

# Nerium International

REAL SCIENCE • REAL RESULTS

## Training Guide

Support Center



"Our passion is to create a business that allows people to live their lives to the fullest, develop as leaders, build lasting relationships, and have fun, while building a solid business for themselves and their families."

— **Jeff Olson**  
Founder & CEO

# Table of Contents

<b>Module 1: The Basics .....</b>
<i>Intro to Exigo.....</i>
<i>Types of Customers.....</i>
<i>Products.....</i>
<i>Volumes.....</i>
<i>Team Structures .....</i>
<i>Pay Periods .....</i>
<i>Ranks.....</i>
<i>Intro to Back Office .....</i>
<b>Module 2: Immediate Goals .....</b>
<i>Goal #1: 3UR Free.....</i>
<i>Goal #2: Fast Start Qualify.....</i>
<i>Goal #3: Nerium Gives Back.....</i>
<b>Module 3: Bonuses .....</b>
<i>FSQ Bonus .....</i>
<i>IPad Bonus/Director 60 .....</i>
<i>Car Bonus.....</i>
<i>Live Better Bonus .....</i>
<b>Module 4: Weekly Commissions .....</b>
<i>Retail.....</i>
<i>Customer Acquisition Bonus (CAB) .....</i>
<i>CAB Differential Bonus .....</i>
<i>Pack Bonus.....</i>
<i>Pack Differential Bonus.....</i>
<b>Module 5: Monthly Commissions .....</b>
<i>Personal Customer Commissions.....</i>
<i>Team Commissions .....</i>
<i>Coaching Commissions .....</i>
<i>Leadership Development Bonus .....</i>
<b>Module 6: Miscellaneous .....</b>
<i>Finance.....</i>
<i>Returns .....</i>
<i>Compliance.....</i>
<i>Adverse Reaction .....</i>
<i>Marketing .....</i>
<i>Recognition.....</i>
<i>Events.....</i>
<b>Module 7: Common Procedures .....</b>
<i>Common Procedures .....</i>
<i>Replacements.....</i>
<i>IT Troubleshooting .....</i>
<i>Shipping.....</i>
<i>Zendesk.....</i>
<b>Module 8: International Requirements .....</b>
<i>Provincial Licenses (Canada) .....</i>
<i>Error Correction Form .....</i>
<i>Sale of BP Form .....</i>
<i>Policies and Procedures .....</i>

# Table of Contents cont...

<i>Business Entity Forms</i> .....	.....
<i>Lexus Documents</i> .....	.....
<i>Decal Form</i> .....	.....

# **Module 1: The Basics**

## **Overview:**

- Intro to Exigo
- Types of Customers
- Products
- Volumes
- Team Structures
- Pay Periods
- Ranks
- Intro to Back Office

# Intro to Exigo

STEP 1: Go to [exigo.com](http://www.exigo.com)



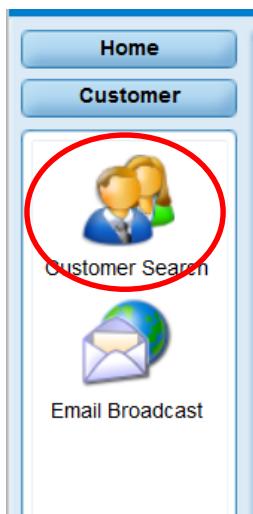
STEP 2: Log in

Training Login will be:

**Username:** Ntrain1

**Password:** training

**Company:** Nerium

A screenshot of the 'Company Login' form. The 'Username' field contains 'Ntrain1', the 'Password' field contains a masked password, and the 'Company' field contains 'Nerium'. Below the fields are 'SIGN IN' and 'Use SSL' checkboxes.

STEP 3: Click Customer Search

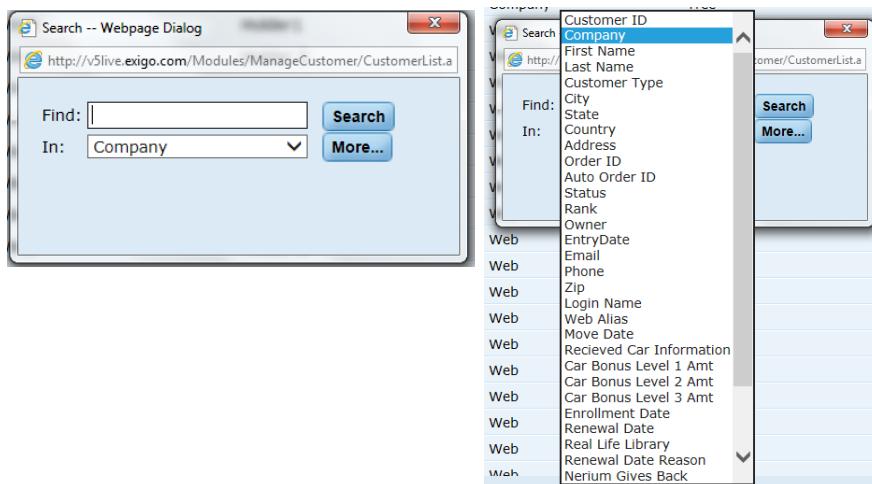
Click "Customer" on sidebar then  
click "**Customer Search**" icon.  
This will bring up a list of all Nerium Brand Partners and customers

STEP 4: Search for Customer

Click "Search" icon on top bar of screen.

A screenshot of the customer search results table. The top bar includes 'Detail', 'New Customer', 'Search' (which is circled in red), and navigation arrows. The table has columns for Customer Type, City, State, and Country. The data shows several rows of customer information.

## STEP 5: Search for Account



A pop-up window will appear, you will have several options in which you can search by.

## STEP 6: Inside an account

A screenshot of the 'Customer Detail' page. The left sidebar shows 'Customer Options' with links like Summary, Orders/Invoices, Payments, etc. The center panel shows 'Customer Information' with fields for Address, Mail Address, Phone, Social Security, Enroller, etc. The right panel shows 'Local Time' and 'Weather' for the next four days. The 'Weather' section includes icons for sun, clouds, rain, and thunderstorms with corresponding temperatures.

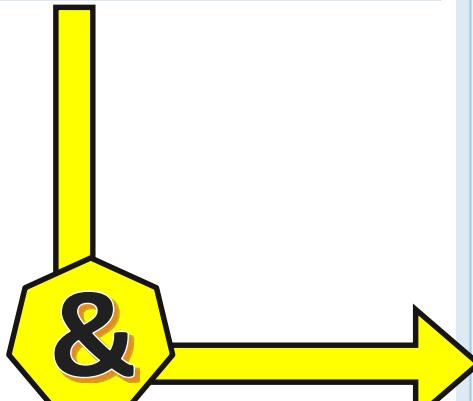
- Click Edit Customer in the center panel under Customer Information to change the customer's General information, Payment Information, Deposit/Bank information, or Sales tax information.
  - Make the change needed
  - Click Ok to save the change
- To view all account changes that have been made on an account click on Account Change Log and a new window will open
- **Order History**
  - To view the order history of a customer Click on Orders/Invoices on the left Customer Options section

- A list of all orders will open – click on the order you wish to view and click View Order from the top blue bar or double click order
- A new window will open with the Packing List detail of the order in question
- You may click the following options
  - Print – To print the Packing List
  - Detail Report – To view the details of the order
  - Edit – To make changes to the order including the address, items, ship method and payment (changes can only be made if the order has not shipped)
  - Mail – To email a copy of the packing list to the customer
  - Move – To move the order to another customers account ( Do not use this function unless prior approval has been obtained)
  - History – To view any order changes that have been made
  - Commissions – To view commissions paid on this order
  - Next or Prior – To view the next customer order or the previous order

- **Placing New Order**

In the Orders/Invoices section you may do the following:

- View Order
- Track Order
- New Order
- Replacement order
  - For the New order/ Replacement order it will require the Item code as well as the Class order ID. (page x & X)



Add Product

Item code:	<input type="text" value="1001_US"/>	( <a href="#">search string</a> )
Description:	Age-Defying Night Cream	
Quantity:	<input type="text" value="1"/>	
Price Each:	\$80.00	<a href="#">Edit</a> 
Total:	\$80.00	

[OK](#) [Cancel](#)

Ship To Items Ship Method Payment

**Payments:**

Type	Account	Amount

Subtotal: 0.00      Order Status: Incomplete  
 Tax: 0.00      Order Type: Customer Service  
 Shipping: 0.00  
 Total: 0.00  
 Order Class:  
  
 BankId:

Order Date: 4/17/2015 11:34:21 AM [.../...](#)  
 Last Modified: 4/17/2015 11:34:00 AM -05:00  
 Modified By: Jbeauchamp  
 Created By: Jbeauchamp  
 Suppress Pack Slip Price  
 Do Not Ship - Invoice created manually

[Cancel](#) [<< Back](#) [Finish](#)

- **Enroller Tree/Unilevel Tree**
  - To view the Enroller Tree of a Brand Partner or Customer, click on Enroller Tree from the Customer Options section to the left of the screen
  - A list of all of the Brand Partners or Customers personally enrolled customers will populate
  - Click on the customer you wish to view and then click on Jump to Customer to view their records.
  - To view the Unilevel Tree of a Brand Partner or Customer, click on Unilevel Tree from the Customer Options section to the left of the screen
  - A list of the placement tree will populate
  - Click on the customer you wish to view and then click on Jump to Customer to view their records.
- **Volumes**
  - Click on Volumes from the Customer Options menu
  - Select the Period Type that you wish to view from the drop down selection
  - Select the Period ID that you wish to view from the drop down selection
    - A list will appear with Rank, Paid Rank and all volume qualifications for the period specified
- **Email Messages**
  - To see the broadcast emails that have been triggered and sent to a customer click on Broadcast on the left Customer Option section
  - Click on Delivery Status in the top blue bar to view the delivery status of a particular broadcast
  - Click on Opt Out Details to view whether the customer has been opted in or out of the email broadcasts
  - Click on Opt Customer Back In or Opt Out Customer to change the email delivery option
- **Account History**
  - To make a note of any account changes in the Account History section
  - Click on Account History from the Customer Options area – a new box will open
  - Click on New Inquiry at the top of the Blue bar
  - Select a category from the drop down menu selection
  - Enter a description
  - Enter your account information/note
  - Select the status of your note, if further action is required select Open
  - Click Ok to save your new account note
- **To read the Account History**
  - Click on Account History from the Customer Options area – a new box will open
  - A list of all account notes will populate
  - Click on the note that you wish to read
  - A new window will open with the note details, click cancel to leave the note or Ok to save changes
- **Commission History**
  - To view a customer's Commission History click on Commission History on the left Customer Option section
  - See the Commissions section for more information

- **Documents**
  - The Documents option can be used to electronically store documents related to each Brand Partner or customer
  - To upload a document to a Brand Partner or customer's record click on Documents from the Customer Options area
  - Click on Upload from the top blue bar
  - Click on Browse and select the document to upload
  - To view a document in a customer's record select the document you wish to view and click on the Download button from the top blue bar
- **Recurring Orders**
  - Recurring Orders are visible from the Recurring Orders section on the Right side of the Customer Summary screen
  - To view an existing Recurring Order click on the Id # link to open a new window
  - You may view the Details of this existing order , Create a New Order, Delete the Recurring Order, Edit the Order or view the History of this order
- **Creating a New Recurring Order**
  - Click on Add New Recurring Order from the Recurring Orders section from the Customer Summary screen to add a new recurring order (see New Recurring Order section for more information)
- **Login**
  - You will be able to see the Login Name, Password and whether the customer has ever logged into their website in this section
  - Click on the Login to Back office to go directly to the customers Back office
  - Click on the Modify Login Details to change the Login Name or Password
    - You can allow Customer to Change Password or dis-allow
    - You can allow customer to Login or dis-allow
    - To change the Login Name or password- type the new login name or password in the correct field and click OK to save
- **Website**
  - You will be able to see the Personal Web Site information
  - Click on Edit Web Info to make any changes to the Personal Web Site Information
  - Click on Delete Web Info to delete the Personal Web Site Information
  - If the site has not been sent up, Click on Create Web Info
    - Type in the Web Alias and contact information
    - Click OK to save the information and exit

# Introduction to InContact



## What is **InContact**?

In contact is a flexible cloud-based software that helps contact centers efficiently support their customers with personalized interactions. The result is high customer satisfaction, low attrition, and loyalty.

## What do we get from **InContact**?

- **Multi-channel communications via one universal queue.** Gives our customers the type of support they want - phone, social media, chat, text, or email – and easily manage it from one unified queue.
- **Powerful solutions that make it easy to treat each customer like a star.** Make our customers say “Wow” with innovative software that helps agents treat each customer uniquely while maintaining overall efficiency.

## Steps to Log in:

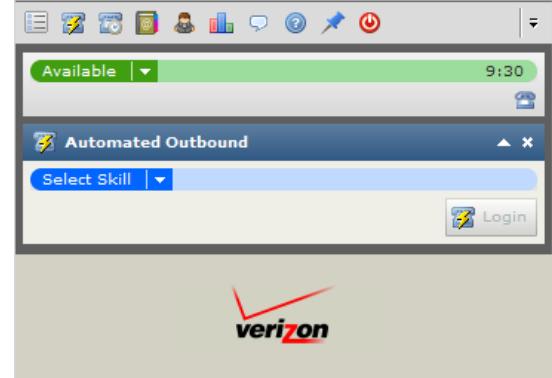
- Verify your email messages from: [VirtualContactCenter.Admin@incontact.com](mailto:VirtualContactCenter.Admin@incontact.com) it will provide a temporary password and a link to login to Incontact.
- Once you go through the link <https://login.incontact.com> or the Power agent Icon on your desktop.



- Input the Nerium email as the user name and the temporary password to log in.

A screenshot of a web-based account login interface. The title bar says "Account Login". It has fields for "Username" containing "myemail@nerium.com" and "Password". There is a "Forgot Password?" link. Below the password field are two checkboxes: "Remember Me" (checked) and "Launch Agent Upon Login" (unchecked). At the bottom is a "Login" button with a lock icon.

- Once logged in you will click on the phone Icon shown . A dropdown will appear with the Select Skill option.



- Select the skill that has been assign.



- Once the assigned skill has been selected press the  Icon to start.

# Types of Customers

There are several types of customers; they are able to enroll through the person who introduced them to Nerium or if they heard of us through a magazine, we are able to take down their information and a Brand Partner will contact them. We do **NOT** enroll anyone. They are able to enroll online or through a paper application provided to them by a Brand Partner.

## PROSPECTS

Have not purchased any product, but are inquiring about the product.

## PREFERRED CUSTOMER

Enrolled in a monthly Auto Delivery Order (ADO) for a reduced price of \$80 (one bottle) or \$150 (2-pack). They have a replicated site: [username.neriumproducts.com](http://username.neriumproducts.com) and access to a simplified back office. They are able to:

- Enroll preferred and retail customers
- Eligible for 3UR Free

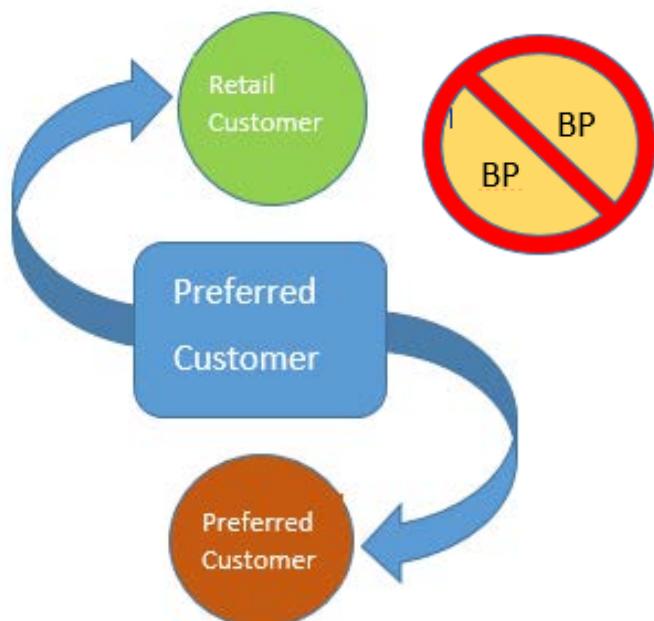
- ADO Options
- Skip 1 month of ADO
- Skip 2 month of ADO

They will **not** be able to:

- Earn commissions
- Sponsor a Brand Partner

## RETAIL CUSTOMERS

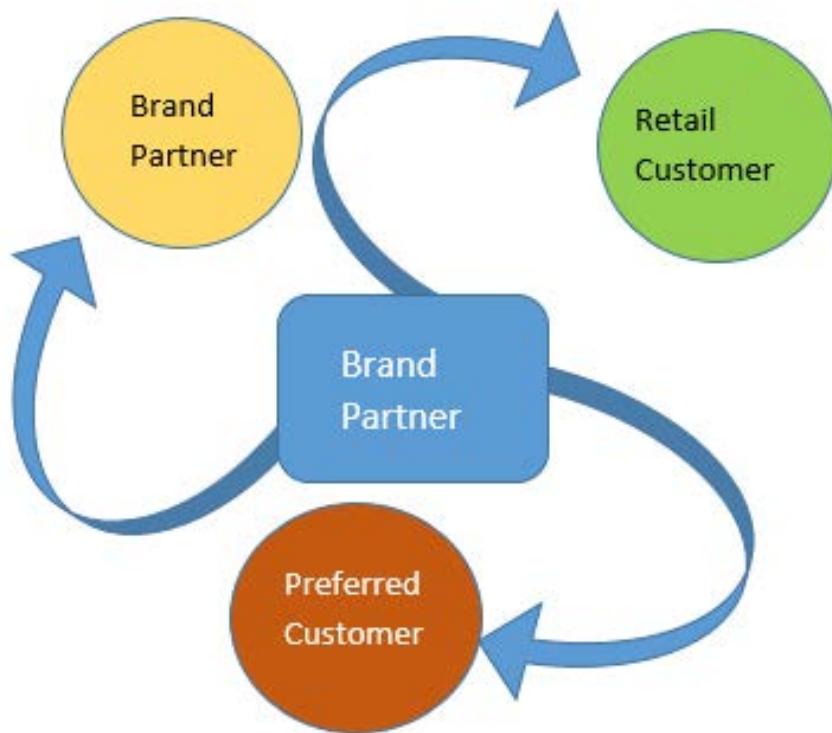
Have purchased at a one-time rate of \$110. They **do not** have a replicated site.



# BRAND PARTNER

Purchased an initial pack. Enrolled in a monthly Auto Delivery Order (ADO). In order to remain active they must have 80 ADV or 200 PQV. They are not required to have an ADO however must have 200 PQV to be active. They have a replicated site: [username.nerium.com](http://username.nerium.com) and access to back office. They are able to:

- Enroll preferred and retail customers
- Enroll Brand Partners
- Earn commissions
- In the Placement Suite for 60 days



# The Products

## ***NERIUMAD FORMULA - WHAT CAN IT DO FOR YOU?***

Our products are formulated with you in mind. We create multi-functional products that target multiple signs of aging through a targeted, simplified approach. We don't believe in 8 steps every day and night - who has time for that? We don't! Our investment into research and development as well as cutting-edge nature-based ingredients allow us to offer you comprehensive age-defying solutions that work, in a way that fits your lifestyle.

### **NERIUM AGE-DEFYING NIGHT CREAM**

#### **NeriumAD Formula**

##### **What it is:**

Nerium's flagship product is a clinically tested age-fighting Night Cream containing the highest concentration of our exclusive, patented NAE-8® extract.

##### **What it does:**

The Night Cream powered by our proprietary NAE-8 extract helps:

- Address both the signs of aging as well as the causes.
- Acts as a powerful antioxidant and works to inhibit free radical damage.
- Boosts the cell renewal process to reveal younger-looking skin.
- Targets the causes of skin-damaging inflammation.
- The unique, mask-like product form allows the product to gently adhere to skin for Maximum delivery of the key ingredients.
- The advanced formula targets **both** the existing and future signs of aging resulting in Younger-looking skin.



- **Fights the appearance of:**

- Fine lines
- Wrinkles
- Discoloration
- Uneven skin texture
- Enlarged pores
- Sagging skin

- **Research results:**

- Independently conducted clinical trials show:
- 93% of participants had a significant increase in skin moisture.
- 86% of participants had an improvement in uneven skin texture.
- 86% of participants noted a reduction in pore size.

- **Perfect for use on:**

- Face
- Neck
- Décolletage
- Hands
- **Ideal for all skin types:**
- Non-comedogenic
- Dermatologist tested



# NERIUM AGE-DEFYING DAY CREAM

## NeriumAD Formula

### What it is:

Nerium Age-Defying Day Cream is a clinically tested lightweight and hydrating age-defying product powered by our exclusive, patented NAE-8® extract.

### What it does:

- The Day Cream with our proprietary NAE-8 extract helps:
  - Address both the signs of aging as well as the causes.
  - Acts as a powerful antioxidant and works to inhibit free radical damage.
  - Boosts the cell renewal process to reveal younger-looking skin.
  - Targets the causes of skin-damaging inflammation.
- This formula includes CoQ10 and vitamin E, which help guard skin from the oxidative stress that comes from day-time environmental aggressors.
- Excellent moisturizing ingredients help bind moisture to the skin for long-lasting, lightweight hydration.

- This sheer formula is specifically created for daytime use

#### - Fights the appearance of:

- Fine lines • Wrinkles • Discoloration • Uneven skin texture • Enlarged pores • Sagging skin

#### - Perfect for use on:

- Face • Neck • Décolletage • Hands

#### - Ideal for all skin types:

- Non-comedogenic • Dermatologist tested

### Research results:

Independently conducted clinical trials show:

93% of participants showed statistically significant improvement in the appearance of wrinkles.

97% of participants showed statistically significant improvement in skin's radiance.

72% of participants showed statistically significant improvement in discoloration.



# Firming Body Contour Cream NeriumAD Formula

## What it is:

A clinically tested body contour cream powered by our exclusive NAE-8 extract. This breakthrough formula helps firm and tone problem areas for sleeker, more youthful-looking body skin.

## What it does:

- This formula helps smooth and tighten skin for a smoother, more toned appearance.
- Works to improve the appearance of cellulite and dimpled skin.
- Provides soothing benefits and moisture to body skin leaving it soft and hydrated.
- Key Benefits: Smooths • Tightens • Firms • Tones
- Perfect for use on: Upper arms • Thighs • Stomach • Love handles. Ideal for all skin types: Dermatologist tested

## Research results:

Independently conducted clinical trials show:

- 92% of participants reported positive improvements on their thighs
- 92% of participants reported an increase in skin hydration
- 83% of participants reported an improvement in the appearance of skin smoothness and cellulite



## Night & Day Combo Pack Optimera Formula

### What is it?

Our **Age-Defying Night Cream, Optimera Formula**, is a revolutionary product. SIG-1273, works to combat the environmental aggressors that can lead to fine lines, wrinkles and discoloration. The paten-pending SAL- 14, works to fight existing damage and add moisture to skin. Additionally, unlike most skincare products, which contain a water-based foundation, our Optimera Formula is created with aloe leaf juice, a highly emollient, nutrient-rich base that helps skin stay hydrated, supple, and healthy.

This formula is clinically proven to help:

- Reduce the appearance of fine lines and wrinkles.
- Reduce the appearance of discoloration.
- Reduce the appearance of enlarged pores.
- Increase firmness.
- Improve radiance and provide an even-toned

Our **Age-Defying Day Cream, Optimera Formula** also targets the signs of aging for visibly younger, healthier-looking skin. This lightweight, hydrating formula is specifically created for daytime use. In addition to SIG-1273, SAL-14 and centella asiatica, it features a skin-smoothing peptide blend CoQ10 and vitamin C for additional age-fighting benefits, and Jojoba esters and sodium hyaluronate to help soothe and moisturize skin. The Nerium Age-Defying Day Cream works synergistically with our Night Cream for a potent 24-hour anti-aging regimen.

### Research results:

Independently conducted clinical trials show:

93% of participants showed statistically significant improvement in the appearance of wrinkles.

97% of participants showed statistically significant improvement in skin's radiance.

72% of participants showed statistically significant improvement in discoloration.



### What is EHT®?

Nerium is dedicated to a comprehensive approach to anti-aging, using exclusive breakthrough ingredients. We are taking our anti-aging product line to the next level with the addition of EHT®, an Age-Defying Supplement that helps protect the brain against mental decline and decreased function that comes with aging. This exclusive patented bio-extract comes after 20 years of research out of Jeffry Stock's Princeton University labs. EHT creates stronger neural connections, which lead to the ability to create stronger synaptic connections. The result – increased brain performance for a healthy, focused mind.

The EHT supplement:

- Promotes better cognitive function and overall brain health.
- Fortifies and strengthens natural brain functions.
- Protects and supports neuronal networking.
- Enhances the body's natural energy stores.
- Boosts the body's immune system.
- Increases Focus

Now your face, body, and mind can reflect your youth with Nerium's product line!

The monthly **Auto-Delivery (ADO)** Program is a pre-selected product order that is scheduled to be created, paid, and shipped at a specific time each month. Auto-Delivery orders allow products to be purchased at a discounted price.



# US Products




## **NERIUM AGE- DEFYING NIGHT CREAM**

### **NeriumAD Formula**

Item Code: 1001 or 1001\_US

#### -----Cost-----

Retail: \$ 110.00

Wholesale: \$100.00

ADO: \$80.00

#### -----Volume-----

QV: 80

CV: 72



## **Firming Body Contour Cream**

### **NeriumAD Formula**

Item Code: 1003 or 1003\_US

#### -----Cost-----

Retail: \$ 110.00

Wholesale: \$100.00

ADO: \$80.00

#### -----Volume-----

QV: 80

CV: 72



## **NERIUM AGE- DEFYING DAY CREAM**

### **NeriumAD Formula**

Item Code: 1002 or 1002\_US

#### -----Cost-----

Retail: \$ 55.00

Wholesale: \$50.00

ADO: \$40.00

#### -----Volume-----

QV: 40

CV: 36



## **NERIUM AGE- DEFYING NIGHT & DAY CREAM**

### **NeriumAD Formula**

Code: Same as Night and Day

#### -----Cost-----

Retail: \$ 165.00

Wholesale: \$150.00

ADO: \$120.00

#### -----Volume-----

QV: 120

CV: 108



**NERIUM AGE-DEFYING NIGHT & DAY CREAM****NeriumAD Formula**

Code: Same as Night and Day

-----Cost-----

Retail: \$ 275.00

Wholesale: \$235.00

ADO: \$160.00

-----Volume-----

QV: 160

CV: 136

**Nerium Edge- Online Resources**

-----Cost-----

ADO: \$29.95

-----Volumes-----

QV: 30



# International Products



## **NERIUM AGE-DEFYING NIGHT CREAM**

### **Optimera Formula**

Item Code: 1051\_CA or 1051\_MX

-----Cost-----

Retail: \$ 125.00(CA) \$1799.00 MXN (MX)

Wholesale: \$115.00(CA) \$1599.00 MXN (MX)

ADO: \$92.00(CA) \$1299.00 MXN (MX)

-----Volume-----

QV: 80

CV: 72



## **NERIUM AGE-DEFYING DAY CREAM**

### **Optimera Formula**

Item Code: 1052\_CA 1052\_MX

-----Cost-----

Retail: \$63.00 (CA) \$899.00 MXN (MX)

Wholesale: \$57.00(CA) \$799.00MXN (MX)

ADO: \$46.00(CA) \$649.00 MXN (MX)

-----Volume-----

QV: 40

CV: 36

# Enrollment Packs

## Basic Launch Kit



### All Launch Kits Include:

- Personalized Marketing Websites
- Training Materials
- Marketing Materials
- Online Business Center
- Success Planner
- USA Today bestseller The Slight Edge
- Compensation Plan

Item Code: 2002 or 2002\_US

-----Cost-----

\$49.95(US) \$57.69(CA) \$990.00MXN (MX)

-----Volume-----

QV: 0

CV: 0

### Starter Pack

SAVINGS \$130 Price off retail

- 3 Nerium Age-Defying Night Creams
- Full e-commerce websites
- Online Business Center
- iPad/Smartphone app
- Marketing Materials
- Training Resources
- 30 day FREE access\* to Nerium's digital suite of tools, Nerium Edge

\$249<sup>95</sup>      \$380<sup>90</sup>  
Retail Value

## Starter Pack

Item Code: 2002 or 2002\_US, CA, MX

-----Cost-----

Initial - \$249.95(US) \$290.00(CA) \$4,150MXN (MX)

Upgrade from Basic - \$225.00(US)  
\$259.95(CA) \$3,840MXN (MX)

-----Volume-----

QV: 250

CV: 50

## Enrollment Packs continued...

### Bronze Action Pack

SAVINGS \$245 OFF RETAIL



Enough Nerium product to share with 30 PEOPLE

\$250<sup>00</sup>

(\$495 Retail

Value)<sup>00</sup>  
Retail Value

ADD TO BASKET

#### INCLUDES

4 - Age-Defying Night Cream, NeriumAD® Formula  
1 - Age-Defying Day Cream, NeriumAD® Formula

*This offer is only available at the time of enrollment*

### Bronze Action Pack

Item Code: 3001 or 3001\_US, CA, MX

-----Cost-----

\$250.00(US) \$290.00(CA) \$4,150MXN (MX)

-----Volume-----

QV: 250

CV: 50

### Silver Action Pack

SAVINGS \$890 OFF RETAIL



Enough Nerium product to share with 80 PEOPLE

Includes Nerium Edge Subscription

(\$29/month)

\$750<sup>00</sup>

(\$1640 Retail Value)

ADD TO BASKET

#### INCLUDES

14 - Age-Defying Night Cream,  
NeriumAD® Formula  
2 - Age-Defying Day Cream, NeriumAD® Formula

*This offer is only available at the time of enrollment*

### Silver Action Pack

Item Code: 3002 or 300\_US, CA, MX

-----Cost-----

\$750.00(US) \$870.00(CA) \$12,450MXN (MX)

-----Volume-----

QV: 750

CV: 150

## **Enrollment Packs continued...**

## Gold Action Pack

**SAVINGS \$2050 OFF RETAIL**



Enough Nerium product to share with 160 PEOPLE

Includes Nerium Edge Subscription  
(\$29/month)

**\$1,500<sup>00</sup>**

(\$5660 Retail Value)

**ADD TO BASKET**

**INCLUDES**

30 - Age-Defying

Night Cream,  
NeriumAD® Formula  
4 - Age-Defying Day  
Cream, NeriumAD®  
Formula

*This offer is only available at the time of enrollment*

# Gold Action Pack

Item Code: 3003 or 3003\_US, CA, MX

### -----Cost-----

\$1500.00(US) \$1730.00(CA) \$24,900MXN  
(MX)

-----Volume-----

QV: 1500

CV: 300

Several online resources that assist the Brand Partners in growing their business.



#### Go Show

With the help of Go Show, Nerium equips Brand Partners to make a perfect presentation every time on their iPad! PowerPoints are automatically loaded into their account.



#### Real Life Library

This digital resource is packed with leadership training and assets from the greatest authors and teachers in areas such as success skills, goal setting, finances, communication, and more. Access a vast library of personal development videos, audios, and articles.



#### Opt-In Capture Pages

A prospecting tool. A Brand partner would send their prospect these splash pages to spark their interest and collect their contact information.



#### Deductr

There are many tax advantages to being self-employed. For example, you can write-off various business expenses, including travel, meals, sales tools, and product samples. It's not always easy to track your business-related expenses, but Deductr makes it simple! **US Only**



#### Nerium Communication Center

Our state-of the art communications center helps you build and manage every aspect of their business. This power Contact Management System will track all contact with your prospects, and give them access to high-quality email campaigns, videos, and flyers that they can send with a push of a button.



#### Success Magazine & Message of the Month

One of the highest-touted personal achievement and entrepreneurial magazines, sent directly to brand partners. The executive team has a special message each month with timely information on how to grow their business. This information-packed CD will be mailed to Brand Partners each month and will be sent with the Success Magazine.

**Delivery will begin 6-8 weeks after their initial payment. US and Canada Only**



#### Nerium Mobile Application

Ability to enroll new Brand Partners and Preferred Customers. Access to mobile version of Nerium Communications Center, shows volume, qualifications, and commission information. **US and Canada Only**

-Verify the BP knows the Edge subscription involves the SUCCESS magazine, not the Success from Home magazine.

-Make sure the BP is paying for the Edge.

-Delivery will begin 6-8 weeks after they have paid for it.

For example:

If I was an active BP and decided to add the edge onto my account, I paid for Edge on November 1st then I would be getting my first copy in the first couple of weeks in January.

If I sign up as a new BP on January 1st then my 1st 30 days of Edge are free and it was decided to not send the magazine until they actually paid for Edge.

-My first payment for Edge would then happen on February 1st

-The report for February would be prepared on March 15th and sent to VP

-VP would mail the magazines on April 1st

-It could take up to 14 days in April to receive the magazine

So in this case it has been 14 weeks from the day I sign up to the date I get the magazine.

-If they are paying for the edge and it has been more than the expected wait time, please email the customer information to: mchambers@nerium.com. PLEASE INCLUDE THEIR CURRENT PHONE NUMBER, so they are able to be contacted if needed.

**For each email, include the following:**

Name:

Customer ID:

Phone Number:

Initial Edge Payment:

Amount of magazines missing:

Address:

-Once account is reviewed, if they are not eligible for the magazine yet, you will need contact them back and inform them, to avoid any call backs.

<b>Existing BPs</b>	
<b>PAID&amp;OPTED IN</b>	<b>WILL SHIP</b>
January	March
February	April
March	May
April	June
May	July
June	August
July	September
August	October
September	November
October	December
November	January
December	February

<b>New BPs</b>	
<b>PAID&amp;OPTED IN</b>	<b>WILL SHIP</b>
January	April
February	May
March	June
April	July
May	August
June	September
July	October
August	November
September	December
October	January
November	February
December	March

## Deductr \*US ONLY\*

This tax-management software makes it easy for you to manage of all the tax deductions that come from owning your own business. Manage expenses in one easy-to-use system that creates reports that are ready to hand over to your tax accountant! You will instantly see all your tax savings. This resource is available immediately for all Nerium Edge users.

To access Deductr from your iPad or iPhone, simply download the Deductr app from the app store or you can access the deductr.com webpage from your home computer. Your login is the same as your Back Office information:

**Login name/web alias**

**Password is same password used to access webpage**



With the help of Nerium GoShow, you can make a perfect presentation every time on your iPad, iPhone or Android device. The most up-to-date corporate PowerPoints are automatically loaded into your account, allowing you to simply “point and swipe: Business happens on the go, and Nerium GoShow keeps up with you. Nerium Edge subscribers can use this powerful application to give seamless and professional presentations to prospects anywhere. Whether you’re at the gym, the coffee shop, or in a prospect’s family room, you’ll be ready to share Nerium just by pressing play!

To start using Nerium GoShow on your iPhone or iPad, just follow these simple steps:

1. Go to the App Store and download Nerium GoShow to your iPhone or iPad.
2. To log-in to Nerium GoShow, use the current username and password for your Online Business Center.

To start using Nerium GoShow on Android devices, just follow these simple steps:

1. Go to the Play Store and download Nerium GoShow to your Android device.
  2. To log-in to Nerium GoShow, use the current username and password for your Online Business Center.
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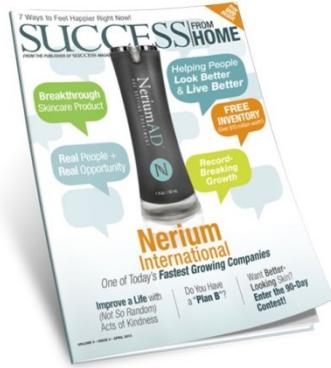
# Nerium Magazines



## **Beautiful You Magazine**

*Volume 2, Issue 1 January 2014*

Yearly publication that can be purchased in the Nerium Store. Can be purchased for the Magazine Auto Delivery Program.



## **Success from Home Magazine**

*Volume 9, Issue 4 March 2013*

Can be purchased in the Nerium Store. Can be purchased for the Magazine Auto Delivery Program.



## **Success Magazine**

*Monthly subscription included with US Edge subscription*

Can NOT be purchased individually. Included in the Nerium Edge. (US Only)



## **YEP Magazine**

*Volume 1, Issue 1 April 2014*

Yearly publication that can be purchased in the Nerium Store. Learn how young professionals are discovering success with Nerium International's Young Entrepreneur Program.

# Item Codes

Product	Base Category	Base Item Code	US	CA	MX
Nerium Age-Defying Night Cream	Primary Products	1001	1001_US	N/A	N/A
Nerium Age-Defying Day Cream	Primary Products	1002	1002_US	N/A	N/A
Nerium Firming Body Contour Cream	Primary Products	1003	1003_US	N/A	N/A
Optimera Age-Defying Night Cream	Primary Products	1051	1051_US	1051_CA	1051_MX
Optimera Age-Defying Day Cream	Primary Products	1052	1052_US	1052_CA	1052_MX
Basic Kit (English)	Entry Packs	2001	2001_en-US	2001_en-CA	2001_en-MX
Basic Kit (Spanish)	Entry Packs	2001	2001_es-US	N/A	2001_es-MX
Basic Kit (French)	Entry Packs	2001	N/A	2001_fr-CA	N/A
Starter Pack (English)	Entry Packs	2002	2002_en-US	2002_en-CA	2002_en-MX
Starter Pack (Spanish)	Entry Packs	2002	2002_es-US	N/A	2002_es-MX
Starter Pack (French)	Entry Packs	2002	N/A	2002_fr-CA	N/A
Starter Pack Upgrade	Entry Packs	2003	2003_US	2003_CA	2003_MX
Bronze Action Pack	Entry Packs	3001	3001_US	3001_CA	3001_MX
Silver Action Pack	Entry Packs	3002	3002_US	3002_CA	3002_MX
Gold Action Pack	Entry Packs	3003	3003_US	3003_CA	3003_MX
Night Blitz Pack	Blitz Packs	4001	4001_US	4001_CA	4001_MX
Night & Day Combo Blitz Pack	Blitz Packs	4002	4002_US	4002_CA	4002_MX
Day Blitz Pack	Blitz Packs	4003	4003_US	4003_CA	4003_MX
Combo Blitz Pack	Blitz Packs	4004	4004_US	N/A	N/A
Firming Body Contour Blitz Pack	Blitz Packs	4005	4005_US	N/A	N/A
Nerium Edge	Virtual Items	5001	5001_US	5001_CA	5001_MX
Annual Renewal Fee	Virtual Items	5003	5003_US	5003_CA	5003_MX
iPad Air - Silver	Bonus & Reward Items	6001	6001_01_US	6001_01_CA	6001_01_MX
iPad Air - Space Gray	Bonus & Reward Items	6002	6001_02_US	6001_02_CA	6001_02_MX
iPad Mini 2 - Silver	Bonus & Reward Items	6003	6002_01_US	6002_01_CA	6002_01_MX
iPad Mini 2 - Space Gray	Bonus & Reward Items	6004	6002_02_US	6002_02_CA	6002_02_MX

Age-Defying Night Cream (2-Pack)	Configuration Items	9001	9001_US	9001_CA	9001_MX
Age-Defying Night & Day Combo Pack	Configuration Items	9002	9002_US	9002_CA	9002_MX
Ultimate Combo Pack	Configuration Items	9003	9003_US	N/A	N/A
Firming Body Contour (2-Pack)	Configuration Items	9004	9004_US	N/A	N/A

OrderClassID	Description	When To Use
1	rc-enrollment	To be used on the FIRST order when enrolling a new retail customer.
2	pc-enrollment	To be used on the FIRST order when enrolling a new preferred customer.
3	rc-order	To be used on all other retail orders after the initial enrollment orders.
4	pc-order	To be used on all other preferred customer orders after the initial enrollment orders.
5	bp-enrollment-order	To be used on the initial order when a brand partner enrolls or on the order that is placed when either a PC or RC upgradeds to a BP.
6	bp-order	To be used on all other brand partner orders. This simulates an order that a brand partner would place from their back office.
7	prospect-order	To be used on all orders where a brand partner is sending items to their prospects.
8	bp-upgrade-order	To be used on all orders where a brand partner who has already enrolled is upgrading their enrollment purchase to a higher action pack.
9	ado-manager-order	This should not be used by the support team. This will be used on orders (not ADO templates) that are created from the ADO manager by a brand partner.
10	car-bonus-order	This should be used when creating a product order for brand partners who choose to receive products instead of a car bonus. This will be handled by the car bonus process.
11	director-60-order	This should be used when creating orders that either contain an iPad or product in lieu of an ipad product.
12	ngb-order	This will be set by the NGB process that runs when creating NGB orders. If a custom NGB order is created, this must be set by the CSR.
13	ado-order	This will be set on orders created by the ADO process that runs daily.

### What is Order Class

Order Class provides an additional way to identify an order at the order header level so that specific behaviors can take place based on the classification of the order. This allows us to use a minimal amount of SKU's to achieve certain behaviors, such as paying out CAB bonuses, identifying initial PC, and initial BP orders without having to iterate through the order details (line items/individual products). When creating an order, there is a field in the Payments tab on the order entry screen called **Order Class**. This is where the numeric value provided in the table above needs to be set based on the type of order that is being created. Think of this as an additional OrderSource value that allows Nerium to implement additional custom behaviors.

**IT IS IMPERATIVE THAT THIS IS ALWAYS SET ON ANY ORDER CREATED. ONLY NUMERIC VALUES ABOVE CAN BE USED AND ABSOLUTELY NOTHING ELSE, INCLUDING SPACES.**



# Volumes

The value assigned to a product that is used to determine a Brand Partner's rank qualifications in the compensation plan (qualifying volume or QV), or to determine the amount of commissions being paid on a product purchase (commissionable volume or CV). **Qualifying volume and commissionable volume may not be the same value.**

## Qualifying Volume (QV)

Is a value assigned to a product to determine the amount of qualifying volume on a product purchase.

## Commissionable Volume (CV)

Is a value assigned to a product that determines the amount of commission paid when the product is sold by a Brand Partner.

### Personal Qualifying Volume (PQV)

Qualifying volume that is created by:

- Personal Purchases
- Preferred Customer Purchases
- Retail Customer Purchases

Only 2000 PQV will count towards monthly GQV

### Customer Commissionable Volume (CCV)

Qualifying volume that is generated from:

- Purchases made directly to the company by a Brand Partners'
  - Preferred Customers
  - Retail Customers

### Group Qualifying Volume (GQV)

Is the total qualifying volume of your downline. *PQV is included into GQV.*

## Rolling Qualifying Volume (RQV)

Any new Brand Partner who enrolls after the 15th of the month will have all the Qualifying Volume from their first monthly bonus period roll forward into the next full monthly bonus period. RQV does not apply to upline GQV. RQV is for rank advancing purposes only.

BP enrolls with Starter P. & Silver P. after the 15th of the month

Month closes, BP has 1000 QV

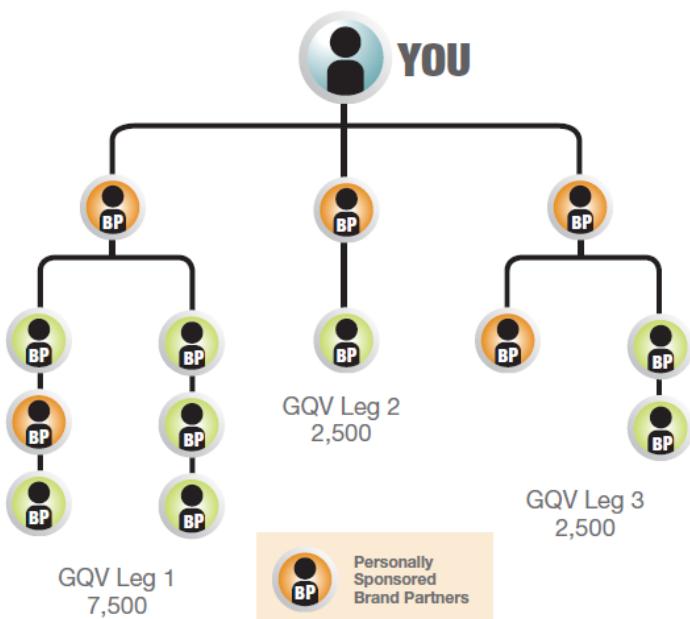
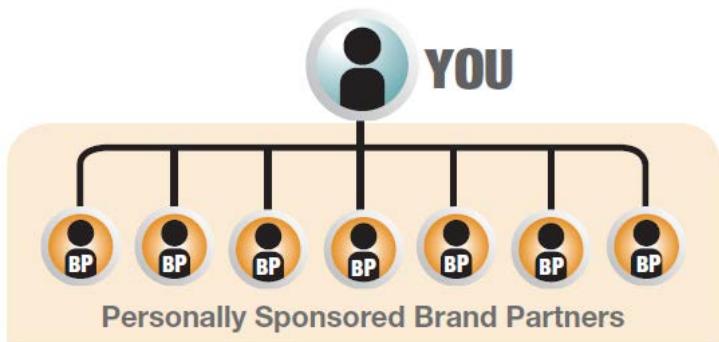
NEXT month begins, BP has 1000 QV. (does not count for uplines GQV)

**"60% GQV (Group Qualifying Volume) in a Leg" Rule:** Beginning at Senior Brand Partner, when determining the Group Qualifying Volume qualification requirement, no more than 60% of the required volume may come from a single Placement Tree leg. Example: The GQV qualification for a Director is 4,500. No more than 2,700 (60%) of the total GQV can come from any single Placement Tree leg.

# Team Structures

## Sponsor Tree/ Enroller Tree

When a new Brand Partner is sponsored, they go into the Sponsor Tree as a *Level 1*, or frontline, to the Brand Partner who sponsored them. Pack Bonuses, Coaching Commissions, and Leadership Development Bonuses are based on the Sponsor Tree.



## Placement Tree/ Unilevel Tree

When a new Brand Partner is sponsored, they are placed in their Sponsors' Placement Suite for a period of *60 days*. During that time, the sponsor has the option to place the new Brand Partner into an open position in an existing leg in your Placement Tree. Allowing the Brand Partner to place a new Brand Partner in an open position in the Placement Tree provides an opportunity to increase the sales volume in an existing leg and enables the new Brand Partner to gain additional support from a sales organization that is already in place. Rank advancement and Team Commissions are based on the sales volume in the Placement Tree.

# Pay Periods

## Weekly Commissions

Run from Thursday to Wednesday, and are paid the following week on Wednesday.

### May 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

## Monthly Commissions

Run from the 1<sup>st</sup> of the month till the end of the month and will pay on the 15<sup>th</sup> of the following

### June 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

# Ranks

## “Highest Achieved” Rank

They will remain at the rank until a higher rank is reached in a calendar month.

## “Paid As” Rank

Commissions and bonuses they qualify to earn and how much they earn is determined by the level of qualifications they meet during a given bonus period.

In each bonus period, the “Paid As” Rank of a Brand Partner is determined by the qualifications below:

- During Weekly Bonus Periods, you may advance in rank, but your “Paid As” Rank will not go down.
- During Monthly Bonus Periods, your “Paid As” Rank may go up or down based on the qualifications you have met.
- Weekly Bonuses will be paid based on the higher of the last monthly bonus period “Paid As” Rank or the current weekly period “Paid As” Rank.

**GRACE PERIOD:** When a Brand Partner qualifies to Senior Director or Higher for the first time, he or she will be paid at that rank for two (2) months: the month the higher rank is achieved, plus the next consecutive month. The Brand Partner must remain active to qualify for the Grace Period.

# Intro to the Back Office

Login ▾



Login Name: neriumbpado

Password: password



[Login to Nerium Business Center](#)



[Modify Login Details](#)



## Accessing through Exigo

Scroll down in Exigo until you see the "Login" section, you would then click "Login to Back Office".

## Signed In

The screenshot shows the top navigation bar with links like My Business, Orders, Resources, Training, Events, Recognition, Partners, and Support. Below the navigation is a social media follow section with links to Facebook, Twitter, Pinterest, LinkedIn, Google+, YouTube, and the Nerium Blog. A large banner in the center says "JUST RELEASED! Nerium's new global product packaging" with a "LEARN MORE >" button and images of two skincare products.

## Accessing through website

Would go to direct website [username.nerium.com](http://username.nerium.com) (Brand Partner) or [username.neriumproducts.com](http://username.neriumproducts.com) (Preferred Customer). You would then click "Sign-In" on the top right corner of the screen.

ABOUT US | CONTACT US | ENGLISH

[LOG IN](#)

[REQUEST MORE INFORMATION >](#)

## Log In

A Brand Partner or Preferred Customer would log in with their information.



Business Center

Username

Password



[Sign In](#)

Select a Language... ▾



Module

2

## Immediate Goals

### Overview:

- Goal #1: 3UR Free
- Goal #2: Fast Start Qualify
- Goal #3: Nerium Gives Back

## Goal #1

# 3UR>Free



A **Brand Partner** or **Preferred Customer** will need to personally sponsor at least **3 Preferred Customers** who are enrolled in an Auto-Delivery Order (ADO) and the their Qualifying Product on their ADO is FREE the **NEXT** month. Three Preferred Customer orders must process in the SAME CALENDAR MONTH to qualify for free ADO the following month. If qualifies, Brand Partner or Preferred Customer will only pay shipping (\$9.95 USD, \$11.50 CAD, \$139 MXP).

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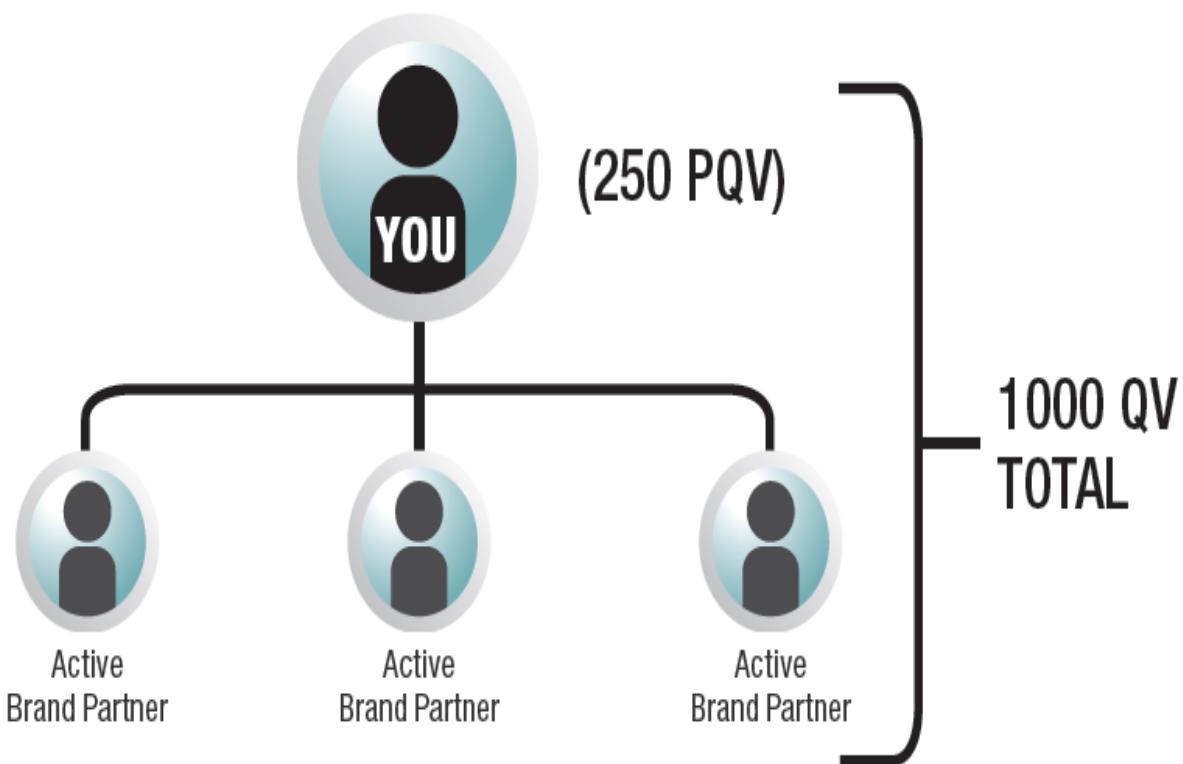
## Goal #2

# FAST Start Qualify

Within the first **30 days** of enrollment, a Brand Partner will need to do the following to FSQ:

- Have an active ADO with at least 80QV
- Generate 250 PQV within **first 30 days**.
- Personally sponsor a minimum of three new, active Brand Partners with 80 ADO PQV or more and place them in three separate legs.
- Generate a total of 1000 Qualifying Volume from the combination of your PQV and your personally sponsored Brand Partner's PQV.

A maximum of 500 QV can be generated from personal PQV\* and a maximum of 500 QV can be generated from each personally sponsored Brand Partner's PQV.



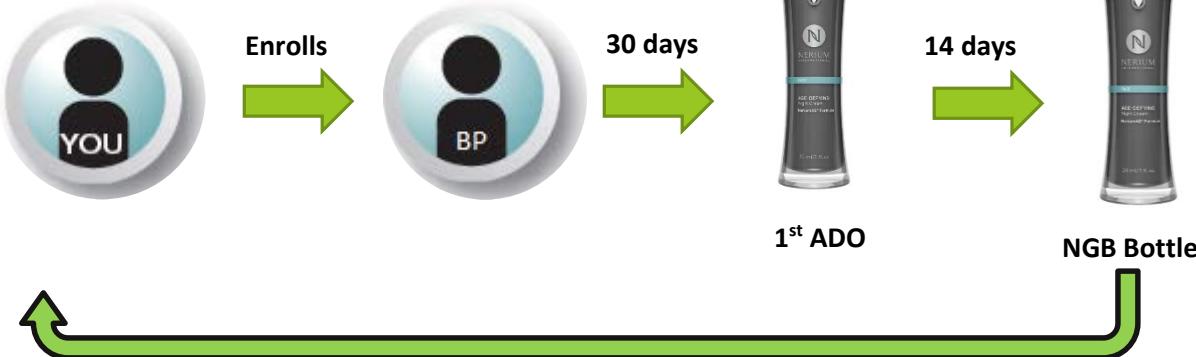
## Goal #3



This program potentially resupplies a **Brand Partner** their product inventory for the Product Prospecting System. Whenever a BP qualifies they will only pay the shipping price for their NGB bottles.

- Generate 500 PQV within their first 30 days or be “Paid As” a Director or higher.
  - Have an active Auto-Delivery Order (80ADV)
  - Complete the **opt-in procedure** in the back office for the Nerium Gives Back program.
- 
- They will receive a free bottle of NeriumAD for every new, personally sponsored Brand Partner who they enroll with an ADO. The bottle will ship within 14 days of when their BPs first Auto-Delivery Order ships.
  - They will receive a free bottle of NeriumAD for every new, personally sponsored Preferred Customer who they enroll with an ADO. The BPs bottle will ship within 14 days of when their PCs second ADO ships.
  - They will receive a free bottle of Night Cream for every new, personally sponsored Preferred Customer who enrolls another Preferred Customer with an ADO. The BPs bottle will ship within 14 days of when PCs second ADO ships. (NeriumAD in the US and Optimera in Mexico and Canada)

### When enrolling a BP:



### When enrolling a PC:



**Module**

**3**

# **Bonuses**

## **Overview:**

- FSQ Bonus
- IPad Bonus/Director 60
- Car Bonus
- Live Better Bonus

# **FAST START QUALIFIED BONUS**

Each Brand Partner's success is built upon the help and motivation of their upline support team. With that in mind, the **FSQ Bonus** rewards not only Brand Partners who Fast Start Qualify, but also their Personal Sponsor and Senior Director, as well. It is designed to recognize and reward the hard work and effort it takes to Fast Start Qualify and also acknowledge the important role upline team members play in the process.

## **FSQ Bonus Qualifications:**

You will receive this bonus if:

1. As a new Brand Partner, you Fast Start Qualify in 30 days. Promote to Senior Brand Partner and earn \$100.00
2. The FSQ Brand Partner's Personal Sponsor will receive \$75 if they activate the week the Brand Partner Fast Start Qualifies.
3. The first "Paid Senior Director in the Placement Tree will also receive \$75.

If the Personal Sponsor is also the first qualified Senior Director above the FSQ Brand Partner, the Personal Sponsor will be paid both bonuses for a total of \$150.00.

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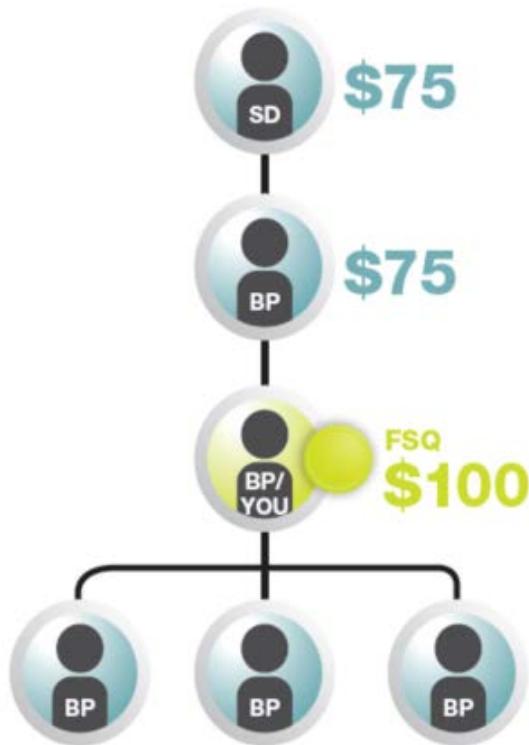
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## How is the Bonus Paid?

The FSQ Bonus will be paid in your weekly check. The Brand Partner, Personal Sponsor and Senior Director bonus will each be paid out in the week that the new Brand Partner Fast Start Qualifies.



\*\*Fast Start bonuses will only be paid if the Brand Partner meets all the FSQ requirements.

\*\*In order to receive the Fast Start Bonus, you must have 80 ADV in the last 30 days.

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# Director 60 (iPad) Bonus

- 250 PQV in their first 30 days
- Have an active ADO
- Earn the rank of Director within their first 60 days

*Once they have qualified they will receive an email from recognitions. They will need to go into their back office and select their bonus option.*



iPad Air or iPad Mini

Select iPad option from the iPad shopping cart in the Back Office



\$350



X 6



Paid in the weekly commission. Directly into Paylutions.

Select Product Option from the iPad shopping cart in the Back Office

## Car Bonus

Nerium will pay up to \$ 1,000 a month towards a car payment on silver, white, or granite Lexus in the US and Canada and Audi in Mexico. Brand Partners also have the option of 6 Night bottles for 6 months. This bonus begins at the rank of Senior Director or above. To receive the bonus a BP must:

- must maintain rank of Sr. Director or above paid at:
  - Sr. Director -RMD -up to \$500.00 (6,500 MXP)
  - NMD – 2-star NMD -up to \$750.00(9,750 MXP)
  - 3-star NMD -up to \$ 1,000.00(13,000 MXP)

*This bonus is calculated and paid in the Monthly Bonus Period. Please note that they must qualify monthly to be paid monthly. Weekly rank advancements and grace period do not qualify.*



- Car Bonus Product Option includes 6 NERIUM AGE-DEFYING NIGHT CREAM.
- Car type will vary by country – U.S. and Canada Brand Partners are eligible for the Lexus bonus and Mexico Brand Partners are eligible for the Audi Bonus.
- The Car Bonus Shopping Cart will be available in the Back Office once a Brand Partner is eligible for the bonus.
- The Car Bonus program has been extended and is an ongoing bonus program.

## Car Bonus Shopping Cart

The Car Bonus shopping cart will allow the BP to select the Car Bonus Option or the Product Bonus option. The Car Bonus Payment will begin once they complete the requirements and return all required documents to Nerium International.

Congratulations! You are eligible to receive the Lexus Car Bonus.

Select your bonus option:

### LEXUS Car Bonus Option



Your hard work and dedication to your Nerium International business has earned you a coveted LEXUS Car Bonus Option! You will be responsible for submitting your completed car purchase paperwork, along with other requirements, to Nerium International to begin your bonus payments. Please note that in order for Nerium International to pay your LEXUS Car Bonus, you must meet all of the requirements outlined in the LEXUS Program Packet.

[Select Now](#)

Or



X 6

**NERIUM AGE-DEFYING NIGHT CREAM**  
**NeriumAD Formula (US)**  
**Or**  
**Optimera Formula (CA & MX)**

# *Live Better* **BONUS**

National Marketing Director	3-Star National Marketing Director	
<b>\$50,000</b>	<b>\$150,000</b>	
Paid over 24 months	Paid over 18 months	
150,000 GQV with three qualifying legs	Three Personally Sponsored NMD legs	
5-Star National* Marketing Director	International* Marketing Director	Gold International* Marketing Director
<b>\$375,000</b>	<b>\$750,000</b>	<b>\$1,500,000</b>
Paid over 27 months	Paid over 36 months	Paid over 36 months
Five Personally Sponsored NMD legs	Five Personally Sponsored NMD legs with Three Personally Sponsored 3-Star NMD legs	Five Personally Sponsored NMD legs with Three Personally Sponsored 5-Star NMD legs

\* Must maintain personal NMD qualifications to maintain rank. Must meet all qualifications to earn LBB. Grace Period does not apply.

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This is paid out as a monthly commission. If a month is missed it cannot be regained, and the program does not restart. This bonus can only be earned ONCE.

## Canada Live Better Bonus

Values in CAD

### Live Better Bonuses

### *Live Better* **BONUS**

National Marketing Director	\$55,000
3-Star National Marketing Director	\$165,000
5-Star National Marketing Director	\$412,500
International Marketing Director	\$825,000
Gold International Marketing Director	\$1,650,000

## Mexico Live Better Bonus

Values in MXP

### Live Better Bonuses

### *Live Better* **BONUS**

National Marketing Director	\$650,000
3-Star National Marketing Director	\$1,950,000
5-Star National Marketing Director	\$4,875,000
International Marketing Director	\$9,750,000
Gold International Marketing Director	\$19,500,000

# Weekly Commissions

## Overview:

- Retail
- Customer Acquisition Bonus (CAB)
- 369 Program
- CAB Differential Bonus
- Pack Bonus
- Pack Differential Bonus

Weekly Commissions will close every Wednesday at 11:59 p.m. CST. Weekly commissions will be calculated and paid the Wednesday of the following week.

# Retail Profit

- Brand Partners on ADO can sell NeriumAD online for \$110 and earn a retail profit of \$30 on each bottle.
- Brand Partners that DO NOT have an ADO can sell NeriumAD online for \$110 and earn a retail profit of \$10 on each bottle.

## Customer Acquisition Bonus (CAB)

For each new Auto-Delivery Order sold to a new Preferred Customer, a BP will earn a Customer Acquisition Bonus (CAB). The CAB will be paid with the weekly commissions, according to the following table.

*No other commissions are paid on initial Preferred Customer orders.*

### US Customer Acquisition Bonus

#### CAB by Rank Advancement

	Brand Partner	Senior Brand Partner	Director	Senior Director	Executive Director	Regional Marketing Director	National Marketing Director
1 Bottle of Night Cream	\$16	\$24	\$28	\$32	\$32	\$32	\$32
2 Bottles of Night Cream	\$30	\$40	\$50	\$60	\$60	\$60	\$60
Night/Day Combo	\$24	\$36	\$42	\$48	\$48	\$48	\$48
Body Contour Cream	\$16	\$24	\$28	\$32	\$32	\$32	\$32
Ultimate Combo Pack	\$33	\$43	\$53	\$64	\$64	\$64	\$64

#### CAB by Preferred Customers

	3	6	9
1 Bottle of Night Cream	\$24	\$28	\$32
2 Bottles of Night Cream	\$40	\$50	\$60
Night/Day Combo	\$36	\$42	\$48
Body Contour Cream	\$24	\$28	\$32
Ultimate Combo Pack	\$43	\$53	\$64

## CA Customer Acquisition Bonus

### CAB by Rank Advancement

	<b>Brand Partner</b>	<b>Senior Brand Partner</b>	<b>Director</b>	<b>Senior Director</b>	<b>Executive Director</b>	<b>Regional Marketing Director</b>	<b>National Marketing Director</b>
1 Bottle of Night Cream	\$17.60	\$26.40	\$30.80	\$35.20	\$35.20	\$35.20	\$35.20
2 Bottles of Night Cream	\$33	\$44	\$55	\$66	\$66	\$66	\$66
Night/Day Combo	\$26.40	\$39.60	\$46.20	\$52.80	\$52.80	\$52.80	\$52.80

### CAB by Preferred Customers

	<b>3</b>	<b>6</b>	<b>9</b>
1 Bottle of Night Cream	\$26.40	\$30.80	\$35.20
2 Bottles of Night Cream	\$44	\$55	\$66
Night/Day Combo	\$39.60	\$46.20	\$52.80

No other commissions are paid on initial Preferred Customer orders.

## MX Customer Acquisition Bonus

### CAB por avance de rango

	<b>Brand Partner</b>	<b>Senior Brand Partner</b>	<b>Director</b>	<b>Senior Director</b>	<b>Executive Director</b>	<b>Regional Marketing Director</b>	<b>National Marketing Director</b>
1 Crema para Noche	\$208	\$312	\$364	\$416	\$416	\$416	\$416
2 Cremas para Noche	\$390	\$520	\$650	\$780	\$780	\$780	\$780
Combo Crema para Noche/Día Combo	\$312	\$468	\$546	\$624	\$624	\$624	\$624

### CAB por Clientes Preferentes

	<b>3</b>	<b>6</b>	<b>9</b>
1 Crema para Noche	\$312	\$364	\$416
2 Cremas para Noche	\$520	\$650	\$780
Combo Crema para Noche/Día	\$468	\$546	\$624

No se pagan otras bonificaciones por los pedidos iniciales de los Clientes Preferentes.



## CAB Differential Bonuses

### Differential Bonuses

Depending on your rank, earn a Differential Bonus each time one of your downline Brand Partners enrolls a new Preferred Customer or sells one of the qualifying packs to a new Brand Partner.

To qualify for the Differential Bonuses, an upline must achieve 250 PQV in their first 30 days or earn the rank of Director or higher.

These bonuses follow the Sponsorship Tree and are paid in the Weekly Bonus Period.

Depending on the rank of the BP they will earn a differential bonus each time one of their downline Brand Partners enrolls a new Preferred Customer.

To qualify for the Differential Bonuses

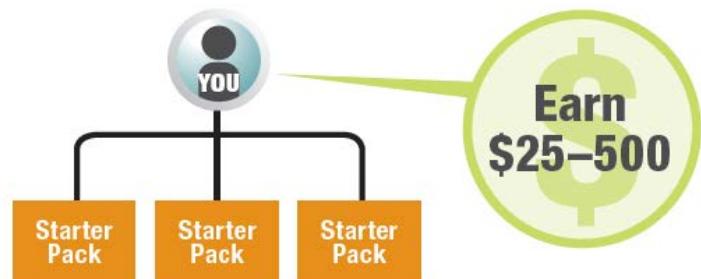
- Must achieve 250 PQV in their first 30 days or earn the rank of Director or higher.

These bonuses follow the Sponsorship Tree and are paid in the **Weekly Bonus Period**.



## Pack Bonus

Brand Partners earn a bonus each time they sell one of the Packs to a new personally sponsored Brand Partner in their first 30 days. This bonus follows the Sponsor Tree and is paid in the Weekly Bonus Period. According to the following table:



Brand Partner	Senior Brand Partner	Director	Senior Director	Executive Director	Regional Marketing Director	National Marketing Director
Starter Pack	\$25	\$35	\$45	\$55	\$65	\$70
Bronze Pack	\$25	\$35	\$45	\$55	\$65	\$70
Silver Pack	\$75	\$115	\$155	\$200	\$215	\$230
Gold Pack	\$200	\$250	\$300	\$350	\$400	\$450

## CA Pack Bonus



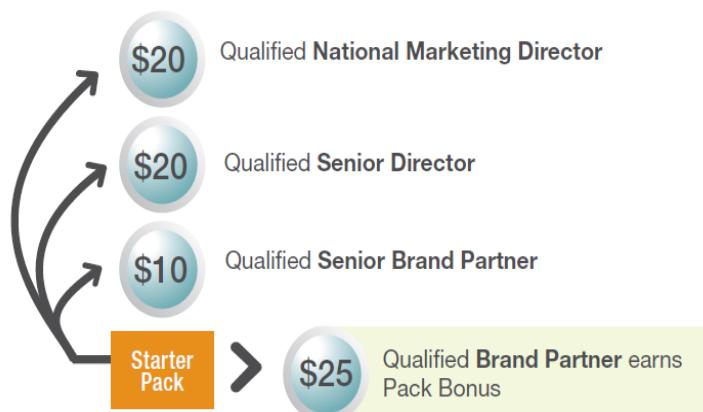
	Brand Partner	Senior Brand Partner	Director	Senior Director	Executive Director	Regional Marketing Director	National Marketing Director
Starter Pack	\$27.50	\$38.50	\$49.50	\$60.50	\$71.50	\$77	\$82.50
Bronze Pack	\$27.50	\$38.50	\$49.50	\$60.50	\$71.50	\$77	\$110
Silver Pack	\$82.50	\$126.50	\$170.50	\$220	\$236.50	\$253	\$302.50
Gold Pack	\$220	\$275	\$330	\$385	\$440	\$495	\$550

## MX Pack Bonus



	Brand Partner	Senior Brand Partner	Director	Senior Director	Executive Director	Regional Marketing Director	National Marketing Director
Paquete de Inicio	\$325	\$455	\$585	\$715	\$845	\$910	\$975
Bronze Pack	\$325	\$455	\$585	\$715	\$845	\$910	\$1,300
Silver Pack	\$975	\$1,495	\$2,015	\$2,600	\$2,795	\$2,990	\$3,575
Gold Pack	\$2,600	\$3,250	\$3,900	\$4,550	\$5,200	\$5,850	\$6,500

## Pack Differential Bonus Example:



## Pack Differential Bonuses

Starting at the rank of Sr. Brand Partner they will earn a differential bonus each time one of their downline Brand Partners sells one of the Success Packs to a new Brand Partner.

- Must achieve 500 PQV in their first 30 days or earn the rank of Director or higher.

These bonuses follow the Sponsorship Tree and are paid in the **Weekly Bonus Period**.

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**Module**

**5**

# **Monthly Commissions**

## **Overview:**

- **Personal Customer Commissions**
- **Team Commissions**
- **Coaching Commissions**
- **Leadership Development Bonus**

Monthly Commission Periods will close the last day of each calendar month. Monthly commissions will be calculated and paid on the 15th of the following month.

# Personal Customer Commissions

When your personal purchases and customer sales exceed 200 in Customer Commissionable Volume (CCV) in a calendar month, a Brand Partner earns 10%-25% commission on the total monthly CCV. **The first 10% of the Personal Customer Commissions are paid in the Weekly Bonus Period**, while the balance is paid in the Monthly Bonus Period.

The following will count towards CCV:

- Personal purchases
- Retail Customer Sales
- Preferred Customer Auto-Delivery Orders (after the first ADO)

## How to Generate CCV

Customer Type	CCV	
<b>Retail Customers</b>	Night	72 CCV
	Combo Contour Cream	108 CCV 72 CCV
<b>Preferred Customers</b>	Night	72 CCV
	Combo Contour Cream	108 CCV 72 CCV
<b>Preferred Customers</b> 2 Bottles	Night	135 CCV

Customer Commissionable Volume (CCV) goes towards your Personal Customer Commission bucket.

No Personal Customer Commissions are paid on the first 200 CCV of Personal, Retail, or Preferred Customer orders.

As mentioned before the first 10% is paid in the weekly commissions. The remaining percentage is paid in the **Monthly commission (15%-25%)**.

## CCV Earnings

Customer Commissionable Volume (CCV)	Earning Potential
201–400	10%
401–1000	15%
1001+	25%

# Team Commissions

Team commissions are based on the commissionable volume generated from product sales made by a BPs team. Team commissions start at the Senior Brand Partner position.

- The higher the rank you achieve, the more generations from which you can earn commission.
- Commissions are “compressed” to allow earning commission on sales originating deeper within Senior Brand Partner or higher legs. Only active Senior Brand Partners or higher count as a generation in the Team Commissions calculation. Brand Partners’ Commissionable Volume is therefore added to the next qualified generation.
- Any Customer or Brand Partner volume that is not generated from an Active Senior Brand Partner or higher will “compress” and be counted in the volume of the generation.
- This bonus follows the Placement Tree and is paid in the Monthly Bonus Period.

## Team Commissions

Senior Brand Partner GENERATIONS		Senior Brand Partner	Director	Senior Director	Executive Director	Regional Marketing Director	National Marketing Director	1-Star National Marketing Director	2-Star National Marketing Director	3-Star National Marketing Director & Above
1		5%	5%	5%	5%	5%	5%	5%	5%	5%
2		5%	5%	5%	5%	5%	5%	5%	5%	5%
3		5%	5%	5%	5%	5%	5%	5%	5%	5%
4			5%	5%	5%	5%	5%	5%	5%	5%
5				5%	5%	5%	5%	5%	5%	5%
6					5%	5%	5%	5%	5%	5%
7						2%	2%	2%	2%	2%
8						2%	2%	2%	2%	2%
9							1%	3%	3%	3%
10							1%	3%	3%	3%

# Coaching Commissions

A Brand Partner can make **up to a 10% Coaching Commission** on Team Commissions, Leadership Development Commissions, Success Pack Bonuses, Customer Acquisition Bonuses, and Differential Bonuses made by each of their personally sponsored Brand Partners.

**5%**

- NON -Fast Start Qualified:**
- Rank of Brand Partner
  - Rank of Senior Brand Partner

**10%**

- Fast Start Qualified
- Reached rank of Director or higher

BPs will earn the 10% on commissions unless their commissions exceed \$300.

Examples	Your Monthly Earnings before Coaching Commission	Your Personally Sponsored Brand Partner Earnings*	Your Maximum Coaching Commission	How your Coaching Commission is Calculated
Example #1 5%	\$100	\$2,800	\$150	You earn 5% Coaching Commission as a non-FSQ Brand Partner or Senior Brand Partner.**
Example #2 10%	\$100	\$2,800	\$280	Your Coaching Commission is 10% of your personally sponsored Brand Partners' earnings.*
Example #3 10%	\$400	\$5,000	\$400	Your Coaching Commission cannot exceed your monthly earnings.
Example #4 10%	\$1,500	\$10,000	\$1,000	Your Coaching Commission is equal to 10% of your personally sponsored Brand Partners' earnings.*

\* Earn up to \$300 or 10% on your personally sponsored Brand Partner earnings if you have Fast Start Qualified or achieved Director or higher, until your monthly earnings exceed \$300.

\*\* Earn up to \$150 or 5% as a non-FSQ Brand Partner or Senior Brand Partner.

## Leadership Development Bonus

Nerium International rewards our leaders for their dedication to their team through the Leadership Development Bonus. Beginning at 1-Star National Marketing Director, you can earn 1%–3% of the volume of your entire organization, down to the next equal or higher-ranked Brand Partner. This bonus follows the Sponsor Tree and is paid in the Monthly Bonus Period. **Paid in addition to team Commissions.**

1-Star National Marketing Director	2-Star National Marketing Director	3-Star National Marketing Director & Above
Leadership Development Bonus	Leadership Development Bonus	Leadership Development Bonus
1% on organization	2% on organization	3% on organization

# **Miscellaneous**

## **Overview:**

- **Finance**
- **Returns**
- **Compliance**
- **Adverse Reaction**
- **Marketing**
- **Recognition**
- **Events**

# Finance

## **Chargebacks**

In the event a chargeback is issued, we will be notified. Upon notification, we will issue a Chargeback letter to the customer. A copy of the Chargeback Letter will be saved to the account under the "Account History" tab. These are handled only by the Finance department. You will need to provide the phone number to the caller. 888.291.1019  
Email address for Returns Department [refunds@nerium.com](mailto:refunds@nerium.com).

## **Refusals**

Whenever we receive a product back and FedEx has deemed it as "refused" we will charge a fee per shipment to resend the product.

Lexus/iPad Bonus bottles- \$30

LK, SP, PSP- \$30

NGB bottles- \$20

1 bottle- \$15

*Exchanges will be charged only shipping fee of \$9.95*

# Returns

## **Return Policy**

All returns will need to have an RMA number; the rep will need to provide **RMA Disclaimer** as well.

### *Preferred Customers/Retail Customer*

- Can return product within 30 days
- Will receive full refund minus shipping

### *Brand Partner*

- Can return product within 1 year of purchase
- Has 72 hours to contact us to receive a FULL REFUND
- After 72 hours, we will issue a refund on **NEW/RESELLABLE** items
  - We will deduct:
    - 10% restocking fee
    - Commissions, NGB, 3UR Free, etc.
    - Shipping



UNITED STATES

# Nerium International™ Return Policy

## Retail & Preferred Customers

Nerium International™ 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 Nerium International within 30 days of the purchase for a full refund of the purchase price minus shipping. 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 Brand Partner, please contact them for a refund. You will need to return the product and original invoice to the Brand Partner, who will refund the product purchase price. The Brand Partner will then return the product to Nerium International for a replacement product.

If the product was purchased from a Brand Partner website, please contact the Nerium International Support Department.

In order to facilitate the return process, the Retail or Preferred Customer is required to contact Nerium International 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 Brand Partner from whom the product was originally purchased, or the Nerium International Support Department at [neriumsupport.com](http://neriumsupport.com) or 855-463-7486 (855-4-NERIUM).

## Brand Partners

A Brand Partner who terminates his or her business relationship with the company has the right to return for repurchase on commercially reasonable terms currently marketable inventory including company produced promotional materials, sales aids, and kits in the Brand Partner'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 Brand Partner's date of purchase at not less than 90% of the Brand Partner's original net cost less appropriate set-offs and legal claims, if any. Original 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 Brand Partner 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 the 70% Rule. No refunds will be issued unless a Brand Partner is in strict compliance with the published refund policy that is part of the Nerium International Policies and Procedures Manual. Non-accepted delivery charges will be debited to the Brand Partner's account for refusing product.

## Return Procedure

If the product was purchased directly from a Nerium International Brand Partner, please contact him or her directly for a refund. You will need to return the product and original invoice to the Brand Partner, who will refund the product purchase price. If the product was purchased from a Nerium International Brand Partner website, you must contact Nerium International by ticket at [neriumsupport.com](http://neriumsupport.com) or by phone at 855-463-7486 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 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 Brand Partner from whom the product was originally purchased, or the Nerium International Support Department at [neriumsupport.com](http://neriumsupport.com) or 855-463-7486 (855-4-NERIUM).

# Compliance

Compliance deals with the policies and procedures on every account. They also can terminate an account due to violation of the policies.

If an account is "flagged" in red on an account, we are NOT to give any information to the caller. You will need to transfer the call to compliance. They are also able to be reached at [compliance@nerium.com](mailto:compliance@nerium.com).

# Adverse Reaction

## **Script that needs to be read verbatim**

We are sorry to hear that you are not satisfied with our Nerium Products. Our skin constantly works to adjust to all types of circumstances in life including: harsh weather, oil, dust, skincare products, environment, etc. However, sometimes, the adjustment takes time and surface irritation may occur during the transition period. For every product there are those few that may have a different reaction (redness, itching, breakouts, etc..) with one or more of the ingredients.

I will be more than happy to connect your call with the appropriate personnel that can better assist you with this matter. In case your call is disconnected may I please have the best form of contact so that I may provide that to the appropriate department? We would like to get as much information as possible to help us improve the overall product experience for everyone. If they are not available please allow 24-48 hours for a return phone call.



Mild reactions can be but not limited to redness, itching, mild swelling and mild breakouts.



Adverse reaction can be blisters that ooze (clear or white pus), hive like breakouts, Cystic acne.

## Marketing

Marketing handles our social media sites; they provide a more personal experience to the customers. They announce the promotions and announcements. They handle the 90-Day real results contest. They are able to be reached at [marketing@nerium.com](mailto:marketing@nerium.com). For social media, the email is [socialmedia@nerium.com](mailto:socialmedia@nerium.com).

Facebook   Twitter   Pinterest   LinkedIn   Google+   YouTube   Nerium Blog

# Recognition

Recognition is in charge of the Lexus/iPad recognitions and payout. If they have completed the cart process and have questions regarding the status of their bonus an email may be sent to recognition department at [recognition@nerium.com](mailto:recognition@nerium.com). Make sure they have completed all necessary steps first!

## **Car Bonus Email**

Whenever a Brand Partner has qualified for the Luxury Car bonus the recognition department will send them an email to the primary email on their account notifying them that they are now qualified and the Lexus Shopping Cart is now available to them in their Business Center to make their bonus selection. In the US and Canada this is a Lexus car bonus and in Mexico, this is the Audi car bonus. They will need to turn in the forms by the end of the month to receive their bonus.

## **iPad Email**

When a Brand Partner has qualified for the iPad bonus the recognition department will send them an email to the primary email on their account notifying them that they have achieved the rank of Director or higher for the first time in their first 60 days and now qualify for the iPad bonus and the iPad Shopping Cart is now available to them in their Business Center to make their bonus selection.

The Lexus/Audi product bonus and the iPad and iPad product bonus will appear as an order on their account and may be viewed in Exigo for delivery status. The car payment bonus and the iPad cash bonus will be paid in their commissions.

# Events

Events handle all Spring Bashes, Fall Bashes, and our National Conference. They have an events calendar where they post all upcoming events. To add an event BPs will email [events@nerium.com](mailto:events@nerium.com).

Ticket information is handled by **Wyndham Jade**. We are able to see if a ticket was purchased for any event but we are not able to make any changes to the order. If the caller wants to make any changes or transfer their ticket they will need to contact Wyndham Jade. We can warm transfer to Wyndham Jade #1-866-207-3262 if there is other questions about tickets.

## **Housing/Hotel Information**

If a caller is requesting hotel information for the fall bash they are able to call 888-872-8899. Or email [nerium@conferencedirect.com](mailto:nerium@conferencedirect.com). Their hours of operation are 7:30am-4:30pm.

Module

7

# Common Procedures

## Overview:

- Common Procedures
- Replacements
- IT Procedures
- Shipping
- Zendesk

# Common Procedures

## Credit Card

### Update Credit card on file

1. Select ' Edit Customer '
2. Click on " Payment Info " Tab
3. Choose Credit card "Type" in drop down box
4. In "Credit Card #", fill in Credit Card Info
5. Verify Credit Card information (including Billing Address) with Customer
6. Click 'Ok' to save changes

\*Be sure to verify that CC information has updated within the ADO as well.

### Removing Credit Card Information on file

1. Click on 'Payment Info' Tab
2. In "Credit Card # " box, remove Credit Card Info
3. Click 'Ok' to save changes



## ADO Changes

### Adjust Auto Delivery

\*Auto Delivery Template will be located under "*Recurring Orders*" on the Summary page.

1. Click on Auto Delivery ID.
2. Click 'Edit Order'
3. Verify "Drop Ship" address and click next
4. Update Requested Auto Delivery Date
5. Click 'Next' and verify CC to be used
6. Click "Finish" to save and update changes.

Recurring Orders					
ID	Last	Next	SubTotal	Freq	
155612	6/18/2013	7/15/2013	\$229.95	M	

### Delete Auto Delivery

1. Click on Auto Delivery ID
2. Click 'Delete Recurring Order'
3. Pop up box will appear to confirm you want to delete recurring order.
4. Check the box indicating "Yes"
5. Click 'Ok' to save changes

# Website/Username

## **Modifying Website**

\* located under "Website" on the Summary page.

Here you can update the Web Alias.

Click 'Edit Web Info'

Update requested Web alias (if available)

Click 'Ok" to save changes

To modify/add a name Listed on the Site, an application will need to be submitted via email or fax providing updated information.

## **Modifying Password**

\* located under "Login" on the Summary page.

Click 'Modify Login Details'

Update requested password

Click 'Ok" to save changes

The screenshot shows the 'Website' section of a summary page. It displays the following information:

- Web Alias: matttrainno1
- First Name: Nerium
- Last Name: Corporate
- Email: support@nerium.com

Below this, there are three buttons:

- Edit Web Info
- Customer Site Change Log
- Delete Web Info

A red arrow points to the 'Delete Web Info' button.

The screenshot shows the 'Login' section of a summary page. It displays the following information:

- Login Name: matttrainno1
- Password: flyhigh

Below this, there are four links:

- Login to Back Office
- Login to Business Overview
- Login to Legacy Sponsor Tree
- Login to Renewal Cart

At the bottom, there is a button:

- Modify Login Details

A red arrow points to the 'Modify Login Details' button.

## **Deleting Website**

You would click Delete Web Info. This is only done if the caller has requested it.

# Enrollment Changes

If a Brand Partner contacts us stating they have enrolled their PC or BP under the wrong person. We will have to do the following for customer that is wrongly placed:

### **Preferred Customers/Retail Customers:**

The Preferred Customer or the incorrect enroller will need to email us to [support@nerium.com](mailto:support@nerium.com) and state they need to be placed under the correct enroller. They will need to provide the customer ID numbers.

### **Brand Partner:**

If a Brand Partner is wrongly placed or exceeded their Placement Suite timeframe they will need to submit an Error Correction Form (located in the back office). The form will need to be submitted within 7 days from when the error occurred. ALL signatures are required and they are verified.

If a Brand Partner states they would like to move from their upline to another upline, it is not possible. They would need terminate their account and can return with 6 months.

## Address Changes

You would select the 'Edit Customer' button and change the address.

Click "Ok" to save the changes. Make sure you update the address on the ADO and Edge Subscription.

## Adding a Partner to an Account

To add someone to your account, we will need to receive two things, a **Brand Partner application** for the person being added, and a **Business Entity Registration form**. The Business Entity Registration form allows you to list both you and your partner, and to verify which tax ID number you would like your commissions to fall under. Once these documents are received, the appropriate department will make these account changes. These changes may not be made by a customer support agent.

## Cancelling an Account

If a Brand Partner calls to state they would like to cancel their account you would need to advise them they are not able to return to Nerium International for up to six months. Opt them out of Nerium Gives Back and out of the email broadcasts. If they would like to be removed from their upline permanently, they would submit a support ticket at [Neriumsupport.com](http://Neriumsupport.com) and state they understand they are not able to return to Nerium within 6 months and if they return they will no longer have their downline.

## Retail Sales

A Brand Partner is able to make retail sales directly to the customer. The BP will need to obtain a receipt for each sale they do. The BP will follow the 30 day money back guarantee. If the retail customer wants a refund, the BP will issue the refund and obtain a refund receipt and the used bottle. The BP has 60 days to return the receipt, the refund receipt and the used bottle to Nerium, and we will issue an exchange for the price of \$9.95.

## Will Call

Will call orders can be placed in person, by phone or fax for the US location only.

Will call hours are 8:30am to 5:30pm CST.

To avoid any delays or wait period for their order fulfillment, it is advised that they place their order prior to arriving at will call.

Payment is required at the time the order is picked up. Brand Partners or Customers may pay with cash, check, or credit card.

Additional Will Call locations will be available once our Brand Center opens in Mexico. Additional details will be announced in the near future.

# Replacements

- Issuing replacements
- You will have access to issue replacements while customer is on the phone. You will need to know why you are issuing the replacements such as:
  - Did not receive order
    - Stuck in "Initiated" status
  - Defective product
    - Pump not working
    - Broken bottle
    - Empty bottle
  - Product not in shipping box
  - Product damaged during shipment
- Reviewing the account
- Within 30 days
  - Is the order within 30 days of purchase?
    - If yes, you are able to process replacement order if necessary.
- Order status
  - Was the order processed correctly?
    - If no, then you will need to process the order for them.
  - Was payment processed?
    - If no, then you will need to process the payment for them.
- Make sure the order was shipped from our warehouse.
  - Is the order stuck in 'Initiated' status?
    - If yes, then issue a replacement if it has been more than 2 business days from order
      - Business days are Monday- Friday, FedEx picks up orders from warehouse at 4pm
      - Be aware of known shipping delays. Ex. 23<sup>rd</sup> of the month all orders will not ship on the 23<sup>rd</sup>
      - Reviewing the account
- Check the address
  - Is it correct?
    - If no, obtain correct address and issue replacement.
    - If yes, advise customer of arrival date.
      - If they state they did not receive it, issue replacement.
  - Is it a PO Box address?
    - Track order/ PO Box orders will take up 7-14 days for it to be delivered.
    - PO Box orders will have been shipped via USPS.com – the order will be tracked through this site
- Track the order
  - Did the order arrive?
    - If no, advise customer of status of delivery.
    - If yes, issue the replacement, while on call then:
      - If order is larger than 2 bottles, then you will email your lead to have a claim issued. Customer will not need to open a claim with FedEx. We will open the claim.
  - Was the order refused?
    - If yes, the customer will need to pay to have order reshipped.
- When not to issue replacements
- It has been more than 30 calendar days from date of purchase.
  - This applies to both BPs and PCs
- If the order was refused.
  - They will need to pay the re-ship fee.
- If the product is runny or has different smell.
  - The product varies with the season, as it is plant based.

# HOW TO “REPLACEMENT ORDER”

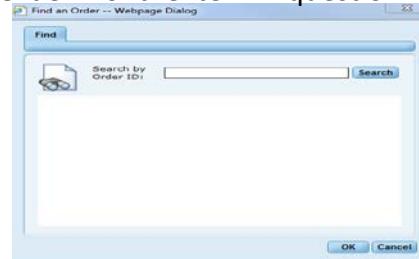
In Exigo

Go to Orders

Go to the Replacement Order Icon



- A Pop up screen will appear to request the Order # of the Item in question:



- Verify the address is correct or change address to new destination for the replacement.

Country:	United States		
Company:			
First Name:	Joe		
Last Name:	Training		
Address:	1234 Sabina St		
City:	Los Angeles	CA	75001

- When processing the replacement order we have to make sure the amount is a zero balance.



Subtotal:	\$0.00
Discount:	\$0.00
Tax:	\$0.00
ManualShipping:	\$0.00
<b>Total:</b>	<b>\$0.00</b>

- If the order has a zero balance make sure the order is in Accepted Status in order for it to be shipped out.

Order Status:	<b>Accepted</b>
Order Type:	Replacement Order
Order Date:	1/9/2015 11:13:50 AM
Last Modified:	1/9/2015 11:14:00 AM -06:00

- o The product can change texture if it is left in the heat or cold for extended amounts of time, it will not change the efficiency of the product.
- If product damage was caused by the customer.
- The customer has had multiple replacements.
- For exchanges needed on retail sales.
  - o They will need to send back the bottle with the receipts and the exchange form.



## **Mexico Only**

**Business days are Monday- Friday, DHL picks up orders from warehouse at 4pm.**

### **DHL Door to Door Shipments**

**Standard shipping rate for enrollment order or ADO is \$139 MXP**

**Website:** Log on to [www.dhl.com](http://www.dhl.com). Just select tracking and enter the waybill number of the shipments you wish to track.

DHL may be contacted by telephone on: +52 (55) 5345 7000



## **US and Canada Only**

**Business days are Monday- Friday, FedEx picks up orders from warehouse at 4pm.**

**Standard Shipping rate for enrollment order or ADO is \$9.95 USD or \$11.50 CAD**

### **FedEx Ground (3-5 business days)**

Home Delivery: Tuesday- Saturday 8am-8pm

Business Delivery: Monday- Friday 8am-6pm

### **FedEx 2-Day (Express) (2 business days)**

*Monday-Friday*

Home Delivery: 8am-8pm

Business Delivery: 8am-6pm

### **FedEx Overnight (1 Business day)**

*Monday-Friday*

Home Delivery: 8am-8pm

Business Delivery: 8am-6pm

# IT Troubleshooting

Whenever you are having any issues regarding any IT issues please follow the Troubleshoot Requirement on the requirement guidelines. You will email [Tier2support@nerium.com](mailto:Tier2support@nerium.com) details regarding the error and we will submit an IT ticket to have the issue resolved. Please follow the IT troubleshooting guidelines below when reporting and IT issue.

## **What is the problem?**

Details of the problem.

## **Who is experiencing the problem?**

Who is experiencing the problem? Is it a customer service issue? Did someone in the field report the problem? If so, what is the Customer ID of the customer?

**Note:** If the problem is related to another entity that can be uniquely identified, it must be provided. For example, if a customer has an issue with a specific order that cannot be addressed by customer service, the OrderID must be provided.

## **Is the problem a global issue or isolated?**

Verify with team lead and/or staff members whether the issue exists elsewhere? If so, has it already been reported? In the event the issue has already been reported, provide these additional details to the ticket that was opened for the issue **OR** address the ticket number of the issue already reported in a new ticket along with these details.

## **What is the exact URL of the page where the issue is occurring?**

This piece is very important. Reporting that an issue is present in the back office is not sufficient information for the IT department to troubleshoot the issue.

## **What steps can be taken to replicate the issue?**

Determining the steps necessary to replicate the issue may very well be the most difficult piece of information to obtain given that customers usually are not this descriptive. However, it is probably the most essential in troubleshooting the issue as long as sufficient details are provided. Customer service representatives should attempt to replicate the issue on their end to be able to understand the customer's behavior when the issue presents itself as well as accurately reporting it back to the IT department.

## Example

### What not to report.

Customer called to report that she cannot see her volume.

### Why is this wrong?

The example above does not contain enough detail to troubleshoot the issue.

- A customer ID was not provided therefore a developer would not have a starting point.
- Volume is generic. What volume is the customer specifically referring to? This could be PV, ADO PV, or another volume value.
- Where was the customer looking for the volume? Back office could mean one too many things. Customer service representative needs to inquire where the volume is not displaying. If it's in the back office, what specific page.
- Has the customer service representative verified that the volume is not displaying and/or calculating properly?
- Has the customer service representative verified in Exigo Admin that the volume does indeed exists for the customer but it is just not displaying properly for the customer to see?

### What would be a better way to report the issue?

Jane Doe called to report an issue with her volume in the back office. Her Customer ID is 10098. She reported that when she signed in to the back office, she then clicked on Business Center ---> My Business Overview. On the business overview, she clicked on the iPad Report. When viewing the report she noticed that her GQV was showing 0 instead of the correct amount. Her team's GQV was also showing 0. When I checked her customer record, I noticed that her GOV in the volumes in Exigo Admin actually displayed 567,980 but this amount was not being reflected in the iPad report. She attempted to view this in Internet Explorer. When I tried Firefox, the problem did not exist.

URL: <https://mynerium.secure---signup.net/Secure/iPadQualificationsReport.aspx>

## Zendesk

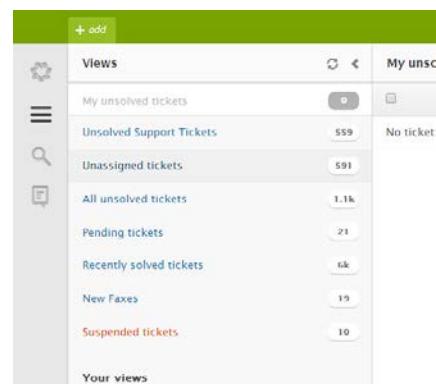
Zendesk is our ticket system, whenever a brand partner sends an email to neriumsupport.com is received through Zendesk. Zendesk also receives the Faxes sent through 214-390-9988.

In order to login to Zendesk you would go to neriumsupport.com, click Login on the top right of the screen.

Once logged in you are able to view your tickets by clicking the three lines icon on the left of the screen and selecting "My Unsolved Tickets".

In order to search for tickets you are able to select the magnifying glass, you can search by:

- Email
- Name
- Phone number (fax)



## To solve the ticket:

1. Click the **Views** icon (≡) in the sidebar, then select **Pending tickets** in the list of views.
2. Click the title of the test ticket to open it.
3. Review the customer comment.
4. Enter a comment in the **Public reply box**.

The screenshot shows a Zendesk ticket interface. At the top, there are two buttons: "Public reply" (highlighted in black) and "Internal note". A tooltip above the buttons says "your comment is sent to the ticket requester". Below the buttons is a text area containing a customer comment and a reply from a support agent. The customer comment reads: "Good. It does not look like a sensor problem, but rather a white balance issue, as you expected. I think maybe you accidentally changed the white balance setting. Set it back to Auto WB (select Settings > White Balance > Auto WB)." The agent's reply reads: "Let me know if that works! Thanks!" At the bottom right of the text area is a blue "Attach file" button.

Good. It does not look like a sensor problem, but rather a white balance issue, as you expected.  
I think maybe you accidentally changed the white balance setting. Set it back to Auto WB (select Settings > White Balance > Auto WB).  
Let me know if that works!  
Thanks!

Attach file

5. Click the arrow on the **Submit** button and select **Solved**.

You've solved your first ticket! The ticket status is **Submit as Solved**. The ticket status will automatically update to **Closed** after 24 hours unless you or the customer update the ticket.

## Multiple Issues within the same Ticket

If a Brand Partner submits more than one issue within the same ticket, each department should address their open issue on that ticket and then send the response to the customer that they have resolved their concern regarding a particular issue. Then they would reassign the ticket to the department that will resolve the second issue. These tickets will receive a high priority after the 24 hour time frame has lapsed.

## Reviewing a ticket's history

Zendesk keeps a history of all ticket activity, including automatic actions by automations and triggers, in the ticket history. Let's look at the history for the ticket you just solved.

## To view the history of the test ticket

1. Hover over the **+add** tab in the top toolbar, and then select the ticket title from the recently viewed tickets section.
2. When the ticket opens, click **Events** on the right above the comments area.
3. Scroll through the list of events to see the history of the ticket.

Notice that events by automations and triggers are also recorded, including a notification email that was sent when you solved the ticket.

The screenshot shows a Zendesk ticket interface. At the top, there's a header with a small icon, the ticket subject "Problems using the XR50 Hypershot", the creation time "about 1 hour ago", the requester "Jennifer Rowe (jrowe@zendesk.com)", and two buttons: "comments (4)" and "everything". Below the header, there are two comments from Jennifer Rowe. The first comment, posted "18 MINUTES AGO", contains text about a light sensor problem and a list of four automation events: "Status Pending New", "Message pushed to target" (with a note about pushing to Yammer), and two more "Message pushed to target" entries. It also includes client information: Mozilla/5.0 (Macintosh; Intel Mac OS X 10.7; rv:9.0.1) Gecko/20100101 Firefox/9.0.1, IP address 209.119.38.226, and location United States. The second comment, posted "ABOUT 1 HOUR AGO", is a follow-up asking about white balance settings and includes a list of ticket details: Could not find field for locale\_id, Priority -, Type -, Subject Problems using the XR50 Hypershot, Status New, Requester Jennifer Rowe, and Email notification Jennifer Rowe.

4. When you are finished, click **Comments** to show comments only.

## Miscommunication with the Customer

When communicating to a customer by ticket or email, if there are more than three responses from the customer than it may be necessary to place a phone call to the customer to clear up any miscommunication that may be occurring. The customer may not understand what you have written and often times this can be cleared up by a phone call to the customer saving the customer un-necessary aggravation.

Module

8

## Additional Documents

### Overview:

- Provincial Licenses (Canada)
- Error Correction
- Sale of BP Form
- Policies & Procedures
- Business Entity Forms
- Lexus Documents
- Decal Form



# Canada Provincial Licencing Program

The following provinces require Nerium Independent Brand Partners to register as a business in order to promote and sell Nerium products in the province. As a Brand Partner, it is your responsibility to ensure that you are in compliance with all provincial laws. Please follow the steps below. If you have any questions, please contact Customer Support at 888-304-6046.

## MANITOBA:

- **Step 1** — Print and complete an application form and write a cheque payable to "Minister of Finance, Government of Manitoba" for the licencing fee (currently set at \$55). The application is available at: [http://www.gov.mb.ca/cca/cpo/forms/direct\\_seller\\_application.pdf](http://www.gov.mb.ca/cca/cpo/forms/direct_seller_application.pdf).
- **Step 2** — Send the completed application form and cheque to Nerium International, Attn: Canadian Support, 4004 Belt Line Road Suite 112, Addison, TX 75001. It will then be approved by an authorized person.
- **Step 3** — Nerium will forward the form and cheque to the Manitoba Licencing office at: Director, Consumer Protection Office, Tourism, Culture, Heritage, Sport and Consumer Protection, 302 - 258 Portage Avenue, Winnipeg, MB R3C 0B6 for you.

## NEW BRUNSWICK:

- **Step 1** — Print and complete an application form and write a cheque payable to the "Minister of Finance" for the licencing fee (currently set at \$35). The application is available at: <https://www.pwx1.snb.ca/snbt001/e/1000/CSS-FOL-45-3364E.pdf>.
- **Step 2** — Send the completed application form and cheque to Nerium International, Attn: Canadian Support, 4004 Belt Line Road Suite 112, Addison, TX 75001. It will then be approved by an authorized person.
- **Step 3** — Nerium will forward the form and cheque to the New Brunswick Licencing office at: Consumer Affairs Branch, Financial and Consumer Services Commission, Room 649, 440 King Street, P.O. Box 6000, Fredericton, NB E3B 5H1 for you.

## NOVA SCOTIA:

- **Step 1** — Print and complete an application form and write a cheque payable to the "Minister of Finance" for the licencing fee (currently set at \$51.40). However, the individual's licence expires on the same date as the company licence. As such, the initial licence may only be for a partial year. If that is the case, the annual fee will be prorated on a quarterly basis. You must contact the Business Licence Section at 902-424-5200 or 800-670-4357 for complete details and prorated amounts. The application is available at: <http://www.gov.ns.ca/snsmr/pdf/ans-business-lic-individual.pdf>.
- **Step 2** — Send the completed application form and cheque to Nerium International, Attn: Canadian Support, 4004 Belt Line Road Suite 112, Addison, TX 75001. It will then be approved by an authorized person.
- **Step 3** — Nerium then forwards the form and cheque to the Nova Scotia Licencing Office at: Business Licensing, Section Service Nova Scotia and Municipal Relations, P.O. Box 1529, Halifax, NS B3J 2Y4 for you.

## PRINCE EDWARD ISLAND:

- **Step 1** — Fill out the application and submit it directly to the Provincial Treasurer along with a cheque made payable to "The Provincial Treasurer" (fee currently set at \$50). The application is available at <http://www.gov.pe.ca/forms/pdf/25.pdf>.
- **Step 2** — Send the completed forms and cheque to OFFICE OF THE ATTORNEY GENERAL, Consumer, Corporate and Insurance Services, P. O. Box 2000, Charlottetown, PE C1A 7N8.

## NORTHWEST TERRITORIES:

- **Step 1** — Fill out the application and submit it directly to The Government of the Northwest Territories along with a cheque made payable to "The Government of the Northwest Territories" (fee currently set at \$170). The application is available at [http://www.maca.gov.nt.ca/resources/forms/consumer\\_protection\\_act\\_application.pdf](http://www.maca.gov.nt.ca/resources/forms/consumer_protection_act_application.pdf). (The only portions of the form you need to fill out are the direct-seller licence sections). You can also reference these instructions: <http://www.maca.gov.nt.ca/resources/forms/Direct%20Sellers%20Licensing%20Procedures.pdf>.
- **Step 2** — Send the completed application and cheque to Consumer Services, Public Safety Division, Department of Municipal and Community Affairs, Government of the Northwest Territories 600, 5201-50th Ave., Northwest Tower, Yellowknife, NT X1A 3S9.

## NUNAVUT:

- **Step 1** — Print and complete an application form (only the direct seller licence sections have to be completed) and write a cheque payable to "Government of Nunavut" for the licencing fee (currently set at \$30.00). The application is available at: <http://cgs.gov.nu.ca/PDF/Application%20for%20Vendor%20Direct%20Seller%20or%20Collection%20Agent.pdf>.
- **Step 2** — Send the completed application and cheque directly to the following address: Consumer Affairs, Community and Government Services, Government of Nunavut, P.O. Box 440, Baker Lake, NU X0C 0A0



# Error Correction Request Form

This **Error Correction Request** form is for Brand Partners who need to report sponsorship or placement **errors** from the enrollment or placement process. This form must be received within **seven (7) business** days of enrollment or move from the placement suite. **ANY FORM THAT IS RECEIVED AFTER THE DEADLINE OR IS INCOMPLETE WILL NOT BE ACCEPTED.** All reasons for errors must be valid and are subject to verification. Nerium™ International will make changes at their discretion.

**All signatures will be verified. Please allow 7-10 business days to complete Error Correction Request.** Remit by fax to (214) 390-9988 or by email to support@nerium.com.

Request submitted by: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## Placement or Personal Sponsor Information

Correction Applies To (Check One):  Sponsor \_\_\_\_\_  Placement Sponsor \_\_\_\_\_  Both Sponsor and Placement Sponsor \_\_\_\_\_

Brand Partner being moved (Please print): \_\_\_\_\_

Nerium ID Number: \_\_\_\_\_ Enrollment/Placement Suite Move Date: \_\_\_\_\_

- Incorrect Upline (Name): \_\_\_\_\_ Nerium ID Number: \_\_\_\_\_
- Correct Upline (Name): \_\_\_\_\_ Nerium ID Number: \_\_\_\_\_
- Reason for Error: \_\_\_\_\_

## Required Signatures

We certify that the information provided is correct. We understand that all information and signatures will be validated prior to any move being made. We further understand that certifying false information may be grounds for immediate termination.

- Brand Partner being moved: \_\_\_\_\_  
Name (Please Print) \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_
- Brand Partner's Sponsor: \_\_\_\_\_  
Name (Please Print) \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_
- Incorrect placement upline: \_\_\_\_\_  
Name (Please Print) \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_
- Correct placement upline: \_\_\_\_\_  
Name (Please Print) \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

### FOR OFFICE USE ONLY:

Enrollment Date/Placement Suite Move Date: \_\_\_\_\_ Current Monthly GQV: \_\_\_\_\_

Processed By: \_\_\_\_\_ Approved By: \_\_\_\_\_ Date: \_\_\_\_\_

All proper signatures are required for the error correction request to be processed. NO EXCEPTIONS.  
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# United States The Sale of Brand Partner Position

Nerium International, LLC. 4004 Belt Line Road #112 Addison, TX 75001 Tel: 888-304-6046 Fax to: 855-463-7486 [www.neriumsupport.com](http://www.neriumsupport.com)

## Personal Information

Nerium ID Number

Date

Name of Seller (Please Print)

Name of Purchaser (Please Print)

Agreed-upon Purchase Price (USD): \_\_\_\_\_

Upon signing this document, the Seller agrees not to compete with the Purchaser or attempt to divert or sponsor any existing Nerium International™ Brand Partners or Customers for a period of two years from the date of the sale or transfer. Upon transfer of this Nerium International Brand Partner position, Seller understands that he/she cannot enroll again as a Nerium International Brand Partner or co-applicant for the period of six months from the signature date of this document. The Seller also verifies that the Purchaser has met the terms of the purchase agreement.

**The following requirements must be met by any Brand Partner position being sold based on Section 5.03 of the Nerium International Policies and Procedures.**

1. Must be a Brand Partner in good standing (See Nerium International Policies & Procedures).
2. A Brand Partner position being sold must have personally sponsored at least one Brand Partner in the last 12 months.

The Purchaser verifies he/she has had no beneficial interest in any Nerium International Brand Partner position for the past six months. **A new Nerium International Brand Partner Agreement must be completed in full and attached to this Sale of Nerium International Brand Partner Position Form.** If the Purchaser is a business entity, all necessary business documents (as listed in the Nerium International Brand Partner Guidelines) must also be submitted with this form. Nerium International reserves the right to approve or reject the sale of a Brand Partner position. A plan of action must be completed on the second page of the Sale of Brand Partner form by both the Sponsor of the position and the purchaser.

Nerium International will have the right of first refusal to purchase any position being sold. If the Company exercises this right, the position will be sold to the Company for the stated purchase price on the Sale of Brand Partner Position form.

The sale of a Brand Partner position is an important business decision. It can affect many people. Therefore, Nerium International requires that the Sale process be approved by the Company and the upline National Marketing Directors.

Upon approval of the sale, the seller must provide a notarized Bill of Sale for the position being sold as proof of payment of the stated purchase price before the position will be transferred to the buyer.

The sale of a Brand Partner position requires the purchase of a Launch Kit, Success Pack, or Premier Success Pack. The Purchase of the Success Pack and the ADO must be paid for with Purchaser's credit card. When the position is transferred to the purchaser, the new owner will assume the original enrollment date of the position being sold. If the position enrollment date is 30 days or greater, the new owner will not be eligible to earn the Director 60 Bonus. If the position being purchased has already been awarded a Director 60 Bonus, the new owner will not be eligible to earn a Director 60 Bonus. If the position has Fast Start Qualified, the new owner will assume the privileges of being Fast Start Qualified and the position's enroller will not be eligible to receive Builder Bonus or additional coding legs for the position. If the position being purchased has 12,500 GQV or more, the purchaser must achieve the rank and be paid as a Senior Director or higher for 90 consecutive days before they may be eligible to receive the benefits of the LEXUS program.

\_\_\_\_\_  
Signature of Seller

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Purchaser

\_\_\_\_\_  
Date

- First Upline National Marketing Director or higher: \_\_\_\_\_  
 Name (Please Print) \_\_\_\_\_ Nerium ID # \_\_\_\_\_  
 Signature \_\_\_\_\_ Rank \_\_\_\_\_ Date \_\_\_\_\_
  
- Second Upline National Marketing Director or higher: \_\_\_\_\_  
 Name (Please Print) \_\_\_\_\_ Nerium ID # \_\_\_\_\_  
 Signature \_\_\_\_\_ Rank \_\_\_\_\_ Date \_\_\_\_\_
  
- Third Upline National Marketing Director: \_\_\_\_\_  
 Name (Please Print) \_\_\_\_\_ Nerium ID # \_\_\_\_\_  
 Signature \_\_\_\_\_ Rank \_\_\_\_\_ Date \_\_\_\_\_

## Sale of Brand Partner Transfer Fee

Fee of \$50.00 Will Be Paid by: \_\_\_\_\_  Visa  MasterCard  Discover

Card Number \_\_\_\_\_ / \_\_\_\_\_ EXP. (MM/YYYY) \_\_\_\_\_ Security Code \_\_\_\_\_ Name on Card \_\_\_\_\_

Billing Address \_\_\_\_\_ City \_\_\_\_\_ ST/Prov. \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_

Signature of Cardholder \_\_\_\_\_

## Plan of Action

Name of Seller (Please print): \_\_\_\_\_

**Sponsor of the position being purchased**—complete the section below with a paragraph about the plan of action to build the position being purchased.

\_\_\_\_\_

\_\_\_\_\_

**Purchaser of the position**—complete the section below with a paragraph about the plan of action to build and grow the position.

\_\_\_\_\_

\_\_\_\_\_

### Send completed document via mail, ticket, or fax to:

Nerium International, LLC., 4004 Belt Line Road, Suite 112, Addison, TX 75001  
 Fax Number: 214-390-9988 • Ticket: neriumsupport.com

**This form must be used to transfer ownership from the main applicant to the co-applicant unless:**

- 1) The co-applicant is the spouse or co-habitant of the main applicant.  
**-OR-**
- 2) The co-applicant has been on the Brand Partnership account for at least six months.

### FOR OFFICE USE ONLY:

Enrollment Date: _____	Current Rank: _____	Current Monthly GOV: _____
# Of Active Personally Sponsored Brand Partners: _____		
Current Sponsor: _____	Current Placement Sponsor: _____	
Processed By: _____	Approved By: _____	Date: _____
Nerium International Sale Committee Member (Please Print): _____		

Date \_\_\_\_\_ Signature \_\_\_\_\_



# United States Policies and Procedures Manual

As a Brand Partner of Nerium International™, LLC (hereafter the "Company"), you are required to understand and comply with all rules, regulations, policies, and procedures contained in this Brand Partner Policies & Procedures Manual (the "Policy Manual") that may be published or disseminated by the Company. The Company reserves the right to amend this Policy Manual by publishing or transmitting amendments as it deems appropriate.

The Company honors all federal, state, and local regulations governing network marketing, and requires every Brand Partner to do the same. It is, therefore, very important that you read and understand the information contained in this Policy Manual. If you have any questions regarding any rule or policy, seek an answer from your Sponsor, upline leader, or the Company Department of Ethics and Compliance. The Code of Professional Ethics is included in Section 12 of this Policy Manual; you should review these materials and make them a part of your planning.

## CONTENTS

SECTION ONE:	BRAND PARTNER STATUS	2
SECTION TWO:	TERM AND RENEWAL	5
SECTION THREE:	SPONSORSHIP	6
SECTION FOUR:	RESIGNATION/TERMINATION	7
SECTION FIVE:	TRANSFERABILITY	9
SECTION SIX:	PROPRIETARY INFORMATION	11
SECTION SEVEN:	TRADEMARKS, LITERATURE, AND ADVERTISING	12
SECTION EIGHT:	PAYMENT OF COMMISSIONS	15
SECTION NINE:	PURCHASE AND SALE OF PRODUCTS	16
SECTION TEN:	RETAIL CUSTOMER RETURNS	20
SECTION ELEVEN:	GENERAL PROVISIONS	22
SECTION TWELVE:	CODE OF PROFESSIONAL ETHICS	25
SECTION THIRTEEN:	ADDENDA FOR SPECIFIC STATES	26

## SECTION ONE: BRAND PARTNER STATUS

**1.01 Becoming a Brand Partner.** An applicant becomes an independent Brand Partner ("Brand Partner") of the Company when the following requirements are fulfilled:

- a) The applicant's completed Brand Partner Application and Agreement (the "Agreement") and any related documents have been received and accepted by the Company at its corporate office in Addison, Dallas County, Texas.
- b) The applicant purchases at Company cost, a Brand Partner Launch Kit, which contains Brand Partner Forms (including but not limited to Brand Partner Applications and Product Order Forms), Company Information and Brochures, which are sales materials (not for resale). This sum is not a service or franchise fee, but rather is strictly to offset costs incurred by the Company for educational and business materials required for a Brand Partner of the Company.
- c) The Company reserves the right to decline to accept any Agreement for any reason at its sole discretion.

**1.02 No Purchase Required.** Except as set forth above, no purchase is required to become a Brand Partner.

**1.03 Brand Partner Obligations and Rights.** A Brand Partner is authorized to sell the Company's products and services and to participate in the Company's Compensation Plan. A Brand Partner may sponsor new Brand Partners into the Company.

**1.04 Legal Age.** A Brand Partner shall be of legal age to enter into a binding contract in the state of Brand Partner's residence.

**1.05 Common Address.** No more than three (3) Brand Partners or Customers may ship product to the same shipping address.

**1.06 Married Couples.** Married couples and their dependent children shall share a single Brand Partner entity. Brand Partners who subsequently marry shall maintain separate Brand Partner status unless one is the direct Sponsor of the other, in which case their Brand Partner entities may be consolidated. When a couple sharing a Brand Partner entity divorces or separates, the Company will continue to pay commission checks in the same manner as before the divorce or separation until it receives written notice, signed by both parties or issued by a court decree which specifies to whom future commission checks should be paid, provided the couple has complied with the requirements of Section 5.03, if applicable.

**1.07 Simultaneous Interests.** A Brand Partner and spouse and dependents may not have simultaneous beneficial interests in more than one Brand Partner position entity. For example, a shareholder of a corporation that is a Brand Partner may not become an individual Brand Partner.

**1.08 Corporations, Partnerships, Limited Liability Companies, and Trusts.** Corporations, Partnerships, Limited Liability Companies, or other forms of business organizations and/or trusts may become a Brand Partner of the Company when the Agreement is accompanied by copies of the following documents within thirty (30) days after the Agreement is accepted; otherwise, the Brand Partner position may go into suspension:

- a) Articles of incorporation, Partnership agreement, trust documents and/or other governing documents, as applicable;
- b) A complete list of all directors, officers, and shareholders involved in a corporation, all general and limited Partners of a Partnership, members of a limited liability company or trustee(s) and beneficiaries of a trust, as applicable;
- c) A Federal ID number or other identification number as the Company may approve in its sole discretion; and
- d) Such other documents and information as may be reasonably requested from time to time.

Shareholders, directors, officers, partners, members, beneficiaries, and trustees, as applicable, of a Brand Partner entity shall agree to be and the Company will hold each personally liable to the Company and bound by the Agreement and the Policy Manual.

**1.09 Non-Profit Organizations.** Non-Profit Organizations may become a Brand Partner of the Company when the Agreement is accompanied by copies of the following documents within thirty (30) days after the Agreement is accepted; otherwise, the Brand Partner position may go into suspension:

- a) Articles of incorporation, Partnership agreement, trust documents and/or other governing documents, as applicable;
- b) A complete list of all directors and officers involved in the Non-Profit Organization and who is authorized to enter into a contract on behalf of the organization as applicable;
- c) A Federal ID number or other identification number as the Company may approve in its sole discretion;
- d) Verification of 501c (3) status, and
- e) Such other documents and information as may be reasonably requested from time to time.

Directors, officers, partners, and members, as applicable, of a Brand Partner entity shall agree to be, and the Company will hold each personally liable to the Company and bound by the Agreement and the Policy Manual.

**1.10 Fictitious and/or Assumed Names.** A person or entity may not apply as a Brand Partner using a fictitious or assumed name without Company approval which may be withheld in the Company's sole discretion.

**1.11 Independent Contractor Status.** A Brand Partner is an independent contractor. Brand Partner is not a franchisee, joint venture Partner, business Partner, employee or agent of the Company, and Brand Partner is prohibited from stating or implying, whether orally or in writing, otherwise. Brand Partner has no authority to bind the Company to any obligation. The Company is not responsible for payment or co-payment of any employee benefits. Brand Partner is responsible for liability, health, disability and workmen's compensation insurance. Brand Partner sets Brand Partner's own hours and determines how to conduct Brand Partner's business, subject to the Agreement and the Policy Manual.

**1.12 Taxation.** As an independent contractor, a Brand Partner will not be treated as a franchisee, Partner, employee, or agent for federal or state tax purposes including, with respect to the Internal Revenue Code, Social Security Act, federal unemployment act, state unemployment acts, or any other federal, state, or local statute, ordinance, rule, or regulation. At the end of each calendar year, the Company will issue to each Brand Partner IRS Form 1099, or other applicable documentation required by law, for non-employee compensation of a Brand Partner.

**1.13 Legal Compliance.** A Brand Partner shall comply with all federal, state and local statutes, regulations, and ordinances concerning the operation of Brand Partner's business. A Brand Partner is responsible for Brand Partner's own managerial decisions and expenditures including all estimated income and self-employment taxes.

**1.14 Brand Partner Identification Number.** A Brand Partner is required by federal law to obtain a Social Security number, Federal I.D. number or other approved government issued identification based on their resident country. Brand Partners will be assigned a Nerium International ID number for purposes of the Brand Partner's business with the Company. This number shall be placed on all orders and correspondence with the Company hereinafter referred to as the Brand Partner Identification Number ("BPIN"). The Company will use this number in all internal Brand Partner transactions. Any penalties or fines that may result from the use of an incorrect tax identification number furnished to the Company will be the responsibility of Brand Partner.

**1.15 No Exclusive Territories.** There are no exclusive territories for marketing or sponsoring purposes, nor shall any Brand Partner imply or state that Brand Partner has an exclusive territory. No franchise is granted and there are no exclusive territories for sales or sponsoring purposes. No geographical limitations exist on Brand Partner sponsoring within the United States or any country in which the Company is approved to do business.

**1.16 Other Products.** A Brand Partner agrees that no products except the Company's products shall be sold or shown at any event where the Company's products are sold or shown. During the term of the Brand Partner Agreement, and for a period of six months thereafter, Brand Partner is prohibited from selling or promoting any competing products or services or marketing programs to any of the Company's Employees, Agents or Brand Partners, except those Brand Partners personally-sponsored by Brand Partner. Any Brand Partner found in violation of this subsection risks the loss of buying privileges, possible suspension and/or termination of Brand Partner position and participation in the Company Compensation Plan, and the Company will pursue all legal recourses to recover damages.

**1.17 Cross-Group Selling.** Selling to other Company Brand Partners in order to receive credit for bonuses and advancement is prohibited. Brand Partner shall obtain all of Brand Partner's Company products, literature and materials directly from the Company. Any violation of this rule subjects Brand Partner to possible suspension and/or termination.

**1.18 Contacts.** Brand Partners are to limit all corporate communication to the office and staff of the Company. No direct contact is to be made with the Company's partners, suppliers, consultants, or hired professionals without the express written approval of the Company.

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## SECTION TWO: TERM AND RENEWAL

**2.01 Term.** Subject to the provisions of Section Four, the Agreement shall have a term beginning on the date of acceptance by the Company and ending one year from the date thereof (the "Anniversary Date").

**2.02 Annual Renewal.** A Brand Partner authorizes Company to automatically renew their Brand Partner's status annually. The annual renewal fee is posted in the Online Business Center or is available through Nerium Support and is due on the Anniversary Date of enrollment. A Brand Partner not renewing by the renewal date, as provided herein, shall be deemed to have voluntarily terminated their Brand Partner position relationship with the Company and will thereby lose their Brand Partner position, all sponsorship rights, their position in the Compensation Plan, all rights to commissions and bonuses, and the ability to purchase products from the Company at wholesale prices. A Brand Partner who fails to renew his/her Brand Partner status may not reenroll under a new Sponsor for six (6) months after non-renewal.

**2.03 Inactivity.** A Brand Partner who is "inactive" in any 180 consecutive-day period shall be automatically deactivated from Brand Partner status and converted to Retail Customer status instead.

## SECTION THREE: SPONSORSHIP

**3.01 Sponsoring.** A Brand Partner may sponsor other Brand Partners in the United States and any country in which the Company has authorized. Sponsors shall ensure that each new Brand Partner has received, had access to, and understands the Company's Agreement, the Policy Manual and the Compensation Plan. A Brand Partner will be compensated only for the generation of sales volumes, not for sponsoring new Brand Partners into the program.

**3.02 Multiple Agreements.** If an applicant submits multiple Agreements that list different Sponsors, only the first completed Agreement to be received by the Company will be accepted. The decision of the Company in recognizing the official Sponsor is final.

**3.03 Training Requirement.** Brand Partners are required to assure the adequate training of Brand Partners they sponsor. A Sponsor shall maintain an ongoing professional leadership association with Brand Partners in the organization and shall fulfill the obligation of performing a bona fide supervisory, distribution and selling function in the sale or delivery of products and services. Upon request, a Brand Partners must be able to provide the Company with evidence of ongoing fulfillment of Sponsor responsibilities, including training.

**3.04 Income Claims.** No income projections, including those based solely on mathematical projections or "ideal projections" of the Company Compensation Plan may be made to prospective Brand Partners. Brand Partner shall not represent Brand Partner's income as an indication of the success assured to others, since income success depends upon many variables. Commission checks may not be used as marketing materials. Brand Partner shall not guarantee or estimate compensation, draws, expenses, or deductions attributable to the business to prospects. Brand Partner shall truthfully and fairly describe and present the Compensation Plan. No past, potential or actual income claims may be made to prospective Brand Partners. Brand Partner may not guarantee commissions or estimate expenses to prospects.

**3.05 Transfer of Sponsorship.** Although it is strongly discouraged and is seldom permitted, a brand Partner may transfer to a different Sponsor or Sponsorship line, subject to the written approval of the Company, which may be withheld in its sole discretion, subject to the following conditions:

- a) If the transferring Brand Partner is within the same Sponsorship group, notarized signatures are required from all Brand Partners that are or may be impacted by the move;
- b) If the transferring Brand Partner is outside the same Sponsorship group, a notarized statement signed by all affected upline Brand Partners shall be submitted reflecting that each affected party understands and consents to the transfer. Any request for transfer of Sponsorship shall be first submitted to the Company in writing explaining the reason for the request of transfer;
- c) A \$50.00 transfer fee shall be paid to the Company;
- d) A written request for transfer explaining the exact reason for the requested transfer shall be submitted to the Company; and
- e) The final approval of the Company, if granted, will apply only to the Brand Partner making the request and not Brand Partner's downline organization. Brand Partner shall comply with the requirements of section 5.03.

**3.06 Preferred Customers Associated with Brand Partner.** As a general matter, Neriум recognizes that a potential Brand Partner should be entitled to sign on with any Brand Partner sponsor of their choosing. However, a unique circumstance exists when an existing Brand Partner has undertaken a very serious sales and relationship effort to cause a prospective customer to become, not merely a one-time retail customer, but a committed Preferred Customer. In this situation, Neriium has determined that the very serious efforts of the selling Brand Partner should be honored and respected. To this extent, Neriium has adopted a policy that a Preferred Customer who decides to become a Brand Partner will be deemed to be associated and sponsored by the original Brand Partner who originally expended the effort to sign up the customer as a Preferred Customer.

## SECTION FOUR: RESIGNATION/TERMINATION

### 4.01 Voluntary Resignation.

- a) A Brand Partner may voluntarily terminate Brand Partner's status by failing to renew or by sending a written notice of resignation or termination to the Company. Voluntary resignation is effective upon receipt of such notice by the Company.
- b) A Brand Partner who resigns or terminates Brand Partner's status may reapply as a brand Partner at an entry-level position six (6) months after resignation.
- c) When a Brand Partner voluntarily terminates the Agreement, Brand Partner's sales network shall automatically roll up to the first upline Brand Partner.

**4.02 Suspension.** A Brand Partner may be suspended for violating the terms of the Agreement, which includes this Policy Manual, the Compensation Plan and other documents produced by the Company. When a decision is made to suspend Brand Partner, the Company will inform Brand Partner in writing that the suspension has occurred effective as of the date of the written notification, the reason for the suspension and the steps necessary to remove such suspension, if any. The suspension notice will be sent to Brand Partner's address on file with the Company pursuant to the notice provisions contained in the Policy Manual. Such suspension may or may not lead to termination of Brand Partner's position as so determined by the Company in its sole discretion. If Brand Partner wishes to appeal, the Company shall receive such appeal in writing within fifteen (15) days from the date of the suspension notice. The Company will review and consider the suspension and notify Brand Partner in writing of its decision within thirty (30) days from the date of the suspension notice. The decision of the Company will be final and subject to no further review. The Company may take certain action during the suspension period, including, but not limited to, the following:

- a) Prohibiting Brand Partner from holding Brand Partner meeting or outing as a Brand Partner of the Company or using any of the Company's proprietary marks and/or materials;
- b) Withholding commissions and bonuses due Brand Partner during the suspension period;
- c) Prohibiting Brand Partner from purchasing services and products from the Company; and/or
- d) Prohibiting Brand Partner from sponsoring new Brand Partners, contacting current Brand Partners or attending meetings of Brand Partners.
- e) If the Company, in its sole discretion, determines that the violation that caused the suspension is continuing, has not been satisfactorily resolved, or a new violation involving the suspended Brand Partner has occurred, the suspended Brand Partner maybe terminated.

**4.03 Termination.** Brand Partner may be terminated for violating the terms of the Agreement, which includes this Policy Manual, the Compensation Plan and other documents produced by the Company. The Company may terminate a violating Brand Partner without placing Brand Partner on suspension, in the Company's sole discretion. Brand Partner will be given notice of the opportunity to be heard by a panel to consider the issues relating to the grounds for termination. When the decision is made to terminate Brand Partner, the Company will inform Brand Partner in writing at the address in Brand Partner's file that the termination has occurred effective thirty (30) days from the date of the written notification.

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**4.04 Appeal.** If Brand Partner wishes to appeal the termination, the Company must receive the appeal in writing within fifteen (15) days from the date of notice of termination. If no appeal is received within the fifteen (15) day period, the termination will automatically be deemed final. If Brand Partner files a timely notice of appeal, the Company will review the appeal and notify Brand Partner of its decision within ten (10) days after receipt of the appeal. The decision of the Company will be final and subject to no further review. In the event the termination is not rescinded, the termination will remain effective as of the date stated in the original termination notice.

**4.05 Effect of Termination.** Immediately upon termination, the terminated Brand Partner:

- a) Shall remove and permanently discontinue the use of the trademarks, service marks, trade names and any signs, labels, stationery or advertising referring to or relating to any Company product, plan or program;
- b) Shall cease representing themselves as a Brand Partner of the Company;
- c) Shall lose all rights to Brand Partner's position and position in the Compensation Plan and to all future commissions and bonuses resulting there from; and
- d) Shall take all action reasonably required by the Company relating to protection of its confidential information. The Company has the right to offset any amounts owed by Brand Partner to the Company from commissions or other bonuses due to Brand Partner. The Company may also offset an estimate of the reasonable amount that Brand Partner owes under the terms of the indemnity obligation incurred pursuant to Section 11.01 herein.

**4.06 Reapplication.** The acceptance of any reapplication of a terminated Brand Partner or the application of any family member of a terminated Brand Partner shall be in the sole discretion of the Company and may be denied.

**4.07 State Laws.** Where these provisions on termination violate the public policy of state laws, the applicable state law shall apply.

## SECTION FIVE: TRANSFERABILITY

**5.01 Acquisition of Business.** Any Brand Partner desiring to acquire an interest in another Brand Partner's business shall first terminate his/her Brand Partner position and wait six (6) months before becoming eligible for such a purchase. All such transactions shall be fully disclosed to the Company and are subject to approval by the Company in advance.

**5.02 Transfers to Brand Partner.** Except as expressly set forth herein, Brand Partner may not sell, assign or otherwise transfer Brand Partner's entity (or rights thereto) to another Brand Partner or to an individual who has an interest in Brand Partner entity. Notwithstanding the foregoing, a Brand Partner may transfer the Brand Partner position to the Sponsor, subject to the conditions of Section 5.03. In such event, the Sponsor's Brand Partner position and the transferring Brand Partner's Brand Partner position shall be merged into one entity.

**5.03 Conditions to Transferability.** Brand Partner may not sell, assign, merge or transfer Brand Partner's position (or rights thereto) without the prior written approval of the Company and any such transfer, if approved, is subject to the following conditions:

- a) Brand Partner must be in good standing, and must strictly adhere to all Nerium Policies and Procedures and not currently be on probation or suspension for Policy Compliance Violations.
- b) The Company possesses the right of first refusal with respect to any sale, assignment, transfer or merger of any Brand Partner position. A Brand Partner wishing to sell, assign, transfer or merge the Brand Partner position shall first provide the Company with the right and option to make such a purchase or receive such transfer in writing on the same terms and conditions as any outstanding offer. The Company will advise Brand Partner within ten (10) business days after receipt of such notice of its decision to accept or reject the offer. If the Company fails to respond within the ten (10) day period or declines such offer, Brand Partner may make the same offer or accept any outstanding offer which is on the same terms and conditions as the offer to the Company to any person or entity who is not a Brand Partner, married to or a dependent of a Brand Partner or who has any interest in a Brand Partner position.
- c) The selling Brand Partner shall provide the Company an executed "Sale of Nerium International Brand Partner Position" form and with a copy of all documents which detail the transfer, including without limitation, the name of the purchaser the purchase price and terms of purchase and payment;
- d) A transfer fee of \$50.00 shall accompany the transfer documents;
- e) The documents shall contain a covenant made by the selling Brand Partner for the benefit of the proposed purchaser not to compete with the purchaser or attempt to divert or sponsor any existing Brand Partner of the Company for a period of 6 months from the date of the sale or transfer; and
- f) Upon approval of sale, transfer or assignment being approved the seller must provide a notarized Bill of Sale for the position being sold as proof of payment of the stated purchase price before the position will be transferred to the potential buyer. Upon approval by the Company in writing, the buying party shall assume the position of the selling Brand Partner and shall execute a current agreement and all such other documents as may be reasonably required by the Company.
- g) The Company reserves the right, in its sole discretion, to stipulate additional terms and conditions prior to approval of any proposed sale or transfer. The Company reserves the right to disapprove any sale or transfer.
- h) A Brand Partner must have had a completed product sale in the last 90 days.
- i) Brand Partner must have enrolled or renewed their Brand Partner position within the last twelve (12) months or have an active Auto Delivery template and an active auto deliver order that was paid with the selling Brand Partners credit card and shipped to the shipping address on their customer record within the last 30 days.

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- j) A Brand Partner Position being sold must have personally sponsored at least one (1) Brand Partner in the last twelve (12) months.
  - k) The new owner will assume the original enrollment date of the position being sold.
  - l) If the position enrollment date is 30 days or greater the new owner will not be eligible to earn an iPad.
  - m) If the position being purchased has already Fast Start Qualified, the new owner will assume the privileges of being FSQ and the position's enroller will not be eligible to receive Builder Bonus or additional coding legs for the position.
  - n) If the position being purchased has achieved a rank of Senior Director or higher, the purchaser must maintain a Paid as Rank equal to the Highest Achieved Rank for that position for ninety (90) days before they may be eligible to receive the benefits of the Lexus program.

**5.04 Circumvention of Policies.** If it is determined, in the Company's sole discretion, that a Brand Partner position was transferred in an effort to circumvent compliance with the Agreement, this Policy Manual, or the Compensation Plan, the transfer will be declared null and void and the Brand Partner position will revert back to the transferring Brand Partner who will be treated as if the transfer had never occurred from the reversion day forward. If necessary, and in the Company's sole discretion appropriate action, including without limitation, termination, may be taken against the transferring Brand Partner to ensure compliance with the Agreement and this Policy Manual.

**5.05 Succession.** Notwithstanding any other provision of this Section Five, upon the death of a Brand Partner, the Brand Partner's position will pass to Brand Partner's successors in interest as provided by law; however, the Company will not recognize such a transfer until the successor in interest has executed a current Agreement and submitted certified copies of the death certificate and will, trust, or other instrument required by the Company to evidence transfer of ownership. The successor will thereafter be entitled to all the rights and be subject to all the obligations of a Company Brand Partner.

**5.06 Reentry.** Any Brand Partner who transfers their Brand Partnership shall wait for six (6) months after the effective date of such transfer before becoming eligible to reapply to become a new Brand Partner.

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## SECTION SIX: PROPRIETARY INFORMATION

**6.01 Confidentiality Agreement.** During the term of the Agreement, the Company may supply to Brand Partner confidential, proprietary, or trade secret information including, but not limited to genealogical and downline reports, customer lists, customer information developed by the Company or developed for and on behalf of the Company by Brand Partner (including, but not limited to credit data, customer and Brand Partner profiles and product purchase information), Brand Partner lists, manufacturer and supplier information, business reports, commission or sales reports and such other financial and business information which the Company may designate as confidential, proprietary, or trade secret. All such information (whether in written or electronic form) is confidential, proprietary, or trade secret to the Company and is transmitted to Brand Partner in strictest confidence on a "need to know" basis for use solely in Brand Partner's business with the Company. Brand Partner shall use Brand Partner's best efforts to keep confidential, proprietary, trade secret information protected, and shall not disclose any such information to any third party, directly, or indirectly. Brand Partner shall not use the information to compete with the Company or for any purpose other than promoting the Company's program and its products and services. Upon expiration, non-renewal or termination of the Agreement, Brand Partner shall discontinue the use of such confidential, proprietary, or trade secret information and promptly return any confidential, proprietary, or trade secret information in their possession to the Company.

**6.02 Copyright Restrictions.** With respect to product purchases from the Company, Brand Partner shall abide by all manufacturers' use restrictions and copyright protections.

**6.03 Vendor's and Other Business Associate's Confidentiality.** The Company's business relationships with its vendors, manufacturers, suppliers, and researchers are confidential. Brand Partner shall not contact, directly or indirectly, speak to, or communicate with any supplier, manufacturer, or researcher of the Company except at a Company-sponsored event at which the supplier, manufacturer, or researcher is present at the request of the Company.

## SECTION SEVEN: TRADEMARKS, LITERATURE, AND ADVERTISING

### 7.01 Trademarks.

- a) The Company's name, trademarks, service marks, and copyrighted materials are owned by the Company, including the names of the Company's products. The use of such marks and materials shall be in strict compliance with the Policy Manual. Only the Company is authorized to produce and market products and literature under these trademarks. Use of the Company name on any item not produced or authorized by the Company is prohibited, except in the manner described below:

Mary Jones  
Independent Brand Partner  
NERIUM INTERNATIONAL™, LLC

- b) Trademark usage, unless otherwise as stated above Independent Brand Partners who wish to use the Company's name, trademarks, service marks, and copyrighted materials for Internet marketing purposes only will have the option to participate in the Company's Internet Licensee Program, and must adhere to the Company's Policies within this document, as well as the requirements of the program. Email [compliance@nerium.com](mailto:compliance@nerium.com) for additional information.

### 7.02 Telephone, Yellow and White Page Listing.

Brand Partner is not permitted to use the Company's trade name in advertising in the white or yellow page sections of the telephone book. Brand Partner is not permitted to list their telephone numbers under the Company's trade name without first obtaining prior written approval from the Company. If approval is granted for a listing, it shall be stated in the following manner:

Jones, Mary  
Independent Brand Partner  
NERIUM INTERNATIONAL™, LLC

### 7.03 Imprinted Checks.

Brand Partner is not permitted to use the Company trade name or any of its trademarks or service marks on their business or personal checking accounts; however, Brand Partner may imprint Brand Partner's business checks as being a "Nerium International™, LLC Independent Brand Partner."

### 7.04 Imprinted Business Cards or Letterheads.

Brand Partner is not permitted to "create" Brand Partner's own stationary, business cards or letterhead graphics if the Company's trade name and/or trademarks are used. Only the approved Company graphics version and wording are permitted and letterhead shall be ordered either from the Company directly or from the Company-licensed independent contractor.

### 7.05 Print and Electronic Advertising.

Only Company-produced or -approved (in writing and in advance) promotional and advertising materials may be used to advertise or promote a Brand Partner's business or sell products or services of the Company in any print or electronic media, including on an Internet web site. No person shall use the Company name, logos, trademarks, or copyrighted material in any advertising not produced by the Company or without prior express written permission from the Company. The Company's literature and materials may not be duplicated or reprinted without prior written permission of the Company. The Company's consent or approval may be withheld at its sole discretion. Banners, trade show materials, and the like must be approved in writing by the Company.

### 7.06 Internet.

The Company maintains a presence on the Internet in its own web site. Brand Partner is prohibited from using any trademarks of Company, including the name Nerium International™, LLC, the Nerium International™, LLC logo, and the name of any of the products, or any other trade names, trademarks, or distinctive phrases or remarks used by Company, including those related to any product, or any term confusingly similar thereto - in any form on the internet. If a Brand Partner desires to provide a link from Brand Partner's personal web site directly to the Company's Web Site, the Brand Partner's request must be in writing and is subject to Company approval in its sole discretion. No link may be established until the Brand Partner receives written approval from Nerium International.

**7.07 Protection of Minors.** The Nerium International 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 Nerium International 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, Nerium International will provide a description of the specific types of personal information collected from a child who is under the age of 18.

### **7.08 Gifts, Enticement, and Special Discounts.**

- a) Nerium Independent Brand Partners are prohibited from using print, electronic, or verbal advertisements to entice potential prospects, including Preferred Customers to join their organization or team, which includes, but not limited to; special rewards, incentives, bonuses, products, or guarantee of downline placements, which can be determined upon Company's sole discretion.
- b) Nerium Independent Brand Partners are not allowed to use the "Placement Suite" as a form of incentive and/or enticement to leverage potential prospects, including Preferred Customers in any public or private forum for joining your Nerium business.

### **7.09 Social Media.**

- a) As a Brand Partner for Nerium International, you are not required to maintain a presence in social media. Should you choose to do so, however, you must adhere to the guidelines and policies set forth by Nerium International. These guidelines and policies are designed to ensure the uniformity and professionalism of the Nerium International brand which, in turn, benefits your business.
- b) Nerium International maintains an online presence for the benefit of the company as a whole, which includes Customers, Brand Partners, and the general public. We ask that in our public forums (Facebook, Twitter, etc.) you keep your comments relevant to all. Our blog ([neriumblog.com](http://neriumblog.com)) is a resource for you to ask questions related to the business side of Nerium International, and our corporate staff is available to help.
- c) You may not use the official corporate Nerium pages to drive business, solicit business, drive people to your own site, or recruit Brand Partners. Our trademarked brand name cannot be used to drive traffic away from our corporate site.
- d) You cannot represent your independent business as the corporate office. All Brand Partner communications, both in print and online, must clearly appear as coming from an independent representative of the company and not lead the consumer to think they may be interacting with the corporate office.
- e) You are welcome to use the term "Independent Brand Partner for Nerium International" in the name/description of various social media sites for your business. You cannot use the word "official" or anything similar. You cannot create an alias for any sites like Twitter or others that use any permutation of the Nerium International name. For further clarification regarding naming, please refer to Section 7.06.
- f) When posting information online related to Nerium International, please consider if the information you are sharing is beneficial to your business and to the company as a whole. Do not represent yourself in any way online that detracts from the Nerium International brand. All Independent Brand Partners agree, acknowledge, and affirmatively accept any content posted (photos, testimonials, statements, marketing materials, etc.) on a social networking Web site including, but not limited to, Facebook, Twitter, MySpace, LinkedIn, Flickr, etc., must adhere to the Print and Electronic Guidelines found in Section 7.05. Health/medical claims, income claims, or disparaging comments, remarks, etc. are expressly prohibited and will not be approved or allowed.

- g) In the event of your voluntary or involuntary termination as a Nerium International Independent Brand Partner, you are required to remove all references to Nerium International from social networking profile(s) within ten days.
- h) Should Nerium International discover non-compliant profiles and/or websites, you will be required to remove the material immediately.
- i) Infractions of any social media guideline may result in disciplinary actions up to and including termination of your Brand Partner account.
- j) Nerium International requires that all Brand Partners identify themselves as independent business owners and should therefore adhere to the naming convention of their Facebook page and all other social media networks to read as follows: "John Doe, Independent Brand Partner, Nerium International." On Facebook only are you allowed to use "Nerium" in your vanity URL if its naming convention is the same as your Nerium replicated site i.e. "Facebook.com/john.doe.nerium". This is the only acceptable use of the word "Nerium" in a URL.
- k) All Independent Brand Partners are prohibited from advertising "Nerium" on websites such as Groupon, Facebook Offers, Twitter ads, or any website or social media networks with a coupon or special discount offer, including and not limited to the purchase of ads with the "Nerium" name used in the naming conventions of URL domains, subdomains, or in the advertising on pay per click ads, and/or adwords, etc.

**7.10 Endorsements.** No endorsements by a Company officer or any third party may be asserted, except as expressly communicated in the Company literature and communications. Federal and state regulatory agencies do not approve or endorse direct selling programs. Therefore, Brand Partner may not represent or imply, directly or indirectly, that the Company's program, products or services has been approved or endorsed by any governmental agency.

**7.11 Independent Communications.** Subject to the restrictions imposed by this Section Seven, Brand Partner is encouraged to distribute information and direction to Brand Partner's respective downline; however, Brand Partner shall identify and distinguish between personal communications and the official communications of the Company.

**7.12 Medical Claims.** No medical claims (expressed or implied) may be made for any Company product by Brand Partner. The Company recommends that customers under a physician's care or suffering from any chronic disorder should consult their physician before undertaking any changes in diet or when beginning any nutritional program. The Company's nutritional products are designed for augmentation, not replacement. The Company encourages all Company customers to seek the advice and counsel of nutritional and healthcare professionals.

**7.13 Brand Partner Services.** The Company provides every active Brand Partner with management and training communications, timely delivery of product and sales materials, and a computer report of sales made in their marketing group for the pay period in which commissions and overrides are earned and paid.

**7.14 Pricing.** Pricing for products sold on the Internet must adhere to the general rules for all such retail sales, as outlined in Section 9.13.

**7.15 Recordings.** Brand Partner may not produce or reproduce for sale or personal use products sold by the Company or any Company-produced literature, audio or video material, presentations, events or speeches, including conference calls. Video and/or audio taping of Company meetings and conferences is strictly prohibited. Still photography is allowable at the discretion of the meeting host.

**7.16 Telephone Answering.** Brand Partner may not answer the telephone by saying "Nerium International" or in any other manner that would lead the caller to believe that the call has reached the corporate offices of the Company.

**7.17 Liability.** Violation of any of the rules contained in this Policy Manual is grounds for termination of the individual's Brand Partner status. The violator may also be liable for damages resulting from unauthorized use of the Company copyrights, trademarks, and materials.

**7.18 iPad Incentive Rules.** There can be no mention of iPad in any type of promotion or incentive program that is presented to the public at large, either in print or electronically. It is not acceptable to have a picture of someone with his or her iPad and communication involving the iPad cannot explain how to win, earn, or obtain an iPad by working with Nerium.

**7.19 Lexus and iPad Payout Option.**

- a) Lexus bonus earners who choose the NeriumAD bottle option will receive four (4) bottles of NeriumAD night cream and four (4) bottles of Nerium day cream, and receive this payout option up to a maximum of six (6) qualifying months. The Lexus Car Payment Option will remain available once the bottles option has ended.
- b) iPad bonus earners who choose the NeriumAD bottle option will receive a one (1) time pay out of four (4) bottles of NeriumAD night cream and four (4) bottles of Nerium day cream.

## SECTION EIGHT: PAYMENT OF COMMISSIONS

**8.01 Basis for Commissions.** Commissions and other bonuses cannot be paid until a completed Agreement has been received and accepted by the Company prior to the end of the month in which the sale is made. Commissions are paid ONLY on the sale of Company services and products. No commissions are paid on the purchase of a Brand Partner Launch Kit or for sponsoring Brand Partners.

**8.02 Calendar.** Commissions, overrides, and bonuses are calculated and paid on the current pay period information. A Brand Partner is promoted to the highest rank in which he/she qualifies at the close of each bonus period. Commissions and bonuses are paid based on the "Paid As" rank.

**8.03 Commission and Bonus Payment Date.** Monthly commission and bonuses are paid approximately two weeks following the end of each pay period. Should the payment day fall on a legal holiday or weekend, commissions and override payments will then be made on the next regularly scheduled business day. Weekly commission and bonuses are paid ten (10) days following the close of the commission period. Commissions are paid to "qualified" Brand Partners as defined in the Compensation Plan. The Compensation Plan sets forth a detailed explanation of the benefits and the commission structure.

**8.04 Minimum Payment.** The minimum amount for payment of commissions and overrides is \$15.00; all monies not paid will be included in the next bonus payment. Processing fees vary based on payment option and may be deducted from all commission and bonus payments.

**8.05 Offset of Commissions.** Any commissions or bonuses earned and paid on products returned is the obligation of and shall be repaid to the Company by the Brand Partner originally paid such commissions or bonuses. The Company has the right to offset such amounts against future commissions and other bonuses paid or owed to such Brand Partner and Brand Partner's upline who participated in an override.

**8.06 Tax Reporting for Commissions.** Any commissions paid to a Brand Partner are subject to State and Federal tax laws. Payments made in the form of incentive trips, free product (3UR Free, NGB, in lieu of Lexus lease), and/or Lexus car payments are all subject to taxation as income and will be reported annually on a 1099 prepared for the Brand Partner. The Brand Partner is responsible to file all income and expense reports appropriate for operating a home-based business.

## SECTION NINE: PURCHASE AND SALE OF PRODUCTS

**9.01 Purchase Requirement.** No product purchase is required in order for an applicant to become a Brand Partner, although purchases or sales of products may be required in order to advance in the Compensation Plan. Brand Partners who have had their Agreement accepted by the Company may buy products at wholesale prices directly from the Company.

**9.02 Stockpiling Prohibited.** The success of the Company depends on sales to the ultimate consumer and all forms of stockpiling are strictly prohibited including, but not limited to, purchases of products primarily for purposes of qualifying for additional compensation. The Company recognizes that Brand Partner will purchase products for Brand Partner's own use, however, the Company strictly prohibits the purchase of products in unreasonable amounts in an attempt to qualify for advancement in the Compensation Plan.

**9.03 70% Rule.** In order to qualify for commissions and bonuses, Brand Partner shall certify on the product order form that the Brand Partner has sold to non-Brand Partner consumers or used at least 70% of all products previously purchased. Brand Partners placing telephone orders to the Company are also required to comply with this rule and may be requested by the Company to verify compliance. In its effort to support and enforce the retail sales/70% Rule, the Company on a quarterly basis will conduct random audit verification follow-ups. Representatives of the Company will contact Brand Partners to further verify compliance with the retail 70% Rule. Brand Partners should maintain records and be prepared to assist the Company representative in their task.

**9.04 Retail Sales Rule.** Requiring sales to at least five (5) retail customers per month.

**9.05 Preferred Customer Rules.** A Preferred Customer must personally opt-in to the monthly Auto-Delivery Order program. Invalid Preferred Customer orders are defined as orders submitted as Preferred Customer orders for qualification purposes without the written authorization from the customer. If a Nerium International Brand Partners submits a Preferred Customer order without the Customer's consent, the Brand Partner will be subject to disciplinary action, including termination. Preferred Customer orders cannot be paid by or shipped to a Nerium International Brand Partner for any reason. No exceptions.

**9.06 Ordering Methods.** All orders submitted to the Company shall have the Brand Partner's or Customer's Company issued identification number placed thereon to assist the Company in processing and shipping the order properly. Failure to provide this information may result in a delay in processing the order.

**9.07 Direct Purchase.** A Brand Partner may purchase Brand Partner's product needs directly from the Company. Should a Brand Partner obtain product from Brand Partner's Sponsor or upline Brand Partner's personal inventory and a replacement product order is not placed and processed through the Company, no commissions or overrides will be paid by the Company on such transactions.

**9.08 Payment Options.** Purchases may be paid by money order, cashier's check, personal check or credit cards, unless specifically stated otherwise by the Company. Pre-printed name, physical address and phone number, must be on all checks. Personal checks will be accepted only for payments in the amount not greater than \$1,000. In the event a check or credit card is declined, Brand Partner will be contacted for an alternate form of payment and may be subject to an additional processing fee. No orders will be shipped without prior payment. Returned checks are subject to a \$30.00 returned check fee.

**9.09 Shipping and Handling.** It is the ordering Brand Partner's sole responsibility to indicate (a) the method and means of shipping, and (b) the destination address.

**9.10 Product Delivery.** Upon clearance of payment, the Company processes for shipment the products and materials ordered. If an item is temporarily not available ("TNA"), the consignee will be notified on the packing list included with the shipment. If a TNA should occur, the item(s) will be shipped as soon as available and usually within ten (10) days of the date the original order was received. Back orders may be cancelled by Brand Partner by written request received by the Company prior to shipment.

**9.11 Damaged Goods.** The shipping company is responsible for any damage that occurs after it takes physical custody of the products. Therefore, it is important that the damage is reported promptly in order to allow Nerium International to file a claim with the shipper. The purchaser of Company products who receives damaged goods shall comply with the following procedures:

- a) Accept delivery.
- b) Before the driver leaves, note on the delivery receipt the number of boxes that appear to be damaged and require the driver to acknowledge the damage in writing.
- c) Save the damaged products or boxes for inspection by the shipping agent.
- d) Contact Nerium International Support Department to arrange for a replacement order to be shipped and a damaged goods claim to be filed.

**9.12 Price Changes.** Prices for the Company's products, services and literature are subject to change without prior notice.

**9.13 Receipts, Retail Pricing.** Brand Partner will provide all retail purchasers of the Company products with written receipts. Although the Company provides a suggested retail price as a guideline, Brand Partner may sell the Company products at whatever retail price they and their customers may agree upon, as long as the price is not below the Preferred Customer price.

**9.14 Sales Tax.** To ensure compliance with the sales and use tax requirement of each state, unless required otherwise by state law, the Company may, at its option, collect and remit all applicable sales and use taxes on products, promotional materials and services sold to Brand Partners and retail customers based on the suggested retail price of the product. The applicable rate of tax due shall be based on the address to which the product and/or material are shipped. If Brand Partner requests a tax exempt purchase for products purchased for resale (not for personal use), Brand Partner shall provide the Company with a true and correct copy of a current resale certificate from the applicable state.

**9.15 Shipping Loss.** The Company will track all deliveries shipped. Brand Partner should contact the Company immediately upon being made aware of any shipping problem.

**9.16 Inaccurate Delivery.** If a product is shipped in error by the Company, the unordered merchandise may be returned at the Company's expense provided the following steps are taken:

- a) Brand Partner or retail customer notifies the Company within five (5) days of receipt of the order;
- b) A copy of the shipping or packing slip shall be enclosed with the proper forms required by the Company completed and executed by Brand Partner or retail customer; and
- c) Products shall be returned in original containers and shall be packed properly to prevent damage in return shipment.

**9.17 Refused Shipments.** Should Brand Partner refuse delivery on any order placed with the Company, the Company shall have the right to place Brand Partner in suspension pending resolution of the refusal of delivery. Neither Brand Partner nor a retail customer shall refuse any shipment from the Company unless prior approval of the Company has been obtained. Should the receiving party of any order shipped from the Company refuse to accept delivery and the shipment is returned to the Company, the ordering Brand Partner's status will be suspended pending resolution of the delivery refusal. Non-accepted delivery charges will be debited to Brand Partner's account. If the Company determines that a valid reason exists for refusing shipment, it will instruct the Brand Partner or retail customer on the proper procedure for a return.

**9.18 Retail Outlets.** The integrity of the Company's marketing plan is built upon person-to-person, one-on-one, and in-home presentation methods of sale. Selling Company products through any chain of retail stores, including but not limited to drugstores, pharmacies, supermarkets, health food stores, shopping mall booths and the like, restaurants or online shopping malls including, but not limited to, eBay, Craigslist, etc. is strictly prohibited.

Selling Company products by Brand Partners through retail outlets or professional offices that are not part of chains and are owned or operated by the Brand Partner is acceptable upon written approval by the Company.

**9.19 Service-Oriented Establishments.** It is permissible to take orders for the Company products in businesses such as health spas, health resorts or similar establishments.

**9.20 Medical Offices.** Medical doctors and other health professionals may sell the Company products from their offices only if the doctor or health professional is a Brand Partner.

**9.21 Trade Shows.** With written authorization from the Company, Company products or services and opportunity may be displayed at trade shows by Brand Partners. Request for participation in trade shows must be received in writing by the Company at least two weeks prior to the show. Written authorization from the Company must be received before participating in the trade show. Unless written authorization is secured from the Company, Company products or services and opportunity are the only products or services and/or opportunity that may be offered in the trade show booth. Only Company produced marketing materials may be displayed or distributed. No Brand Partner may sell or promote the Company's products or services or business opportunity at flea markets, swap meets, or garage sales. Company tradeshow authorization does not guarantee exclusive participation in any tradeshow.

**9.22 International Sales.** No independent Brand Partner may export or sell directly or indirectly to others who export the Company's products, literature, sales aids or promotional material relating to the Company, its products or services or the Company's program from the United States or its possessions or territories to any other country. Independent Brand Partners who choose to sponsor internationally may do so only in countries in which the Company has registered to operate its business and must comply fully with the Rules of Operation of a Company Brand Partner in that country. Any violation of this rule constitutes a material breach of this contract and is grounds for immediate termination of the Brand Partner position.

**9.23 Product/Services Claims.** Brand Partner shall make no claim, representation, or warranty concerning any product or service of the Company, except for those contained in the official Company materials. Brand Partner can only promote benefits of Neriun products using language contained in the official Company materials. **Brand Partners may not make any medical, therapeutic, curative, or treatment claims regarding any Neriun product. Brand Partners may only use "before" and "after" photos provided by the Company. The use of any unauthorized "before" and "after" photos is prohibited.**

**9.24 Promotional Items.** All promotional items that bear the Company name or logo shall be purchased solely from the Company or its approved supplier unless prior written permission is obtained from the Company.

**9.25 Telemarketing.** Telemarketing is strictly prohibited. Communications Commission each have laws that restrict telemarketing practices. Both federal agencies (as well as a number of states) have "do not call" regulations as part of their telemarketing laws. Although the Company does not consider Brand Partners to be "telemarketers" in the traditional sense of the word, these government regulations broadly define the term "telemarketer" and "telemarketing" so that your inadvertent action of calling someone whose telephone number is listed on the federal "do not call" registry could cause you to violate the law. Moreover, these regulations must not be taken lightly, as they carry significant penalties.

- a) Therefore, Brand Partners must not engage in telemarketing in the operation of their Company businesses. The term "telemarketing" means the placing of one or more telephone calls to an individual or entity to induce the purchase of a Company product or service, or to recruit them for the Company opportunity. "Cold calls" made to prospective customers or Brand Partners

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that promote either Company products or services or the Company opportunity constitute telemarketing and are prohibited. However, a telephone call placed to a prospective customer or Brand Partner (a "prospect") is permissible under the following situations:

- b) You may call family members, personal friends, and acquaintances. An "acquaintance" is someone with whom you have at least a recent first-hand relationship within the preceding three (3) months. Bear in mind, however, that if you make a habit of "card collecting" with everyone you meet and subsequently calling them, the FTC may consider this a form of telemarketing that is not subject to this exemption. Thus, if you engage in calling "acquaintances," you must make such calls on an occasional basis only and not make this a routine practice.
- c) The prospect's personal inquiry or application regarding a product or service offered by the Brand Partner, within the three (3) months immediately preceding the date of such a meeting.
- d) If the Brand Partner has an established business relationship with the prospect. An "established business relationship" is a relationship between a Brand Partner and a prospect based on the prospect's purchase, rental or lease of goods or services from the Brand Partner, or a financial transaction between the prospect and the Brand Partner within the eighteen (18) months immediately preceding the date of a telephone call to induce the prospect's purchase of a product or service.
- e) If the Brand Partner receives written and signed permission from the prospect authorizing the Brand Partner to call. The authorization must specify the telephone number(s) which the Brand Partner is authorized to call.
- f) In addition, Brand Partners shall not use automatic telephone dialing systems relative to the operation of their Company businesses. The term "automatic telephone dialing system" means equipment which has the capacity to (a) store or produce telephone numbers to be called, using a random or sequential number generator, and (b) to dial such numbers.

## TEN: RETAIL CUSTOMER RETURNS

- 10.01 Retail Customer Guarantee.** The Company offers a 100% money-back satisfaction guarantee to all retail customers within thirty (30) days of purchase. If a retail customer is dissatisfied with any of the Company products for any reason, then that retail customer may return that product in its original package and shipping containers, with original proof of purchase, to the original selling Brand Partner for either a replacement or a full refund of the purchase price minus shipping. Customer is responsible for cost of return freight.
- 10.02 Warranties.** Except as expressly stated herein, the Company makes no warranty or representation as to the merchantability, fitness for a particular purpose, workmanship or any other warranty concerning any product or service purchased from or through the Company. The manufacturer's warranty will be transferred to Brand Partner.
- 10.03 Buyer's Right to Cancel.** Federal law grants a buyer the right to cancel certain sales without penalty prior to midnight of the third business day after the transaction. This rule covers retail consumer sales of \$25.00 or more that occur away from the seller's main office. The Company sales order form contains all legally required notices. Two copies shall be given to the buyer by Brand Partner on every sale. In addition, the Brand Partner shall orally inform the buyer of the three-day right to cancel at the time the buyer purchases the goods.
- 10.04 Retail Customer Refunds.** The Company will replace the returned retail product to the Brand Partner provided the following procedures and conditions are met:
- a) The product shall be returned to the Company by the Brand Partner who purchased it from the Company within sixty (60) days of the date of the original purchase.
  - b) Brand Partner shall obtain a return authorization number from the Company customer service department within ten (10) days of the return date to Brand Partner and prior to returning any product.
  - c) The product shall be received by the Company within twenty (20) days of the return date to Brand Partner.
  - d) The return shall be accompanied by the following:
    - e) A signed statement from the retail customer identifying the reason for the return;
    - f) A copy of the original retail sales receipt;
    - g) The unused portion of the product is returned in its original container, and
    - h) The name, address, and telephone number of the retail customer.
    - i) Proper shipping carton(s) and packing materials shall be used in packaging the product(s) being returned for replacement, and the best and most economical means of shipping is suggested.
    - j) The Brand Partner will pay the cost of shipping replacement product(s).
  - k) The Company will replace the product, but will not refund to any Brand Partner the purchase price of any retail customer returns.
- 10.05 Quality Control.** The Company will replace, within twelve (12) months of purchase, any product found to be defective; however, no product shall be returned to the Company without prior written approval. Exchanges only, No Refunds.
- a) A written replacement request shall be submitted stating the reason for the request and accompanied by a copy of the Purchase Order Form or packing slip. Product returned without prior authorization will not be accepted.

- b) The Company will provide the Brand Partner with a return authorization number, and will instruct Brand Partner where to ship the product for inventory verification. Upon receipt and verification of the product, the Company will ship out replacement product as appropriate.
- c) The Company will not replace any product previously certified by Brand Partner as sold under the 70% Rule, sold at a special discount, or sold as a promotional item.

#### **10.06 Termination Returns.**

- a) A Brand Partner who terminates Brand Partner's business relationship with the Company has the right to return for repurchase on commercially reasonable terms currently marketable inventory including Company produced promotional materials, sales aids and kits in possession of Brand Partner and purchased by Brand Partner 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 Brand Partner's date of purchase at not less than 90% of the Brand Partner's original net cost less appropriate set-offs and legal claims, if any. In addition for purposes of this section, products shall not be considered "currently marketable" if returned for repurchase after the products 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 the Brand Partner 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 nor replace any product previously certified as having been sold under the 70% Rule. No refunds will be issued unless a Brand Partner is in strict compliance with the procedures contained herein;
- b) A written return request shall be submitted, stating the reason for the termination, the reason for the return of product and/or sales materials, and accompanied by original proof of payment and a copy of the Purchase Order Form or Packing Slip. Product returned without prior authorization will be returned to Brand Partner;
- c) The Company will provide Brand Partner with a return authorization number, and will instruct Brand Partner where to ship the product for inventory verification. Upon receipt and inspection of the return, Company will process the appropriate refund for payment; and
- d) Brand Partner shall pay the cost of return freight.
- e) All commissions, overrides, and bonuses paid to a terminated Brand Partner as a result of any product returned upon termination shall be repaid to the Company. The Company may deduct such amounts from any commissions or other amounts owed to such Brand Partner. All commissions, overrides, and/or bonuses paid to a Brand Partner's upline on a returned product shall be repaid to the Company by the upline Brand Partner.

## SECTION ELEVEN: GENERAL PROVISIONS

- 11.01 Indemnity Agreement.** Brand Partner agrees to indemnify and hold harmless the Company, its shareholders, officers, directors, employees, agents and successors in interest from and against any claim, demand, liability, loss, cost or expense including, but not limited to, court costs and attorneys' fees, asserted against or suffered or incurred by any of them, directly or indirectly, arising out of or in any way related to or connected with allegedly or otherwise, that Brand Partner's (a) activities as Brand Partner; (b) breach of the terms of the Agreement; and/or (c) violation of or failure to comply with any applicable federal, state or local law or regulation.
- 11.02 Other Services and Products.** No products or services except for the Company's products or services shall be sold or shown at any event where the Company's product or services are sold or shown. Except as provided above, a Brand Partner is not restricted from selling other companies' services and products that are not similar to or competitive with the products and services of the Company. However, promotion of direct sales and/or network marketing programs and/or competitive services or products with anyone are strictly prohibited.
- 11.03 Limit on Liability.** To the extent permitted by law, the Company shall not be liable for and Brand Partner releases the Company from, and waives all claims for any loss of profits, indirect, direct, special or consequential damages or any other loss incurred or suffered by Brand Partner as a result of (a) the breach by Brand Partner of the Agreement and/or the terms and conditions of the Policy Manual; (b) the operation of Brand Partner's business; (c) any incorrect or wrong data or information provided by Brand Partner; (d) any copyright violation in connection with materials provided by Brand Partner; or (e) the failure to provide any information or data necessary for the Company to operate its business, including, without limitation, the enrollment and acceptance of Brand Partner into the Compensation Plan or the payment of commissions and bonuses.
- 11.04 Limitation of Damages.** TO THE EXTENT PERMITTED BY LAW, THE COMPANY AND ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES AND OTHER REPRESENTATIVES SHALL NOT BE LIABLE FOR, AND BRAND PARTNER HEREBY RELEASES THE FOREGOING FROM, AND WAIVE ANY CLAIM FOR LOSS OF PROFIT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES WHICH MAY ARISE OUT OF ANY CLAIM WHATSOEVER RELATING TO THE COMPANY'S PERFORMANCE, NON-PERFORMANCE, ACT OR OMISSION WITH RESPECT TO THE BUSINESS RELATIONSHIP OR OTHER MATTERS BETWEEN ANY BRAND PARTNER AND THE COMPANY, WHETHER SOUNDING IN CONTRACT, TORT OR STRICT LIABILITY. Furthermore, it is agreed that any damages to Brand Partner shall not exceed and is hereby expressly limited to, the amount of unsold Company programs, services and/or products of the Company owned by Brand Partner and any commissions owed to Brand Partner.
- 11.05 Record keeping.** The Company encourages Brand Partner to keep complete and accurate records of all Brand Partner's business dealings.
- 11.06 Non-Solicitation and Non-Competition.** Brand Partner acknowledges and agrees that the only way to protect the goodwill, confidential, proprietary, and trade secret information of Company and the integrity and stability of the sales force created by other Brand Partners is to prohibit all Brand Partners from recruiting and solicitation of other Brand Partners to other companies during the term of this agreement and for a reasonable time thereafter. Consequently, in consideration for all of the rights granted by this Agreement, including the protection this non-solicitation provision affords to Brand Partner, for the term of this Agreement and for two (2) years after termination hereof, for any reason, Brand Partner agrees not to, directly or indirectly, recruit or solicit any of Company's other Brand Partners to join other direct sales, multi-level or network marketing companies.
- For the term of this Agreement and for two (2) years after termination hereof, for any reason, Brand Partner agrees not to sell any product that is the same or similar to or competes with the products of Company within the United States of America or any other country where Company sells its products.
- Brand Partner agrees not to solicit, directly or indirectly, Company's Brand Partners to purchase services or products, except those of Company, throughout the term of this Agreement.

**11.07 Amendments.** The Company reserves the right to amend the Agreement, Policy Manual, its retail prices, product availability and the Compensation Plan at any time without prior notice as it deems appropriate. Amendments will be communicated to Brand Partner through official Company publications, by posting on the company web site, or voice and/or e-mail. Amendments are effective and binding on Brand Partner as of the date of issuance. In the event any conflict between the original documents or policies and any such amendment, the amendment will control.

**11.08 Non-Waiver Provision.** No failure of the Company to exercise any power under the Policy Manual or to insist upon strict compliance by Brand Partner with any obligation or provision herein, and no custom or practice of the parties at variance with this Policy Manual, shall constitute a waiver of the Company's right to demand exact compliance with this Policy Manual. The Company's waiver of any particular default by Brand Partner shall not affect or impair the Company's rights with respect to any subsequent default, nor shall it affect any way in the rights or obligations of any other Brand Partner. Nor shall any delay or omissions by the Company to exercise any right arising from a default affect or impair the Company's rights as to that or any subsequent default. Waiver by the Company can be affected only in writing by an authorized officer of the Company.

**11.09 Arbitration.**

- a) Except as expressly set forth herein, all disputes, claims, or causes of action relating to or arising from any Independent Brand Partner Application, Nerium International Terms of Agreement, Company's Policies and Procedures, and any other Company policies, products, and services, the rights and obligations of Company and Brand Partner, or any other disputes, claims or causes of action between Brand Partner and any of its officers, directors, employees, or affiliates, and Company or any of its officers, directors, employees, or affiliates, whether in tort or contract, shall be settled totally and finally by arbitration, in Dallas, Texas, in accordance with the Commercial Arbitration Rules of the American Arbitration Association, including the optional rules for emergency measures of protection which Company may use, in addition to or instead of the procedures set forth in section (c) below. 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.
- b) Notwithstanding the foregoing, the arbitrator shall have no jurisdiction over disputes relating to the ownership, validity or registration of any mark or other intellectual property or proprietary or confidential information of the Company without the Company's prior written consent. The Company may seek any applicable remedy in any applicable forum with respect to these disputes and with respect to money owing to the Company. In addition to monetary damages, the Company may obtain injunctive relief against Brand Partner for any violation of the Agreement or misuse of the Company's trademark, copyright or confidential information policies.
- c) Nothing in this rule shall prevent the Company from applying to and obtaining from any court having jurisdiction a writ of attachment, a temporary injunction, preliminary injunction and/or other injunctive or emergency relief available to safeguard and protect the Company's interests prior to the filing of or during or following any arbitration or other proceeding or pending the handing down of a decision or award in connection with any arbitration or other proceeding. Brand Partner hereby agrees that violation of the prohibition on use or disclosure of trade secrets, proprietary, or confidential information or the prohibition of the non-solicitation and non-disparagement provisions herein stated will cause Company irreparable injury for which there is no adequate remedy at law and hereby agrees to the entry of an ex parte temporary restraining order, preliminary and permanent injunction, or any other emergency remedy necessary to prevent said violation.
- d) Nothing contained herein shall be deemed to give the arbitrator any authority, power or right to alter, change, amend, modify, add to, or to subtract from any of the provisions of this Agreement.

**11.10 Entire Agreement.** This Policy Manual is incorporated into the Agreement along with the Compensation Plan, and constitutes the entire agreement of the parties regarding their business relationship.

- 11.11 Governing Law.** The Agreement and this Policy Manual shall be governed by the laws of the State of Texas and the jurisdiction of all claims arising hereunder shall be in the County of Dallas, the State of Texas.
- 11.12 Force Majeure.** The Company shall not be responsible for delays or failure in performance caused by circumstances beyond a party's control, such as strikes, labor difficulties, fire, war, government decrees or orders, or curtailment of a party's usual source of supply.
- 11.13 Notice.** Any communication, notice or demand of any kind whatsoever, which either Brand Partner or the Company may be required or may desire to give or to serve upon the other shall be in writing and delivered by electronic communication whether by telex, telegram, e-mail or fax (if confirmed in writing sent by registered or certified mail, postage pre-paid, return receipt requested or by personal service). Any party may change its address for notice by giving written notice to the other in the manner provided in this Section. Any such communication, notice or demand shall deemed to have been given or served on the date personally served by personal service, on the date of confirmed dispatch if by electronic communication, or on the date shown on the return receipt or other evidence if delivery is by mail.
- 11.14 Severability.** If under any applicable and binding law or rule of any applicable jurisdiction, any provision of the Agreement, including this Policy Manual, or any specification, standard or operating procedure which the Company has prescribed is held to be invalid or unenforceable, the Company shall have the right to modify the invalid or unenforceable provision, specification, standard or operating procedure or any portion thereof, to the extent required to be valid and enforceable, and Brand Partner shall be bound by any such modification. The modification will be effective only in the jurisdiction in which it is required.
- 11.15 Violations.** It is the obligation of every Brand Partner to abide by and maintain the integrity of this Policy Manual. If Brand Partner observes another Brand Partner committing a violation, such Brand Partner should discuss the violation directly with the violating Brand Partner. Any violations reported to the Company shall follow the Company's reporting procedures and may be reported by phone to Nerium International Support Department at 855-4-NERIUM (855-463-7486).

## SECTION TWELVE: CODE OF PROFESSIONAL ETHICS

NERIUM INTERNATIONAL, LLC, BELIEVES THAT ITS BRAND PARTNERS SHOULD SUBSCRIBE TO THE PRINCIPLES OF FAIRNESS, HONESTY, INTEGRITY, AND SERVICE. THE RELATIONSHIP OF THE COMPANY TO BRAND PARTNER, BRAND PARTNER TO CUSTOMER, AND BRAND PARTNER TO OTHERS SHOULD BE PRESERVED, PROTECTED, AND PROMOTED IN ACCORDANCE WITH THE HIGHEST STANDARDS OF CONDUCT. THEREFORE, BRAND PARTNER AGREES TO ABIDE BY AND SUBSCRIBE TO THE CODE OF PROFESSIONAL ETHICS (THE "CODE OF ETHICS") CONTAINED IN THIS SECTION TWELVE.

AS A BRAND PARTNER, I AGREE THAT:

- 12.01 I will be honest and fair in all my dealings while acting as a Brand Partner of the Company.
- 12.02 I will respect the time and privacy of the people I contact to become retail customers or Brand Partners of the Company. I will be courteous and respectful to every person contacted in the course of my Company business.
- 12.03 I will perform all my professional activities in a manner that will enhance my reputation and the reputation of the Company.
- 12.04 I will fulfill my leadership responsibilities as a Sponsor, including training and otherwise supporting Brand Partners in my sales organization.
- 12.05 I will not engage in any deceptive or illegal practice, or any practice prohibited by the Agreement or the Policy Manual.
- 12.06 I will not make diagnostic, therapeutic or curative claims for the Company's products. I will not make any claims not contained in official Company literature. I will represent only that "each body is unique and responds uniquely to different products," remembering that even my personal experience with the product may be interpreted as an "extension of labeling claims" if I use those experiences as a sales device.
- 12.07 I will make no income claims or representations regarding the Company Compensation Plan, remembering that ideal projections of the Company Compensation Plan are unrealistic. No network is grown in a perfect geometric progression and therefore it is impossible to predict incomes. Further, a Brand Partner's success depends on many variables such as the amount of time committed to his/her business and the degree of organizational ability.
- 12.08 I understand and agree that I am solely responsible for all financial and/or legal obligations incurred by me in the course of my business as a Brand Partner of Nerium International, including self-employment taxes, income taxes, sales taxes, license fees, and related personal fees.
- 12.09 I will always honor the Company's 100% satisfaction, thirty (30) day money back guarantee when dealing with my retail customers.
- 12.10 I understand and agree that capitalism is one of the most competitive economic systems in the world; I will compete aggressively but fairly, and I will respect the professionals of other network marketing companies. I will not solicit from the proprietary rolls or "genealogical" printouts of other network marketing companies. I will not use sales materials or professional associations that may be regarded as proprietary by other companies. The Company seeks to promote the reputation of all reputable network marketing companies that are furthering the cause of personal independence for their Brand Partners.
- 12.11 A Brand Partner shall engage in no conduct which negatively impacts, disrupts or impairs the reputation or business of the Company or other Brand Partners, including, but not limited to: disparagement of the Company, its Officers or Employees or other Brand Partners; manipulation of the compensation plan; undermines or is at odds with the training systems utilized by and authorized by the Company; conduct which is abusive, disrespectful, or intimidating of other Brand Partners, Customers, Employees, or Affiliates of the company; conduct that undermines the relationship between the Company and Brand Partners or relationships between Brand Partners; conduct which is false, fraudulent, dishonest or deceptive in any way; or any other conduct which the Company deems disreputable or, in anyway, negatively impacts the Company or other Brand Partners.

## SECTION THIRTEEN: ADDENDA FOR SPECIFIC STATES

**13.01 Distributor Agreement for Georgia.** This addendum is applicable to Georgia participants only.

- a) This addendum shall supersede and override any provisions in the independent distributor agreement which shall be in conflict with this addendum, except that any cancellation or buy-back provision in the distributor agreement, which is more favorable in terms to the distributor than this addendum, shall remain in full force and effect. The further purpose of this addendum is to set forth the rights of the independent distributor.
- b) Description of Products or Services: The company markets skincare and health-oriented products and services to the consumer through independent distributors by way of network marketing. The company's product line is indicated on the enclosed brochures. The company's primary service to distributors who are independent contractor marketers is to make available quality products for distributors to sell. In addition, the company makes available sales and marketing literature, ordering and other forms, supportive materials to promote the business and policies and procedures to provide guidance in conduct of the business. The company maintains a distributor relations department to answer questions of distributors. The company makes available to distributors downline sales organization data processing reports to inform distributors of sales production activity of their sales organization. Information regarding shipping and training are provided in other paragraphs. The company's sales and marketing materials provide more detailed information. The company supplies marketing materials and fulfills orders of its distributors
- c) Delivery Date of Products: After receipt of orders and payment in full, the company ships orders for its products received before 12:00 p.m. CST the same day, and orders received after 12:00 p.m. CST are shipped the next business day. Product orders are sent via Federal Express. Methods of payment include check or credit cards.
- d) Training: The Company offers a complete library of print and video materials to all independent distributors at no charge. The materials are readily available over the internet in the distributor's personal virtual office. The training materials cover the science behind the product, how to conduct a personal sales party in the home, an understanding of the compensation plan, and a complete library of personal development tools.
- e) A participant in this multilevel marketing plan has a right to cancel at any time, regardless of reason. Cancellation must be submitted in writing to the company at its principal business address.
- f) Cancellation and Buy-Back Policy: The company will honor minimum cancellation rights to the participant in accordance with OCGA § 10-1-415(d)(1), (2) and (3), which code sections provide as follows and are set forth verbatim:
  1. "If the participant has purchased products or paid for administrative services while the contract of participation was in effect, the seller shall repurchase all unencumbered products, sales aids, literature, and promotional items which are in a reasonably resalable or reusable condition and which were acquired by the participant from the seller; such repurchase shall be at a price not less than 90 percent of the original net cost to the participant of the goods being returned. For purposes of this paragraph, 'original net cost' means the amount actually paid by the participant for the goods, less any consideration received by the participant for purchase of the goods which is attributable to the specific goods now being returned. Good shall be deemed 'resalable or reusable' if the goods are in an unused, commercially resalable condition at the time the goods are returned to the seller. Goods which are no longer marketed by the company shall be deemed 'resalable or reusable' if the goods are in an unused, commercially resalable condition and are returned to the seller within one year from the date the company discontinued marketing the goods; provided, however, that goods which are no longer marketed by a multilevel distribution company shall not be deemed 'resalable or reusable' if the goods are sold to participants as nonreturnable, discontinued, or seasonal items and the nonreturnable, discontinued, or seasonal nature of the goods was clearly disclosed to the participant seeking to return the goods prior to the purchase of the goods by the participant. Notwithstanding anything to the contrary contained in this paragraph, a multilevel distribution

company may not assert that any more than 15 percent of its total yearly sales per calendar year to participants in dollars are from nonreturnable, discontinued, or seasonal items;

2. The repayment of all administrative fees or consideration paid for other services shall be at not less than 90 percent of the costs to the participant of such fees or services and shall reflect all other administrative services that have not, at the time of termination, been provided to the participant; and
  3. The participant may be held responsible for all shipping expenses incurred in returning sales aids or products to the company but only if such responsibility of a canceling participant is disclosed in the written description of the cancellation rights." The cancellation and buy-back policy above is controlling and overrides any contrary language in any other company materials.
- g) Pursuant to OCGA § 10-1-415(d)(3), notice is given that the participant shall be responsible for all shipping expenses incurred in returning sales aids or products to the company.

**13.02 Distributor Agreement for Louisiana.** This addendum is applicable to Louisiana participants only.

- a) This addendum shall supersede and override any provisions in the independent distributor agreement which shall be in conflict with this addendum, except that any cancellation or buy-back provision in the distributor agreement, which is more favorable in terms to the distributor than this addendum, shall remain in full force and effect. The further purpose of this addendum is to set forth the rights of the independent distributor.
- b) A participant in this multilevel marketing plan has a right to cancel at any time, regardless of reason. Cancellation must be submitted in writing to the Company at its principal business address.
- c) No purchase or investment is necessary to become a Company distributor other than the purchase of a distributor sales kit which is sold "at Company cost."
- d) Waiver of Personal Activity Requirement During First Six Months. During the first six months after commencement of the distributor agreement, every Louisiana distributor is excused from personal product purchase activity requirements to the extent that payment for product purchased when combined with any other consideration (e.g. sales kit) exceeds \$300. During this period, no total payment in excess of \$300, either by express condition or practical necessity may be required to qualify as an active distributor or to qualify for bonuses. The waiver of qualifying purchase requirements is controlling and overrides anything to the contrary in other Company materials. Other than purchase of sales kit, all purchases by a distributor are voluntary and are voluntary and are neither required by actual or practical necessity to participate fully in the marketing program.
- e) Prohibition: Any payment by a distributor during his or her first 180 days in excess of \$300 which may be considered under La. R.S. 51:1821(2) as initial consideration required by express condition or practical necessity is strictly prohibited.
  1. The above prohibition shall not in any way restrict the amount of retail sales.
  2. Upon termination, if the independent distributor has purchased products for inventory purposes or mandatory sales aids while the distributor agreement was in effect, all unencumbered products purchased within the previous 12 months which are in an unused and commercially resalable condition then in possession of the independent distributor shall be repurchased. The repurchase shall be at price of not less than ninety percent of the original net cost to the participant returning such goods, taking into account any sales made by or through such participant prior to notification to the Company of the election to cancel. You may not re-join the Company for a period of six months after a resignation.

3. Louisiana Law Applicable. In the event of a dispute for jurisdictional purposes, a distributor shall be entitled to file an adjudicatory claim or lawsuit in the jurisdiction of Louisiana and the governing law shall be Louisiana law.

**13.03 Montana Addendum to Agreement.**

- a) Refund Policy for Montana Representatives. The following refund policies shall be applicable to Montana representatives and shall supercede any policies that are less protective to Montana representatives.
  1. A representative may cancel participation in the representative contract for any reason at any time upon notification in writing to the company of the election to cancel.
  2. If the representative cancels participation and returns any required items, the person is entitled to a refund of any consideration given to participate in the sales plan or operation.
  3. Upon the request of a representative deciding to terminate participation in the sales plan or operation, there shall be the epurchase, at not less than ninety percent (90%) of the amount paid by the representative, of any currently marketable goods or services sold to the representative within 12 months of the request that have not been resold or consumed by the representative.
  4. Within 15 days from the date of enrollment, a Montana resident may cancel his or her Agreement and may return his or her starter kit for a full refund within such time period.

**13.04 Distributor Agreement for Oklahoma.** This addendum is applicable to Oklahoma distributors only.

- a) The independent distributor agreement may be canceled at any time and for any reason by a distributor notifying the company and the sponsoring distributor in writing of the election to cancel.
- b) If a distributor elects not to renew his or her distributor agreement, all rights to bonuses, marketing position and wholesale purchases cease. The terminated distributor's sales organization shall be transferred to his or her sponsor.
- c) If the independent distributor has purchased products for inventory purposes or mandatory sales aids while the distributor agreement was in effect, all unencumbered products in a resalable condition then in possession of the independent distributor, which have been purchased within twelve months of cancellation, shall be repurchased. The repurchase shall be at a price of not less than ninety percent than (90%) of the original net cost to the participant returning such goods, taking into account any sales made by or through such participant prior to notification to the Company of the election to cancel.
- d) Any product purchases which have been previously represented by the terminating distributor as having been either resold or utilized for personal or family use under the company's 70% Rule or otherwise, are not subject to repurchase.

**13.05 Distributor Agreement for Texas.** This addendum is applicable to Texas distributors only.

- a) The independent distributor agreement may be canceled at any time and for any reason by a distributor notifying the company and the sponsoring distributor in writing of the election to cancel.
- b) If a distributor elects not to renew his or her distributor agreement, all rights to bonuses, marketing position and wholesale purchases cease. The terminated distributor's sales organization shall be transferred to his or her sponsor.
- c) If the independent distributor has purchased products for inventory purposes or mandatory sales aids while the distributor agreement was in effect, all unencumbered products in a resalable condition then in possession of the independent distributor, which have been purchased within twelve months of cancellation, shall be repurchased. The repurchase shall be at a price of not less than ninety percent (90%) of the original net cost to the participant returning such goods, taking into account any sales made by or such participant through prior to notification to the Company of the election to cancel.

- d) Any product purchases which have been previously represented by the terminating distributor as having been either resold or utilized for personal or family use under the company's 70% Rule or otherwise, are not subject to repurchase.

#### **13.06 Wyoming Addendum to Agreement.**

- a) Refund Policy for Wyoming Distributors. The following refund policies shall be applicable to Wyoming distributors and shall any policies that are less protective to Wyoming distributors.

1. A distributor may cancel participation in the distributor contract for any reason at any time upon notification in writing to the company of the election to cancel.
2. If the participant has purchased products while the contract of participation was in effect, all unencumbered products in a resalable condition then in the possession of the participant shall be repurchased by the company. The repurchase shall be at a price of not less than ninety percent (90%) of the original net cost to the participant returning such goods, taking into account any sales made by or through such participant prior to notification to the company of the election to cancel.
3. Although the company does not have a purchase requirement, in the event such a requirement is made of participants in its marketing program to purchase products or services or pay any other consideration in order to participate in the marketing program, the following refund policy shall be applicable and the company agrees:
  - a) To repurchase all or part of any products which are unencumbered and in a resalable condition at a price of not less than ninety percent (90%) of the original net cost to the participant, taking into account any sales made by or through such participant prior to notification to the company of election to cancel;
  - b) To repay not less than ninety percent (90%) of the original net cost of any services purchased by the participants; or
  - c) To refund not less than ninety percent (90%) of any other consideration paid by the participant in order to participate in the marketing program.



# Acknowledgement Form

The undersigned Nerium International™ Independent Brand Partner ("Participant") is eligible to participate in the Nerium International Lexus Car Bonus Option, as described in the attached Program Guidelines ("Program Guidelines"). Participant acknowledges and agrees that they have received the Program Guidelines, and, by signing below, Participant further acknowledges and agrees to the following:

1. Participant's purchase or lease of a Lexus (in accordance with the terms and conditions of the Program Guidelines) is a condition for receiving the bonus payments described in the Program Guidelines. In the event that Participant does not purchase or lease a Lexus in accordance with the terms and conditions contained in the Program Guidelines, Participant shall not be entitled to receive the bonus payments described therein. In addition, in the event that Participant does purchase or lease a Lexus, but Participant's lease or loan agreement terminates for any reason; or 48 months have passed from the inception date; or Participant fails to comply with any other requirements described in the Program Guidelines, Participant's right to receive such bonus payments will automatically terminate.
2. Participant understands that he or she is not obligated to purchase or lease a Lexus. If Participant does purchase or lease a Lexus, he or she acknowledges that they will, at all times, be personally and solely responsible for the payment to the financial institution for all purchase or lease amounts and/or any other amounts relating to such purchase or lease of a Lexus. Participant further understands that Nerium International will not:
  - a. Participate in any negotiations regarding Participant's purchase or lease of a Lexus;
  - b. Sign (in any capacity whatsoever) the purchase or lease agreement, or any other documents, relating to Participant's purchase or lease of a Lexus;
  - c. Be liable in any way whatsoever to any Lexus dealer or financial institution (or any Lexus affiliate) for any financial or other obligations relating to Participant's purchase or lease of a Lexus. Nerium International's only obligation, with respect to Participant's purchase or lease of a Lexus, will be to pay Participant's bonus directly to Participant, in such amounts and for such periods of time as described in the Program Guidelines.
3. Participant has read and fully understands the meaning and consequences of the Program Guidelines and this Acknowledgment. Participant has also consulted with his or her legal and tax advisors regarding any questions Participant has with respect to the Program Guidelines, this Acknowledgment, and/or the economic, legal, and tax consequences of the foregoing.

Participant: \_\_\_\_\_ Witness: \_\_\_\_\_

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

The undersigned is a family member or partner ("Partner") of the above signed Nerium International Independent Brand Partner ("Participant") and is a member of Participant's household. Partner has agreed to acquire in his/her own name a qualifying Lexus or has agreed to guarantee payments on behalf of above signed Participant who has acquired a qualifying Lexus. By signing below, Partner acknowledges and agrees to the following:

1. I am a family member or partner of the above signed Nerium International Independent Brand Partner ("Participant"), and reside in the same household as said person. I have reviewed and understand the above Program Guidelines.
2. Although I have agreed to acquire in my name or guarantee the contract of an approved Lexus on behalf of Participant, I understand that I am not entitled to receive any Bonus payments from Nerium International. I understand that by acquiring an approved Lexus or guaranteeing payments for an approved Lexus, I am solely responsible for all the terms and conditions of the contract between the Lexus dealership and/or financial institution and me.
3. I understand that should the Participant cease using the acquired Lexus in their Nerium International business, for any reason whatsoever, said Participant's Lexus Bonus payments from Nerium International will immediately cease and will not resume under any circumstances.

Participant: \_\_\_\_\_ Witness: \_\_\_\_\_

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

Nerium International LLC - 4004 Belt Line Road #112 Addison TX 75001 Tel: 855-463-7486 Fax: 214-390-9988 www.neriumsupport.com

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# Lexus Decal Form

Congratulations on qualifying for your Lexus Car Bonus! We are pleased to provide you with your choice of branding options for your new vehicle! Just complete this form; send it our way; and we'll put your selection in the mail.

## 1. PLEASE MARK THE APPROPRIATE BOX INDICATING YOUR DECAL SELECTION:



A.

- Decal without Contact Information



B.

- Decal with Contact Information  
*Must include your phone number and Website url only.*



C.

- Window or Bumper Sticker



D.

- License Plate Holder  
*For YEPpers only.*

For Option B, provide the Web address and phone number you would like listed on the decal: \_\_\_\_\_

For option D, please state your birthday and include a copy of your driver's license to prove YEPper status: \_\_\_\_\_

## 2. MY ACCOUNT INFORMATION:

Name: \_\_\_\_\_ Nerium ID Number: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Prov/Terr: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Ship my decal selection to the following address, if different than above. Note: Nerium International™ will not ship to post office box numbers.

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Prov/Terr: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Business Name (if required): \_\_\_\_\_

(NOTE: Nerium International™ will not ship to a post office box).

## VERIFICATION:

I understand I must complete and fax or email this form to Nerium International at 214-390-9988 or [recognition@nerium.com](mailto:recognition@nerium.com) in order to fully meet the qualifications for the Lexus Car Bonus payment. Failing to do so will result in me paying for my own Lexus payment. Once this form has been received and approved by Nerium International, my Lexus Car Bonus payment will begin.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## FOR PROCESSING PURPOSES ONLY:

Received by Nerium International: \_\_\_\_\_ Date: \_\_\_\_\_

Nerium International, LLC 4004 Bell Line Road #112 Addison, TX 75001 Tel: 855-483-7460 Fax: 214-390-9988 [www.neriumsupport.com](http://www.neriumsupport.com)

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# Greeting

## **“Hello, may I speak with Mr/Mrs Smith?”**

- “My name is \_\_\_\_\_. I’m calling from Nerium International regarding your active Automatic Deliver Order. It appears that your credit card we have on file for you has declined this month and prevented your order from processing successfully. I’d like to take a few moments to update your credit card on file so that we can update your profile and ensure you do not miss out on any future orders.”
- Pause for response for a moment to allow response.
- To ensure we update the account properly, I see you are on (street name only) please verify your complete shipping address and email.
- Once customer has chosen a card, update their account appropriately.
- If the customer states that right now is not a good time, please use the following:

# Rebuttals

If the customer states that right now is not a good time, please use the following

Mr. /Mrs. Smith

I understand that you are very busy and short on time however, it will only take me a few moments to update your credit card information in order to reprocess your monthly ADO. I would be more than happy to update this information for you so that you do not need to call back at a later time or if it’s more convenient can I contact you back tomorrow?

## Rebuttals Cont.

*If the customer still cannot take the time to update their info.*

Mr. /Mrs. Smith

I do understand that now is not a good time, feel free to contact Nerium Support at your earliest convenience at 1-855-463-7486

## **Voice Messages**

- This is an important message from Nerium International regarding your automatic delivery order. The credit card you have has been declined for processing. Please contact Nerium Customer Support to update your credit card. If you have questions or require assistance, at 1-855-463-7486 or visit [neriumsupport.com](http://neriumsupport.com).

## **Closing**

*If you are able to successfully update the profile, please proceed to our closing script*

- It has been great speaking with you today Mr. /Mrs. Doe. I have updated your credit card information on file and your monthly ADO has been successfully processed. If you have any questions please do not hesitate to contact us during the hours of 8am-8pm CST at Nerium Customer Support. The phone number is 855 -463-7486 - Have a Wonderful Day.

# Welcome calls

Good Morning Mr. /Ms. \_\_\_\_\_

This is (state your name) with Nerium International and we are calling to welcome you to the Nerium/Live Happy Family. (Say it with a☺)

We would like to take this time to verify that we have your Shipping address and email correct.

(Verify Information)

I'd like to also take the time to provide you with your Customer ID No. that is associated with your account. This customer ID No. will assist us with locating your account should you need to reach us in the near future for assistance.

For your confirmation we show that your ADO is scheduled to bill you on (provide the date) for your product and your Nerium Edge Subscription is due to bill you on (provide the date).

Was there anything else I can assist you with today? Or any further questions?

If you have any further questions or concerns please contact us via telephone at 1-855-463-7486 you can also reach us via email/chat at [support@nerium.com](mailto:support@nerium.com). Our office hours are Monday- Friday 8 a.m. to 8 p.m. CST. We are also open Saturdays from 9 a.m. to 6 p.m. CST.

## **(RMA Disclaimer must read verbatim)**

### **Brand Partner**

Dear (Customer Name),

I am issuing you this RMA # today for your new marketable inventory which may include company produced promotional materials, product, sales aids, and kits that appear to be within our return policy. I cannot guarantee a 100% refund because the condition of the returned promotional materials, product, sales aids, and kits will determine the amount of your refund. There will be a 10% restocking fee and all commissions and bonuses previously paid out to you will be deducted from the refund. Shipping charges are non-refundable.

Please be aware, you are responsible for the S&H to send the product back. We suggest that the method you choose to ship the product back to us includes a tracking number, in case it's needed to track the product or if it is lost during shipping. Once we receive the return it can take 7-10 business days for the refund to be processed. The refund will be issued to the credit card used to make the purchase. Depending on your banking institution, the refund can take an additional 3-5 business days to reflect on your account.

Do you understand these terms?

## **(RMA Disclaimer must read verbatim)**

### **Preferred Customer**

I am issuing you a RMA # today for your order that appears to be within our return policy. In order to receive your refund, your product return must be received within 10 days of issuing this RMA # or within 30 days of the purchase date, to Nerium International, Shipping Department, 3717 Commerce Place, Ste. E, Bedford, TX 76021. Shipping charges are non-refundable.

### **All non-refundable bottles will be discarded. Do you understand these terms?**

Please be aware, you are responsible for the S&H to send the product back. We suggest that the method you choose to ship the product back to us includes a tracking number, in case it's needed to track the product or if it is lost during shipping. Once we receive the return it can take 7-10 business days for the refund to be processed. The refund will be issued to the credit card used to make the purchase. Depending on your banking institution, the refund can take an additional 3-5 business days to reflect on your account.