

# Customer Information and Product Return Form

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## 1. General Information

- 1.1. A Customer is a person who purchases product(s) at a discount from the suggested retail price directly from the Company for personal (including family) consumption only.
- 1.2. Since Customer product orders are for personal consumption only, and not for resale, a Customer should only order enough product for a four-week period. [See product label for recommended serving.]
- 1.3. Customers are not required to submit any tax identification information.
- 1.4. Upon acceptance of the Customer application by the Company, an account number will be assigned to serve as the official identification number when placing product orders and/or contacting Customer Care.
- 1.5. A Customer does not participate in the Compensation Plan and does not earn commissions.
- 1.6. Customer accounts must have a valid contact name, address, telephone number and unique email address to list on the account. [No business names (or Doing Business As "DBA"), trusts, corporations or partnerships.]
- 1.7. To terminate a Customer account, submit a written termination notice (include name and account number) or a voluntary termination form (go to Mannatech Online Library to access the form) to the Company. If you wish to return unopened restockable products, follow the instructions in the Satisfaction Guarantee section.

## 2. Automatic Orders/Credit Cards/Tax

- 2.1. Customer Automatic Order (AO) is optional.
- 2.2. AO orders: The first AO can be set up anytime in the month. Subsequent AOs will generate on the same date thereafter. Mannatech reserves the right to process AOs as early as the 26th of each month to ensure timely deliveries. Additionally, orders may be processed early to accommodate holidays. To avoid delays, modifications to existing AOs that generate the last week of the month must be made prior to the 26th day of the month. Modifications to existing AOs that have generated will not take effect until the following month.
  - Customers may change or terminate their AO at any time without losing their discount. The request must be received five business days prior to an AO generation date.
  - Customers will have their credit/debit card charged once each month and will continue until Mannatech corporate office receives an AO termination notification. Forward the written termination notice: by fax to 0800 981 113 or 0116 158 750; or by mail to Mannatech - South Africa Attn: South Africa Operations Viscount Office Park 11 Viscount Road Bedfordview, Johannesburg 2007; or verbal notification by calling 0800 989 1117 or 0800 981 117.
- 2.3. Credit Card: Customers may only use Company-accepted credit cards belonging to them or for which they are an authorised user. Any Customer found to process orders without the consent of the cardholder is in violation of federal and state laws and will be subject to immediate termination.
- 2.4. VAT: 14% Vat is included in the Customer price.

## 3. Satisfaction Guarantee

- Mannatech stands behind the quality of its products and your satisfaction. If for any reason you try our product and are not completely satisfied, you may return it within 90 days of purchase for an exchange or refund of the product price and applicable tax. Applicable refunds are subject to a 10% processing fee.
- 3.1. The MAXIMUM refund amount for product refunds is R8,500 plus tax. Mannatech will not refund or return any additional product received in excess of R8,500. Customers voluntarily terminate their accounts when they reach or exceed the maximum R8,500 refund amount.
  - 3.2. To return used product for a refund you must:
    - Contact Customer Care to obtain a Return Authorisation Request Number.
    - Complete the Product Return Form [page 2].
    - Comply with instructions found on the Return Authorisation Request Form.
    - Enclose bottles (empty or unused portions) in the package.
    - You are responsible for return shipping costs, any insurance and tracking your return shipment package should it become necessary.
  - 3.3. Product Exchanges. For a period of 90 days from the date of purchase, the Company will exchange for equal value any unopened, undamaged, restockable product (i.e., clean bottles).
    - Contact Customer Care.
    - All exchanges will be done on a one-for-one, equal-value basis.
    - No exchange for opened or dirty bottles.
    - The Company will pay the return postage for the product going back to the customer.
  - 3.4. A Customer submitting written termination or a Voluntary Termination form, may request a refund on unused products [NOT TO EXCEED R8,500]. Mannatech will repurchase any unopened, restockable product purchased within 90 days of the original purchase date. The product refund is credited to the original order payment method used at the time of purchase.
    - The Customer is responsible for all transportation expenses incurred in returning products to the Company.

## 4. Product Replacement of Defective Product/Quality Control

Determination of defective products is at the Company's discretion. The Company will replace any defective product with same or similar goods for reasons of quality control or within thirty (30) days of purchase with the same or similar goods. All product returns require prior approval from Mannatech. Customers must comply with the instructions outlined in section 3 above. Upon receipt and verification of the product, the Company will ship replacement product or issue a refund to you.

## 5. Termination of the Agreement by the Company

The Company reserves the right to terminate a Customer account. The termination is effective immediately upon receipt of the written notification sent to the Customer via recorded delivery to the last known address.

## Customer Product Return Form

(Please read and complete this form carefully. Incomplete forms are not reviewed or processed.)

**NOTE: Only products authorised for return are eligible for a refund.** Product price and applicable tax are credited to the original order payment method within 21 business days after products are returned to Mannatech, Incorporated ("Mannatech"). Applicable refunds are subject to a 10% processing fee.

If for any reason, you try Mannatech's products and are not satisfied, you may return the order purchased within 90 days from the purchase date, for an exchange or refund.

### Follow instructions below to request a refund:

1. Complete this form in its entirety.
2. Submit form for review and approval via email to 4-star@mannatech.com or fax 0800-981-113 to **Attention: Returns/Refunds Department**. After submitting your request, a representative will contact you within five business days.
3. Once you receive approval and an Authorisation Number, you may proceed with the return.
4. Enclose all containers (empty or unused portions), approved for refund, in the return package. The product lot number must match the original order number.
5. Write the Return Authorisation Number on the outside of the return package.
6. Products must be returned to the return address provided by Mannatech for refund processing 30 days from the approval date. **Return only products approved for refund. An unauthorised return is unacceptable and will not be returned to you; contents will be destroyed.**
7. The person returning products is responsible for shipping costs, insurance and tracking return shipment package.
- 8. The maximum refund for all product returns is R8,500 and will result in automatic account termination.**

Order: \_\_\_\_\_ **\*Required**

*List of product(s) returned:	Qty	Open/ Unopen	*Product lot numbers:

[NOTE: Applicable orders may be subject to a 10% processing fee.]

**\*Payor Information:**

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 Email Address: \_\_\_\_\_ Home Phone: \_\_\_\_\_