is a shipping error, retail customer return, damaged products or resignation, the distributor must contact the BHIP Global Support Department either by fax, postal delivery or email to obtain a Return Merchandise Authorization Number (RMA). Any package received without such identification clearly visible on the package exterior will be refused.

Quality Control (QC). BHIP Global will replace, within thirty (30) days of purchase any product found to be defective. However, no product(s) should be returned to BHIP Global prior to the approval to do so from the Support Department whether through telephone, fax or email request. In order to assure that replacement product will be issued, strict compliance to the following procedure is required:

1. A written replacement request must be submitted, stating the reason for the request and accompanied by verification of payment and a copy of the Product Order form and packing slip.
2. Upon notification BHIP Global will instruct the distributor where to ship product and will issue an RMA (Return Authorization Number), which must be clearly written on the exterior of the returned package. Upon receipt and verification BHIP Global will ship out replacement product(s).

MEMBER REFUND POLICY

Resignation Returns. If the Distributor has purchased products for inventory purposes or sales aids while the Agreement was in effect, all product in a CURRENTLY MARKETABLE, REUSABLE AND RESALABLE condition which have been purchased within twelve (12) months** shall be repurchased subject to compliance with the Seventy Percent Rule (see section VI. Purchase and Sale of Products). The repurchase shall be at a price of not less than 90% (ninety percent) of the original net cost to the participant minus any freight charges and commissions paid to the distributor.

Note: Can only offset commissions earned as a result of the product return. Any such requests will be considered a resignation of the distributorship.

In the event that inventory is returned that does not meet the above conditions for return, such merchandise will be held for a period of thirty (30) days during which time the distributor has the right to request return of those items. Distributors will pay for all shipping charges. Should this request not be received by the Support Department of BHIP Global in the time period noted above, BHIP Global reserves the right to destroy such inventory without further compensation to that distributor. In order to ensure that a refund is issued in a timely manner, the following steps should be followed:

1. A written request must be submitted, either by fax or email to BHIP Support Department, clearly citing the reason for the resignation and for the return of product and/or sales materials.
2. Upon receipt of the proper information, BHIP Global will instruct the distributor where to ship the products along with an RMA (Return Merchandise Authorization), which must be clearly visible on the exterior of the package. (Any return without this information visible on the outside of the package will be refused without exception). BHIP Global will issue the refund within approximately thirty (30) days from the date of receipt of the authorized merchandise.
3. The distributor assumes the cost of shipping any merchandise to BHIP Global.
4. The distributor assumes responsibility for packing and shipping products back in a manner that will ensure that it is received in a timely manner and with minimal damage.
5. Refunds will be issued in the same manner that payment was received. This means that if a credit card was used initially, the reimbursement will be issued back to that same credit card.

**** The permissible return period will vary according to country and state laws.**

Unauthorized Returns. Should a distributor refuse delivery of any BHIP Global shipment or request to return any previously purchased product for a refund, such request will be deemed as a voluntary resignation.

Buyers Right to Cancel. Federal law empowers a buyer to cancel certain sales without penalty prior to midnight of the third (3rd) business day following the transaction. This rule covers retail consumer sales of twenty-five dollars (\$25.00) or more that occurs away from the retailer's main office. In addition, the distributor must orally inform the buyer of the three (3) day right to cancel at the time the buyer signs the contract of sales or purchase of goods.

Exchanges. BHIP Global will not accept product exchanges from distributors.

Distributor Responsibility. If a retail customer mails or delivers to a distributor a valid notice of cancellation prior to midnight on the third (3rd) business day after ordering or purchasing product, it must be honored by the distributor. If a buyer has taken delivery of any goods, that product must be returned, along with the notice, in as good a condition as when delivered. Within ten (10) business days after receiving the notice, the distributor must refund all payment made under the contract of sale.

Should a retail customer contact BHIP Global Support concerning the refusal of a distributor to issue the appropriate refund in the time period indicated, such distributor will be subject to suspension of distributorship pending resolution of the complaint.