

Policies and Procedures

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Policies and Procedures Regulation

Introduction

The sustainability and stability of the success in the network marketing business, you not only must adhere strictly to the integrity, accuracy, good moral and accountability in conducting the business, but you also need to pay attention and respect in interpersonal relationships in the business entirely. In order that such relationships have established in these Policies and Procedures to establish the clarity in rights, role and responsibilities of each party who participate in Unilever Life, whether they are Business Partner or Brand Fan, Company or even the customers. You can understand and put into practice completely.

There are two versions (Chinese and English) to these Policies and Procedures (herein after called "Policies"). In case of inconsistency between these versions, the English version prevails. The following Unilever Life's Policies and Procedures has been effective from **1st March 2020**. These Policies supersede and replace any previous versions of the Policies.

Terms in the Policies may be amended from time to time in necessary cases or need to comply with the applicable laws. The Company reserves the right to amend this Policies at any time without prior notice to you. But the Company will notice and publish the last amendment to you within a reasonable time via company's communication channel such as e-mail, website, or document. Such amendment will enter into force on the publication day.

Chapter 1

Glossary of Defined Terms

Account means the identification number (ID Number) and its corresponding account which issued and created by the Company and provided to each Business Partner or Brand Fan. Business Partner or Brand Fan can use this ID number to purchase the Products, receive Commission and other the Company's privileges.

Application means the documents which are parts of Business Partner Agreement (or Brand Fan Agreement) and used for applying as a Business Partner (or Brand Fan) of the Company.

Associate Applicant means a Person who applies as a Business Partner collaborate with another (existing) Business Partner due to purchase the Products or conduct the businesses on the same Business Partner account ID.

Authorized Country means any country designated in writing by the Company as officially opened for business by all Business Partners, and Brand Fan.

Brand Fan ("BF") means independent contractor who applies to be a Shopper (non-Distributor) of the Company and authorized by the Company in order to purchase Products at wholesale prices, and receive other privileges such as company's news and benefits from Company shop.

Business Activity means any activity by Business Partner and Brand Fan including signing Business Partner Agreement and/or Brand Fan Agreement, purchasing Products from or returning Products to the Company, Sponsoring new Business Partners and Brand Fan, attend to Company Meeting/Training/Seminar, or other activities that the Company, in its sole discretion, determines to be a meaningful promotion of the Company's business.

Business Partner ("BP") means the independent contractor who applies as a Distributor of the Company and authorized by the Company in order to purchase and retail products at wholesale prices, recruit other Business Partners and Brand Fan, receive Commission and Cash Bonus in accordance with the requirements of the Sales Compensation Plan and receive other privileges such as, company's news and benefits from Unilever Life Centers.

Cash Incentive means compensation paid by the Company to a Business Partner based on the volume of Products purchased by first level downlines in each month which met the requirements as set forth in the Sales Compensation Plans.

Commission means compensation paid by the Company to a Business Partner based on the volume of products sold by a Business Partner, downlines in his/her organization met with based on all requirements as set forth in the Sales Compensation Plans. Commission pay periods are calculated on a calendar – monthly basis.

Company refers to a Unilever Malaysia Aviance Sdn. Bhd and Affiliated Companies.

Contract means the agreement between a Business Partner (or Brand Fan) and the Company composed of the Business Partner Agreement (or Brand Fan Agreement), Policies and Procedures, the Sales Compensation Plan and other agreement which related to business conduct with the Company.

Corporation means any business entity such as a corporation, partnership, limited liability Company, or other form of juristic person under the laws of the state in which it was organized.

Customer means Buyer or Consumer or Person who acquired service from Business Partner or Company to purchase the Products. The prospective person is Included with Customer.

International Sponsor means a Business Partner in good standing who sponsor new Business Partner or Brand Fan in an Authorized Country outside the country, territory or other political jurisdiction in which that Business Partner was first established a Business Partnership with the Company.

Organization means Business Partners and Brand Fan either directly or indirectly are sponsored to his/her organization.

Person means an individual, corporation, partnership, or other legal entity.

Policies and Procedures (“**Policies**”) means the policies governing how a Business Partner (or Brand Fan) is to conduct his/her business or purchase the Products as set forth in this document (including Supplement Policy) and defining all rights and relationship of the parties.

Products mean all products under the Company’s trademarks.

Prospective Person means person who expresses interest to apply to be a Business Partners (or Brand Fan) to purchase Products for personal use or for a business.

Sale Aids means any tools or equipment, or materials used for supporting Products presentation, selling or demonstrating to recruit the prospective Business Partner, and Brand Fan or training of Business Partners, and Brand Fan. The Sales Aids will be equipped with all information reference to the Company, the Products, the Sales Compensation Plans, or the trade names and logos.

Sales Compensation Plan means the specific plan that outlines the details and requirements of the compensation structure for Business Partners of the Company.

Sponsor means a Business Partner or Brand Fan that signs another Business Partner or Brand Fan directly beneath his/her account in the Sponsor’s organization.

Trademark means all trademarks belonged to the Company. For example, aviance, Beyonde, i-fresh, Lever Home, etc.

Chapter 2

“Business Partner”

1. Becoming a Business Partner

1.1 Requirement of Business Partner

In order to become a Business Partner of Unilever Life (hereinafter referred to as “BP”), you must meet the requirements as following.

Business Partner (BP)		
Type	Individual	Corporation
Qualification	<ul style="list-style-type: none"> ● At least eighteen (18) years of age ● Malaysian Nationality 	<ul style="list-style-type: none"> ● Malaysian Corporation ● Only “sole-proprietor” is acceptable for application
Additional Document	<ul style="list-style-type: none"> ● Applicant’s copy of Malaysian National Registration Identification Card ● Associate applicant’s copy of Malaysian National Registration Identification Card (Associate applicant must also have the BP’s qualifications) ● Copy of applicant’s bank saving account ● Documents must be certified as true copies of the original. 	<ul style="list-style-type: none"> ● Copy of Malaysian National Registration Identification Card of the authorized director or partner ● Copy of corporate registration certificate ● Copy of corporate bank saving account ● Copy of Corporate Taxpayer Card ● Documents must be certified as true copies of the original by Company authorized director or partner

1.2 How to apply

1.2.1 In order to become a BP, you must be sponsored by a current authorized BP or Brand Fan (hereinafter referred to as “BF”) and need to complete, signs in a BP Application (hereinafter referred to as “BP Agreement”), send the additional documents to the Company and make the payment of Agreement (application) fee.

1.2.2 You can submit the BP Agreement through the following channels:

- Company’s Office or Unilever Life Center
- Company’s Websites
- Submit through current authorized BP or BF
- Other channels which the Company may provide such as Product Booth or Exhibition or Seminar etc.

1.2.3 You shall apply to be a BP with only one (1) account and is not allowed to earn benefit from more than one (1) account either directly or indirectly and is prohibited from using another person’s name, assumed name, and false name to apply.

In case you submit more than one (1) BP Agreement through different channels in the same time or proximity while and the first Agreement is still not approved and issued an Account ID number by the Company. The Company solely reserves the right to approve and issue an Account ID number for only one (1) Agreement or If the company found that you have more than one (1) account or have simultaneous interest whether direct or indirect in

more than one (1) account. You agree the Company to keep only one (1) account for you and terminate the others (The Company shall consider on the Agreement date and other facts which prove the authenticity of applicant's identity) and the terminated account shall be invalid.

The Company's decision shall be final.

1.2.4 You shall submit a BP Agreement in the country where you have citizenship or have permanent residence.

1.2.5 When you sign a BP Agreement, you are bound by the Contract as set forth in BP Agreement and must comply strictly with any Company's terms. The Company reserves the right, in its sole discretion, to refuse or accept your Agreement.

1.2.6 To become a BP, you agree that all information you provide will be accurate, current and truthful. You shall not provide any untrue information or hide some information which the Company needs to know or counterfeit the agreement or any document. In case your information's are changed which effects accuracy, you shall inform the Company to edit such information or you can edit by yourself, if any, on Company website.

1.2.7 The Company reserves the right to immediately terminate your Business Partnership without notification of any reason, or declare the BP Agreement void from its inception, if the Company found

- You have provided false or inaccurate information.
- Your BP Agreement has been submitted in the country where you do not have citizenship or do not have permanent residence.

In addition, the Company will immediately withdraw, cancel, or recall for commission or any privileges which you should obtain or obtained. You shall return all obtained commission or any privileges to the Company immediately from the notice date. However, nothing shall prejudice discretion of the Company to seek injunctive relief or other remedies available by law from you consequently.

1.2.8 If you do not submit the required additional documents. The Company reserves the rights to hold the payment of Commission until your additional documents are received.

1.2.9 To become a BP, you are not required to purchase any specified amount of Products or maintain a specified minimum inventory or purchase the Products to earn rights attending Company seminar, rallies or any other Company events.

1.2.10 The Business Partnership with the Company shall remain in full force and effect only on the date which BP Agreement and Agreement (application) fee payment are received and accepted by the Company and the Company has issued the account ID.

2. Business Partner Account

2.1 Spouse

2.1.1 Husband and Wife; by de facto and legally who want to apply to become a BP must submit the BP Agreement in the same account as one Business Partnership.

In case the Company finds you and your spouse apply in a separate account, the Company shall void the later account and remove you or your spouse from being an associate applicant to the account which first submitted to the Company.

2.1.2 In case you married or live together with another person as a husband and a wife after being BP. Your spouse can request the Company to add his/her to be an associate applicant into the same account. (Your spouse shall have never applied for BP or BF of the Company before.)

2.1.3 You and your spouse may own or have an ownership interest in two (2) accounts, where both of you already have BP or BF status prior to marriage. In addition, you and your spouse can keep one account and terminate another or keep both accounts with the existing status and sponsor.

2.1.4 If your spouse resigns from the Company for any reason whatsoever pursuant to the Policies herein, the Company shall be entitled to terminate your Business Partnership without assigning any reasons thereof. The

Company may allow you to continue operating the Business Partnership in which you shall be subjected to these Policies and to such other terms and conditions which the Company may deem fit to impose.

The Company may at its sole discretion terminate your Business Partnership if the Company is of the opinion (which opinion shall be final) that any act of you and/or your spouse (whether or not the spouse is a registered as associate applicant) is found to be in contravention of any of the Policies.

2.1.5 In case of husband has more than one legal wife, can elect only one wife for applying to be an associate applicant in the same account, subject to the appropriate local legislation. Subsequent wives who wish to be Business Partner must be sponsored under this husband/wife account.

2.2 Transferring Account

2.2.1 You may not convey, assign, or otherwise transfer any right conveyed by the Contract to any person or entity without the express, prior written consent of the Company, which consent will not be unreasonably withheld.

You may delegate your responsibilities but is ultimately responsible for ensuring compliance with the Contract and applicable laws. Any person working with or for you as part of your Business Partnership will do so only under your direct supervision.

2.2.2 Under the following conditions, you can transfer your account, all compensation of the account, or give it as a legacy to other person.

- a. You (transferor) must notify your intent in written to the Company at least thirty (30) days in advance for Company's consideration and taking process. At the meanwhile, if your compensation remains in the Company's system, the settlement must be done before account transfer.
- b. The transferee must have never applied for the BP or BF.
- c. An administrative fee will be charged at the Company's rate.
- d. The account transfer must be completed only when the Company has approved, and the transfer process has been done.

2.2.3 If a Business Partner immediately dies, disappear or become bankrupt, the Company may transfer his/her account to a person per as directed by the court or authorities. Proper legal documents shall be submitted to the Company.

2.3 Account Merger

2.3.1 You can submit a written request for merging two (2) accounts into one account. The accounts can be merged in the vertical or horizontal line and must meet the conditions as following.

- a. Both accounts must be in the same of organization.
- b. Both accounts owner must be a newcomer participating in the Company's Business.
- c. Both accounts owner must not have the title over the Team Business Partner (TBP).
- d. The merge accounts must be consented in writing from uplines four (4) levels, who hold title equivalent to or higher of Senior Business Partner (SBP) and be in that title in the same month of submission.
- e. To merge accounts in the vertical line, one account must be personally sponsored by another account.
- f. To merge accounts in the horizontal line, both accounts must have the same sponsor.
- g. An administrative fee will be charged at the Company's rate.

2.4 Changing Name

2.4.1 You can change the name of primary applicant or associate applicant in your account. For changing name, you shall pay an administrative fee and other expenses at the Company's rate.

The Company reserves the right to solely approve or deny your request for any account modification as mentioned in 2.2 to 2.4 without notification.

2.5 Re-Application

2.5.1 In case of account transfer, you (transferor) can establish a new Business Partnership under different sponsor after the approval date of account transfer is made for at least six (6) months.

2.5.2 In case you have resigned your Business Partnership and you wish to re-establish a new Business Partnership shall proceed under the following conditions:

- a. Establish a new Business Partnership under the same sponsor. You can submit new BP Agreement and additional documents as specified in these policies at any time.
- b. Establish a new Business Partnership under the different sponsor; you shall wait at least six (6) months from the date of resignation. In addition, you shall not engage in business activity as mentioned in clause 2.5.5 during the waiting period.
- c. 2.5.3 If you are a current BP, you may establish a new Business Partnership under a new sponsor only if you are not engaged in any business activity as mentioned in clause 2.5.5 for 6 months.

2.5.4 Re-applying to become a new BP under a different sponsor, you are prohibited to re-apply as an associate applicant in existing account.

2.5.5 BP who has fulfilled the required waiting period as mentioned above, you are also prohibited to conduct any business activity relating to Business Partnership (whether for your Business Partnership or the Business Partnership of another person). The activity means:

- Sponsoring a prospect
- Purchasing products
- Distributing products
- Attending seminar with other BP
- Obtaining compensation from other BP
- Participating in business of existing BP OR BF both directly and indirectly

2.6 Maintaining the Organization and Business Partnership

2.6.1 Maintaining the Organization

a) You can maintain all downlines in your organization if you purchase the products in your account ID at least one (1) time in any twelve (12) months. Otherwise, you will lose your all downlines and any benefits that you may receive from Sales Compensation Plan and the Company will move such downlines upward to your upline sponsor.

b) If you cannot maintain your downlines as mentioned in 2.6.1 a) but want to reactivate your account ID to purchase the product or create new organization. You can inform the Company within thirty-six (36) months from the last time of purchase. The company will reactivate your account or provide new BP account ID at no cost. (You shall be the downline of the present sponsor.)

2.6.2 Maintaining the Business Partnership Account

a) You can maintain your Business Partnership if you purchase the products in your account ID at least one (1) time in any thirty-six (36) months. Otherwise, you will lose Business Partnership.

b) If you lose your Business Partnership as mentioned in 2.6.2 a) but want to purchase the Company's Products or do the Company's business; you shall submit new BP Agreement to the Company. (You can establish a new Business Partnership under a different sponsor.)

2.7 Resignation

You may resign your Business Partnership at any time by submitting the written request to the Company. The resignation shall be effective when the Company receives your request.

3. Business Partner Code of Conduct

3.1 Responsibilities of a Business Partner

3.1.1 BP is an independent contractor and independent entrepreneurs. BP is not an employee, agent representative, partner, legal shareholder or joint venture with the Company. Thus, you are prohibited from representing yourself as such. The agreement or obligation between you and other person or juristic person is your solely personal responsibility.

3.1.2 You agree that you will not make any misleading, unfair, inaccurate, or disparaging comparisons, claims, representations, or statements about the Company; its products, or commercial activities; other Persons; other companies (including competitors); their commercial activities.

3.1.3 You acknowledge that you have no authority to take any steps in any country or other political jurisdiction to introduce or further the Company's business. This includes, but is not limited to, any attempt to register or reserve Company names, trademarks, or trade names; to secure approval for products or business practices; or to establish business or government contacts of any kind in the Company's behalf. You agree to indemnify the Company for all costs and attorney's fees incurred by the Company for any remedial action needed to exonerate the Company in the event of your improperly acts on behalf of the Company. You agree to immediately assign any registration of the Company names, trademarks, or trade names registered or reserved in violation of this section to the Company. The provisions of this section survive the termination of the Contract.

3.1.4 You shall not solicit or entice other BP or any person who did not personally sponsor to sell or purchase products other than those offered by the Company.

3.1.5 You shall not comment against or criticize other BP or any person's reputation who participate in the Company's Business.

3.1.6 You shall not support, solicit, entice, persuade, convince, promote or propose benefits to other BP in your organization or other organization for terminating the Business Partnership and re-applying with you or another person as new sponsor.

3.1.7 You shall not convince any person in your organization or other organization to purchase products in your account ID or in your downline's account ID.

3.1.8 You are responsible for your own business decision and expenditures.

3.1.9 You shall responsible for studying and strictly complying fully with the Contract including terms and conditions which the Company may deem fit to impose.

3.1.10 You are personally responsible for compliance with all applicable national, state, municipal and local laws and regulations.

3.1.11 You may only conduct the Company's Business (Unilever Life) in Authorized Countries. If you wish to conduct the Unilever Life business in an Authorized Country outside the country of your legal citizenship, you must compliance with all applicable regulations of the Authorized Country.

3.1.12 You may sponsor new BPs or prospective person only in countries where the Company is officially open. Your activity in unopened countries is expressly limited by Chapter 4 "International Business"

3.2 Purchase Products and Sales Aids

3.2.1 You can purchase Products on your own decision and shall be sold only in Malaysia.

3.2.2 The Company does not limit the minimum purchase. However, you should not hoard products more than the number you can distribute to retail customers or personal use in one (1) month. You should distribute or

consume products to seventy (70) percent of the previous purchase before ordering a new purchase. The Company reserves the right to verify your Product's selling and inspect documentation of retail sales.

3.2.3 You can purchase Products and Sales Aids in person at the Company's office, Unilever Life Center or Company's website or send a purchase order via mail, WhatsApp, telephone or other service channel provided by the Company. You can pay for a purchase of Products and Sales Aids by cash, accepted credit cards or direct debit, advance transfer into the Company's account, ATM service or other means provided by the company. The orders will be proceed and the Products will be shipped only if the full payment is paid.

3.2.4 The purchase (Ordering) must be made by the last operating day of the month or the time and date declared by the Company, in order to be included in calculating the commission and cash bonus of such month.

3.2.5 Any payment, which is not supported by sufficient funds, constitutes a breach of the Contract. Where necessary, a service fee will be charged and able to do as following;

a. If acceptable payment is not promptly made, the Volume (Point) of the order will be withdrawn.

b. The Company reserves the right to offset the outstanding amount against any Commissions, present or future, of yours.

c. If more than one (1) person is listed on the BP Agreement, all Persons will be held jointly and severally liable for the outstanding amount.

3.2.6 You are prohibited from submitting orders in the name of another BP or BF without his/her specific, prior, written approval for that order.

3.2.7 The company reserves the right to solely change the price of Products and Sales Aids without prior notice.

3.3 Products Distribution

3.3.1 You may sale products, only in Malaysia, at the price as stated in the catalogue.

3.3.2 When you sale the Products to retail customer, a Direct Sales Contract requires that:

- a) The Contract must be in writing.
- b) The Contract must be signed by both parties: you (the seller) and your customer (the buyer). Your customer must be given a copy of the signed contract.
- c) The Contract must have a statement printed "This contract is subject to a cooling-off period of 10 working days" above the place provided for the signature of your customer, printed in uppercase not smaller than eighteen (18) point size.
- d) The details of product sold to be rendered must be specified.

3.3.3 You are prohibited to directly or indirectly distribute or exhibit the Company's Products and Sales Aids by yourself or passing by any person at any retail shop, wholesale shop, drugstore, education place, cooperative, goods exhibition, market, internet or public place where operating similar activity to the said places without the Company's letter of consent. You shall submit the request intent and description of the activity that you want to participate to the Company at least thirty (30) days in advance.

3.4 Presentation of the Products and Business Plan

3.4.1 You shall ensure that from the beginning of the present the business/compensation plan or product to the customer or prospective person at his/her accommodation or workplace, you shall been permitted from person who possess that place before. You shall, without request, truthfully identify yourself by showing your National Registration Identification Card (NRIC) with Authority Card (BP Card) to the customer or prospective person every time.

3.4.2 You cannot disturb or cause to annoyance, if the customer or prospective person requests you to leave his/her place. Do not persist in trying to convince or push a sale. The Customer or prospective person has a

right to make a complaint if you continue to insist him/her to listen to you. This is considered as applying high pressure sales and it is an offence under the Direct Sales Act.

3.4.3 You shall truthfully present the products, business opportunity and sales compensation plan accurately and completely as stated in the Company's compensation plan.

3.4.4 You shall not allow calling on customers or prospective person

- a. On Sundays (in areas where Sunday is observed as rest day).
- b. On Fridays (in areas where Friday is observed as rest day).
- c. On any Public Holidays.
- d. From 7.00 pm to 9.00 am daily on other days.

The above hours of call do not apply if you have made an appointment and the customer or prospective person has consented for you to call on him/her.

You are strongly urged to always make appointments. Unless you have done so, do not attempt to conduct business at the prohibited hours of call.

3.4.5 You are prohibited to issue an invitation or advertisement to learn about the Company's Business Plan which describes the event any other than an occasion to learn about a business opportunity.

Specifically, you shall not use an invitation that:

- a. Gives the impression that it relates to an employment opportunity.
- b. Appears to be an invitation to a social event.
- c. Claims to be a market survey, or
- d. Promotes the event as an academy, seminar or tax seminar.

3.4.6 During any presentation of the Company's Business Plan, you:

- a. Shall not over claim the product quality than it is.
- b. Shall not change prices, quantity, weight and number of available products.
- c. Shall not present a product that is not belonging to the Company.
- d. Shall not guarantee anything on behalf of the Company other than the guarantee stated by the company.
- e. Shall not represent that a BP can benefit solely by sponsoring others to be BP, or BF or by obtaining products for personal use at less than retail price.
- f. Shall not promote enjoyment of tax benefits as the principal reason for becoming a BP.
- g. Truthfully present the business opportunity and sales compensation plan accurately and completely as stated in the Company's compensation plan.
- h. Shall not promise or guarantee stable income and do not show receipt of compensation package.
- i. Shall not make anyone misunderstand that he/she can success in business without concentration or claim to a BP or any prospective person that he/she may achieve success with little or no expenditure of effort or time.
- j. Shall state that income or commissions will only be realized through continued sales of the Company's products to customers and maintenance of certain qualification.
- k. Shall state that the Company's BPs are under no obligation to sponsor others to be BP or BF.

3.4.7 You shall not deceive, force or depress customers to purchase products without giving them right information in all aspects.

3.4.8 You shall not set a sales promotion campaign for BPs or any persons who are not your downlines or for any persons in public. The campaign may be set up to support business in your organization only and must not have an impact to business conduct of other organization.

3.4.9 Without written consent of the Company, you shall not to rely on your organization for use to be the venue of vending another product which not belongs to the Company.

3.5 Exchange, Buy Back Policy and Cooling-off Period

3.5.1 Product Exchange Policy

Unless otherwise required by applicable law, The Company will exchange Products and Sales Aids which purchased from the Company within ninety (90) days if you purchase offline OR thirty (30) days if you purchase online from the date of purchase upon the following reason.

- Products or Sales Aids are damaged during delivery.
- Error from incorrectly sending of Products or Sales Aids.
- Products or Sales Aids are defective or damaged from production process.
- The quality of Products or Sales Aids is below standard.

The Company will immediately exchange the Products or Sales Aids as per your request. If an exchange is not feasible, the Company may issue a credit note at the amount equal to the exchanged Products or Sales Aids price, which can be used to purchase other Company's Products or Sales Aids. The credit note will be valid until the end of next month. However, the Company reserves the right to deny the exchange in case the damage of Product or Sales Aid is caused intentionally or by misuse or you cannot provide the original receipt of exchanged Products or Sales Aids.

3.5.2 Business Partner: Buy Back Policy

3.5.2.1 In case you request to return the Products, and also notifies the Company to resign your Business Partnership. The Company will refund ninety (90) percent of the price on the returned Products as long as the mentioned products are purchased within one hundred and eighty (180) days from the date of purchase. The refund will be made by bank cheque and you will receive the bank cheque within fifteen (15) days from the date of return.

3.5.2.2 In case you never purchased or sponsored, if you notifies the Company in writing to resign your Business Partnership within thirty (30) days from the date of Business Partnership approval. The Company will refund one hundred (100) percent of Agreement (application) fee by giving a cheque paid or transfer the refund to you within fifteen (15) days from the date of approval.

3.5.3 Retail Customer: Cooling-off Period

3.5.3.1 You as a BP shall offer a ten (10) working days cooling-off period to your retail customer and notify each retail customer by legally prescribed form his right to terminate the retail sales contract within ten (10) working days commencing the day after the contract is made. A customer who requires the products earlier than the stipulated 10 working days can serve a "written notice of waiver" to you who made the Direct Sales Contract with the customer after 72 hours has lapsed from the time the Direct Sales Contract was signed.

3.5.3.2 If the retail customer has changed his/her mind, he/she can terminate contract by send a written notice of recession to you. The retail sales contract will be deemed to be rescinded/terminated by mutual consent of the retail customer and you and deemed never to have had effect.

3.5.3.3 During the cooling-off period, no products may be delivered to retail customer and no payment may be accepted from the retail customer unless the retail customer has given written notice of waiver, Seventy-two (72) hours or more after signing the retail sales contract, requiring delivery before the expiry of the cooling-off period.

3.6 The Sales Compensation Plan

3.6.1 Sales Compensation Plan

3.6.1.1 You well understand that you receive no compensation or commissions or cash bonus from sponsoring new BP or BF.

3.6.1.2 You realizes that you shall succeed and maintain compensation or Commission or Cash Bonus from Product distribution and spending your time to build and manage your organization.

3.6.1.3 You well understand that the Company does not promise or guarantee stable income, benefit and success to anyone who conducts the business with the Company.

3.6.1.4 You can receive the Commission and Cash Bonus only if, on a monthly basis, you fulfill all requirements of the Sales Compensation Plans.

The Company shall pay Commission and Cash Bonus to you by transferring it to your bank account or that of the name of Primary applicant if your account ID has Primary and Associate applicant. In case you do not provide the Company with a copy of your book bank account, the Company shall accumulate your commission and will pay on the next due date of commission transfer. A transfer shall be done only when you already submitted such document to the Company in advance for one (1) month before next due of commission transfer.

The Company shall charge fee at the Company's rate for each compensation transfer and the Company will deduct the charge fee from your Commission or Cash Bonus.

3.6.1.5 If you received a Commission and Cash Bonus, you agree to retain documentation, for at least seven (7) years as an evident for retail sale of Products in the month for which the Commission was paid. You agree to make this documentation available to the Company at the company's request. If failure to do so constitutes a breach of the Contract and entitles the Company to recoup any Commission or privilege paid for orders in a month for which retail sales documentation is not maintained.

3.6.1.6 In case of the Company accepted Products refund under the Company's Policies on the section of "Exchange and Refund", The Company reserves the right to recoup any Commissions and Cash Bonus paid to you on Products.

3.6.1.7 In recouping Commission and Cash Bonus payments which may be caused from Products return or you are not qualified to receive Commission or Cash Bonus, the Company, in its sole discretion, may require direct payment from you or offset the amount of the recoupment against any present or future Commission, Cash Bonus or other benefits that the Company has to pay to you.

3.6.2 Criteria for Sales Compensation Plan Calculation

3.6.2.1 The Company shall allow you as an upline to count your BP downlines in second level or lower, who qualify the Company's performance, as the legs for compensation calculation, in the criteria as following: (These criteria do not apply for Cash Bonus calculation. Please see detail of Sales Compensation Plan and calculation in the Company's Sales Compensation Plan Document.)

a. The resignation BP Upline can count the BP's downlines in second level, who qualify the Company's performance, as the legs for compensation calculation when BP downline who is the first level personally sponsored, has resigned from Business Partnership for one (1) year from the resignation date.

b. The Account Merger

Merge in Vertical line BP Upline can count the BP's downlines in second level, who qualify the Company's performance, as the legs for compensation calculation in Network Bonus when the merger has been completed for one (1) year from the date of merger.

Merge in Horizontal line BPs who have merged account in horizontal line (They have the same sponsor), can immediately count the BP's downline who qualify the Company's performance, as the legs for compensation calculation.

c. The Termination for Business Partnership by Company, BP upline can count the BP's downlines in second level, who qualify the Company's performance, as the legs for compensation calculation in Network Bonus when BP downline who is the first level personally sponsored, has been terminated from Business Partnership for one (1) year from the date of termination.

d. Fail to maintain the organization BP upline can count the Business Partner's downlines in second level, who qualify the Company's performance, as the legs for compensation calculation in Network Bonus when the Business Partner downline who is the first level personally sponsored, has been fail to maintain the organization as mentioned in 5.1.1 in Chapter 1 for one (1) year from the date of failing to maintain organization.

3.6.2.2 BP who can count BP's downlines in second level or lower for compensation calculation according to the criteria as mentioned above, shall requests in writing to the Company for getting the right to count the legs. The Company reserves the right to approve or deny the request without notification of any reason.

3.7 Advertising

3.7.1 Use of the Company Name and Name Card

3.7.1.1 You agree and understands well that the names, trademarks, logos, pictures, brands, Sales Aids or intangible commercial assets of the Company, are solely copyrighted by the Company. Any republication and copying without the Company's letter of consent in advance is not permitted. In case of the company's logo or name is used in any material, it must also contain the words "Independent Distributor".

3.7.1.2 Without written consent of the Company, you are prohibited to do as following:

- a) Use any portion part of words "Unilever" "Unilever Life" "aviance" or any similar words for register or try to register to be a part of his/her corporation name, group name, business name, domain name, or any legal entity name which the public will confuse that such business or entity is lawfully set up or supported by the Company.
- b) Use the company's celebrity endorsement in any media or material.
- c) Use media in any form such as, radio, television, magazine, newspaper and Internet etc. to promote or present the business opportunity or to distribute the Company's Products.
- d) Distribute all promotional material including but not limited to leaflets, handbills, flyers, business cards and brochures of business opportunity or Company's Products to public places, mass mailed, placed on parked car, put in the mail boxes, through unsolicited faxes or email messages, or disseminated by any other non-personal contact mean.
- e) To publicize or display the Company's logo or trademark or name or pictures at home, workplace, retail shop, wholesales shop, drugstore, education place, cooperative, exhibition, market, vehicle, internet or other public places where perform similar activities like the said places, where they may be viewed by persons passing by.
- f) Copy, reduplicate, refill, re-label or change the label and information of Product.
- g) To promote the Products and opportunity through interview with any media, articles in publication, news report, or any other public information, trade or industry information source. When being requested for an interview, you shall directly suggest the media to contact the Company's staff for consideration of the interview's appropriately.

If you make unauthorized use of Company's logo, names, trademarks, tradenames, pictures or intangible commercial assets which constitutes a violation of trademark laws and will cause irreparable damage to the Company. The Company reserves the right to pursue all legal and equitable remedies against you or any other

individual or entity who wrongfully uses the Company's logo, names, trademarks, tradenames, pictures or intangible commercial assets.

3.7.1.3 You shall use the name card or business card formatted and colored as the company's specification. You can order the name/business card from the company or print by yourself, but such card shall contain all the details as required by law and these policies.

The name card shall contain your name, account ID, address, telephone number and your picture. You are prohibited to use the Company's address and telephone number. If you did not perform according to above conditions, the Company will fine you for amount of RM one hundred (100.-) per name card.

3.7.2 Conduct the Business Online

3.7.2.1 You may create a personal website homepage or use third party's website to provide, share and conduct the Company's business. However, you shall not breach any intellectual property right of Company or any person and you shall strictly comply with the Company's Policies and any applicable laws and also need to aware of cybersecurity measures and personal data.

The Company will announce the terms and conditions of Doing Business Online from time to time. You do considered these online terms and conditions as a part of these Policies that you agree to bound and comply strictly such terms and conditions.

3.7.2.2 You shall not post or send any messages or SPAM to promote or convince or persuade any person, whom you do not know in person or he/she does not want to receive your message, to join Company's business or purchase Products.

3.7.3 Sales Aid

3.7.3.1 You may only use, distribute, or sell Sales Aids either:

- a. Produced and distributed by the Company and bearing their copyright designation,
- b. Produced and distributed by yourself, only after review by the Company and bearing the specific designation "content reviewed" follow by a designated review identification number.

3.7.3.2 The Company may impose a reasonable fee for reviewing a Sales Aid. You should allow a minimum of four (4) weeks for the Company to complete its review of submitted materials.

3.7.3.3 The Company reserves the right to require any change to a Sales Aids it deems necessary to ensure appropriate content before allowing the Sales Aids to bear its review designation as stated above.

3.7.3.4 The Company reserves the right to deny approval for any purposed Sales Aids and if changes in regulatory requirements or other circumstances so dictate, to require, at the Company's sole discretion, the removal from the marketplace or previously reviewed Sales Aids without financial obligation to the affected to you.

3.7.3.5 If you intent to produce or distribute materials as set forth in this section, you agree to bear ultimate responsibility for the material contained therein. The Company's review process does not guarantee that the Sales Aid complies with all applicable law and regulation requirements. The review process does not constitute legal advice from the Company to you. In addition, the Company recommend and advise you to seek the advice of independent legal counsel with regard to the legality and regulatory compliance of Sales Aids.

3.7.3.6 You are free to establish your own prices for Sales Aids reviewed by the Company under this section.

3.7.3.7 If you use, distribute, or sell Sales Aids in violation of this section, they are subjected to appropriate remedial action by the Company, up to and including termination of the violating Business Partnership.

3.7.3.8 Within an authorized country, you may only promote or train with Sales Aid materials which are approved and distributed by the local Company office in that country.

3.8 Sponsoring

3.8.1 Becoming a Sponsor

3.8.1.1 You may act as a sponsor only if you meet all requirements and accept all terms and conditions described in the Contract.

- a) You will become a sponsor only if the applications of whom you sponsor to the Company as BP or BF are accepted and your account ID stated clearly in that application form as sponsor.
- b) In order to be a successful Sponsor, you should train and support downlines in your organization about conducting Company's business. It is your responsibility to inform your downlines about responsibility, terms and conditions, applicable law and regulation of which they need to comply and strictly follow. Your success can come only through the systematic retail sale of Company Products and the retail sales of other BPs within your organization.

3.8.1.2 You are entitled to sponsor other BPs or any prospective persons only in Authorized Countries.

3.8.2 Responsibilities of a Sponsor

3.8.2.1 A Sponsor should exercise his/her best efforts to ensure that all downlines in his/her organization properly understand and comply with the terms and conditions of the Contract and applicable national and local laws and regulation.

3.8.2.2 A Sponsor should notify that to become a BP, an applicant does not have any financial commitment with the Company except Agreement (application) fee at the specified price. The Company shall not charge any additional fee or force them to purchase Products.

3.8.2.3 A Sponsor should support or encourage downlines sell Products at retail price listed by Company as well as provide them training and guidance to ensure the business efficiency in his/her organization. A Sponsor should maintain contact with all of his/her downline and be available to answer question.

3.8.2.4 A sponsor should provide training to ensure that Product sales, Products presentation and business meeting activities conducted by his/her organization are conducted in accordance with the Contract and in accordance with any applicable laws and regulations.

3.8.2.5 A sponsor should emphasize that the commission and success of the Company's business is the result of Product distribution and concentration on work. His/her downline should realize this awareness.

3.8.2.6 A sponsor should support downline in his/her organization to attend activities provided by the Company.

3.8.2.7 A Sponsor should intervene in any disputes arising between a customer and any downline of his/her organization, or among downlines of his/her organization or between downline of his/her organization and downline of other organization and attempt to resolve the dispute promptly and amicably.

3.8.2.8 A sponsor cannot force any downlines in his/her organization to purchase any Products without their consent.

3.9 International Business

3.9.1 Prior to the official opening of an Authorized Country, the permissible activity in an unopened country is limited to providing business cards and conducting, organizing or participating in meetings where the number of attendees at any given meeting, including you, does not exceed five (5). Participants in such meetings must be your personal acquaintances.

All cold calling techniques (soliciting persons who are not prior personal acquaintances of the contacting BP) are strictly prohibited in unopened countries. Prohibited your conduct, prior to the Company's official opening of a market includes but is not limited to:

- a. importing or facilitating of, selling, gifting, or distributing in any manner, Company Products, or Product samples except get an authorization by the company in accordance with local laws or customary practices;
- b. placing any type of advertisement or distributing any promotional materials regarding the Company, its Products or the opportunity, except for the Company Approved Sales Aids specifically authorized for distribution in unopened countries as designated by the Company;
- c. soliciting or negotiating any agreement for the purpose of committing a citizen or resident of an unopened country to the opportunity, a specific Sponsor or specific line of sponsorship. Furthermore, you may not sign up citizens or residents of unopened countries in an Authorized Country or by using BP Agreement (application) forms from an Authorized Country, unless the citizen or resident of the unopened country has, at the time of sign up, permanent residence and the legal authorization to work in the Authorized Country. It is your responsibility as a sponsor to ensure compliance with residency and work authorization requirements. Membership or participation in, or ownership of a corporation, partnership or other legal entity in an Authorized Country does not by itself fulfil the residency or legal authorization to work requirements. If a participant to a Business Partnership fails to provide verification of residency and work authorization upon Company request, the Company may, at its election, declare a BP Agreement void from its inception;
- d. accepting money or other consideration, or being involved in any financial transaction with any potential BP either personally or through an agent, for purposes relating to Company Products or the opportunity, including renting, leasing or purchasing facilities for the purpose of promoting or conducting Company-related business;
- e. conducting, organizing, or participating in meetings in an Authorized Country with citizens or residents from an unopened country where any activities prohibited by this section take place. In conducting such meetings in an Authorized Country with citizens or residents from an unopened country, the same guidelines must be followed as if the meeting were being held in an unopened country except for the limitation on the number of participants; or
- f. promoting, facilitating or conducting any type of activity which exceeds the limitations set forth in these Policies or which the Company, in its sole discretion, deems to be contradictory to the Company's business or ethical interests in international expansion.

3.9.2 The Company reserves the right to designate certain countries wherein all pre-marketing conduct is expressly prohibited. It is your responsibility, prior to each instance of conducting pre-market opening activities in an unopened market, to verify through current contact with the Company that the country in which you plan to conduct those activities is not a prohibited country. You may obtain a list of prohibited countries and Company Approved Sales Aid materials to distribute in other unopened countries by contact the Company directly.

3.9.3 In Authorized Countries, all your activity must be in strict accordance with the policies of the country. You must notify the office of the Authorized Country of your intended activities and must ensure that your business activities fully comply with country specific restrictions.

3.9.4 In addition to other remedies allowed by the Contract, if you fail to comply with any provision of this Section, may be prohibited from participating in the affected international market for a period deemed appropriate by the Company. This prohibition could include, but is not limited to the following: you may have no right to international distribution/sponsorship rights in the affected international market; you and your upline may not be entitled to commission or any interests generated by downlines in Organization in the respective international market.

3.9.5 If you have been unable to participate in a market because of non-compliance with this Section of these Policies, you must file petition to the Company in writing for written permission to participate in the market after the period of prohibition has passed.

3.9.6 The provisions of this Section do not waive the Company's rights as set forth elsewhere in these Policies or in the Contract.

4. Enforcement of Contract

4.1 Breach of the Contract

4.1.1 You, as a BP of the Company, are responsible for studying and strictly complying with the Contract especially in these Policies.

4.1.2 The Breach of the Contract means unable to conduct compliance with, or perform or omit against any terms and conditions of the Contract including these Policies, or allow and support to do so, that can damage the Company's business.

4.1.3 The following procedure applies when the Company investigates an alleged violation of the Contract:

- a) You shall notify a breach or any against action to the Company in writing, attention to the Department of Policies and Procedures.
- b) The Company will either provide verbal notification or send a written notification of the alleged breach of Contract to the BP who breaches the Contract as to demand him/her to correct his/her action or elucidate the incident. The BP must reply in writing to the Company within the period specified by the Company.
- c) The Company's committees will examine the data and evidence which the Company obtained from fact-finding step to conclude the action the Company should take
- d) During of the consideration and fact verification about the breach of Contract, the Company reserves the right to suspend the BP to operate any kind of business activities, including obtaining compensation package, purchasing Products and sponsoring a prospect.

4.1.4 If the company found that you have breached the Contract. The company reserves the right to take one or more of these following punishments as the Company considers fit.

- a) provide oral or written notification to you to inform the Company's concerns and the Company's intent to discontinue your rights under the Contract if your non-performance continues;
- b) closely monitor and supervise your conduct over a specified period of time to ensure you can perform and comply with the terms and conditions of the Contract;
- c) require you to submit additional assurances to ensure you can comply with the Contract. Further assurances may include requiring you to take certain actions in an effort to mitigate or correct your non-performance; you shall reply in writing to the Company and report steps and methods that will use for solving the problem.
- d) deny or withdraw privileges that are awarded to you from time to time by the Company or cease performing the Company's obligations under the Contract, including but not limited to, awards, recognition at corporate events or corporate seminar or in corporate literature, participation in Company-sponsored events, placement of Product orders, promotion within the Sales Compensation Plans, or your participation as an International Sponsor;
- e) temporary suspend you to purchase the Products and sponsoring;
- f) discontinue or fine or limit payment of your Bonuses from all or any part which you earn from your Organization's sales based on the premise that because of your non-compliance;
- g) reassign part or all downlines in your Organization to a different Sponsor;

- h) terminate your Business Partnership and/or
- i) seek injunctive relief or other remedies available by law.

4.1.5 The Company reserves the right to make final decision of punishment as it considers fit.

4.1.6 The act of your participant in a Business Partnership or spouse or associate applicant or partner is attributable to the Business Partnership and remedies, including termination of the Contract, necessitated by that act may be applied to the Business Partnership generally.

4.1.7 The Company may not review any violation of the Contract which not brought to the Company's attention within two (2) years of the initiation of the alleged violation. All reports of violations must be in writing and sent to the attention of the Company's Policies and Procedures Department.

4.2 Terminate the Contract

The company reserves the right to terminate your Business Partnership or take any necessary actions. If you breach the Contract, especially in;

- a) You have participated / be in, or convince or support other BP to participate, directly or indirectly, any other direct selling or network marketing business competitive with the Company, or
- b) You do anything that may cause damage or alienate to the person who is in your organization or other organization, or disclose information to the other person or third party, which causes damage to the Company, or
- c) You distort the Company's information or Company's compensation plan and that the distortion causes damage to the Company.

5. General Terms

5.1 Personal Information

5.1.1 Collection of Personal Information

The Company is aware of and responsive to your concerns regarding how your information is collected, used and shared as a result of you becoming BP. The Company respects your privacy thus, the Company commits to protecting your privacy including the privacy of other BP, BF and all customer according to the law.

The Company collects from you and holds certain personal information in order to provide you with support, the benefits of being a BP, and communicating regarding The company will collect and holds your personal information in order to provide the support, the benefits of being a BP, and communicating regarding

- a) Products and promotional offers,
- b) Business Partnership and Organizations,
- c) Commission, and
- d) Other relevant business issues.

All submitted information will be held by the Company and its affiliates, and/or its local affiliated companies in your resident country. You have the right to access and verify your personal information held by the Company by contacting the call center for your Resident Country.

5.1.2 Authorization to use the Personal Information

You authorize the Company to:

- a) Transfer and disclose personal and/or confidential information, which you have provided to the Company in conjunction with your Business Partnership and organization, or you have been developed as a result of your activity as a BP, to
 - (i) the Company and its affiliated companies wherever located,

- (ii) your BP upline when the Company determines it is appropriate, and
- (iii) applicable government agencies or regulatory bodies if required by law.

You will have the option to block the transfer of certain information that may be provided to your BP upline.

b) use your personal information for the recognition and the Company's Support, Marketing and Services unless you request in writing that the Company not do so.

5.1.3 Disclosure of Personal Information

In addition to the authorization to use the your personal information described above, you agree that any other disclosure of your personal information will be governed by Company's Privacy Policy, as it may be modified from time to time. The Privacy Policy may be viewed on the Company's web site.

5.2 Commercial Information

Lists of BP, BF and all contacts generate there from such lists are the confidential and proprietary property of the Company. The Company has derived, compiled, configured, and currently maintains the lists through the expenditure of considerable time, effort, and monetary resources.

The lists in their present and future forms constitute commercially advantageous proprietary assets and trade secrets of the Company. The right to disclose lists and other information of BP and BF maintained by the Company is expressly reserved by the Company and may be denied at the Company's discretion.

You may request (hereinafter referred to as "Recipient") the lists of your organization. The Company may provide a uniquely tailored portion of the lists to you, and for a fee, on a monthly basis. Each portion of the provided List contains only information specific to the Recipient's level and your own (downlines) Organization.

- a. These Lists are provided for exclusively use for the Recipient to facilitate the training, support, and servicing of the Recipient's Organization for further of the Company-related business only. Each Recipient agrees that each use, within its intended scope, constitutes a separate exclusive license agreement between the Recipient and the Company.
- b. These Lists remain, at all times, the exclusive property of the Company, which may, at any time and in the Company's sole discretion, reclaim and take possession of the Lists. Accordingly, you agree:
 - to hold confidential and not disclose any Lists or portion thereof to any third Person, including, but not limited to, existing BP and BF competitors, and the general public;
 - to limit use of the Lists to their intended scope relating to your Company-related business;
 - any use or disclosure of the Lists outside of those authorized herein, or for the benefit of any third Person, constitutes misuse, misappropriation, and a violation of the Recipient's license agreement, which causes irreparable harm to the Company;
 - upon any violation under this section, the Recipient stipulates to injunctive relief as an appropriate remedy enjoining that use under applicable national or local laws, and will immediately retrieve and return to the Company all Lists previously provided to the Recipient upon the Company's request; and
 - the obligations under this section, the Company still has the right to terminate your Business Partnership at any time.

The Company reserves the right to pursue all appropriate remedies under applicable national or local laws to protect their rights to the above-stated proprietary and trade secret information covered by the Lists; any failure to pursue any applicable remedies will not constitute a waiver of those rights.

5.3. Interpretation

The Contract (including these Policies) shall be interpreted in accordance with the laws of Malaysia.

5.4 Contract Amendment

5.4.1 The Company has the right to amend any conditions of the Contract (including these Policies) from time to time to always ensure the Company's best effort to remain compliant with the Direct Sales Act and the conditions imposed upon our license approval/renewal and to meet the diverse and changing needs of the Company and your business.

The Company shall notify the amendment in writing to you in a reasonable period of time in advance by separate mailing, or separate e-mail, or through announcement on the Company website. Except for an emergency case, the Company reserves the right to amend without advance notification.

5.4.2 Unless otherwise specified by the Company, you agree that after announcement of such notification, any amendment becomes effective and is automatically incorporated into the Contract between the Company and you. By continuing to act as a BP, or engaging in any Business Partnership activity of this document after the modifications have become effective, you acknowledges acceptance of the new Contract terms.

5.5 Waiver

The waiver by the Company of any your breach of any provision of the Contract must be in writing and will not be construed as a waiver of any subsequent or additional breach. The failure by the Company to exercise any right or prerogative under the Contract will not operate as a waiver of that right or prerogative.

5.6 Integrated Contract

5.6.1 The Contract is the final expression of the understanding and agreement between the Company and you concerning all matters touched upon in the Contract and supersedes all prior and contemporaneous agreements of understanding (both oral and written) between the parties. The Contract invalidates all prior notes, memoranda, demonstrations, discussions and descriptions relating to the subject matter of the Contract. The Contract may not be altered or amended except as provided in these Policies and Procedures. The existence of the Contract may not be contradicted to evidence of any alleged prior contemporaneous oral or written agreement.

5.6.2 Should any discrepancy exist between the terms of the Contract and verbal representations made to you by any employee, the express written terms and requirements of the Contract will prevail.

5.7 Severance

Any provision of the Contract that is prohibited, judicially invalidated, or otherwise rendered unenforceable in any jurisdiction is ineffective only to the extent of the prohibition, invalidation, or unenforceability in that jurisdiction, and only within that jurisdiction. Any prohibited, judicially invalidated or unenforceable provision of the Contract will not invalidate or render unenforceable any other provision of the Contract, nor will that provision of the Contract be invalidated or rendered unenforceable in any other jurisdiction.

5.8 Governing Law/Jurisdiction

The place of origin of this Contract, where the Company accepted the offer of a prospective BP to form the Contract, is Malaysia. This Contract is to be construed, with respect to its validity and performance obligations thereunder, in accordance with the laws of Malaysia applicable to contracts made and to be wholly performed within Malaysia. You agree to submit to the jurisdiction of the courts of Malaysia for resolution of any conflict or litigation arising under a purporting to interpret the Contract or rights between yours.

5.9 Headings

The headings in the Contract (including these Policies) are for convenience of reference only and shall not limit or otherwise affect any of the terms or provisions of the Contract.

Chapter 3

“Brand Fan”

1. Becoming a Brand Fan

1. According to this Policies and Procedures (hereinafter referred to as the “**Policies**”), the individual person or corporation can apply as a Brand Fan (hereinafter referred to as the “**BF**”) of the Company.

1.2 To become a BF, you must complete and sign the BF application (hereinafter referred to as the “**BF Agreement**”) and purchase the Company’s Products. Then the Company will issue the BF’s account ID to you. You can use account ID to purchase the Products at wholesale prices next time.

However, if you specify your sponsor as a current Business Partner (hereinafter referred to as the “**BF**”), or BF while you submit the BF Agreement, you will have the right immediately to purchase the Products at wholesale prices.

1.3 You can submit the BF Agreement through the following channels:

- Company’s Office or Unilever Life Center
- Company’s Websites
- Submit through current authorized BP or BF
- Other channels which the Company may provide such as Product Booth or Exhibition or Seminar etc.

In case applying via website, the Company may specify the criteria on how to apply which different from other channels as the Company deems appropriate.

1.4 The status of BF with the Company shall remain in full force and effect only on the date that you submit BF Agreement and purchase the Products and the company has accepted your Agreement and issued the account ID.

You do considered the BF Agreement as a part of the Contract that you agree to bound and comply strictly with the terms and conditions of the Contract. The Company reserves the right, in its sole discretion, to refuse or accept your Agreement.

1.5 You agree that all information you provide will be accurate, current and truthful. You shall not provide any untrue information or hide some information which the Company needs to know. In case your information are changed which effects accuracy. You shall inform the Company to edit such information or you can edit by yourself, if any, on Company website.

1.6 The Company reserves the right to immediately terminate your BF agreement without notification, or declare your BF Agreement void from its inception, if the Company found you have provided false or inaccurate information.

2. Brand Fan Account

2.1 The BF account is not allowed to have the associate applicant. But you can apply to be BF more than one (1) account.

2.2 Unless permitted by the Company, You cannot apply as an associate applicant with currently BP account.

2.3 In case you have Malaysian nationality or Malaysian citizenship, you can submit the request to upgrade the status from BF to BP (under your current sponsor). If you want to upgrade the status from BF to BA and want immediate effect, it will be subject to the terms and conditions that the Company has announced which may be changed from time to time. You can contact to the Company directly to ask the details. After the Company has changed your status. The Company will terminate all your BF Agreements.

2.4 In case you have Malaysian nationality or Malaysian citizenship, you can request to apply to be a BP under new sponsoring person by submit the Agreement (application) (and make the payment for BP Agreement fee). After the Company has approved your request. The Company will terminate all your BF Agreements.

2.5 You may resign from your BF Agreement at any time by submitting the written request to the Company. The termination shall be effective when the Company receives your request.

3. Products Purchase, Exchange and Refund Policy

3.1 You can purchase Products and Sales Aids in person at the Company's office, Unilever Life Center or Company's website or send a purchase order via mail, WhatsApp, telephone or other service channel provided by the Company. You can pay for a purchase of Products and Sales Aids by cash, accepted credit cards or direct debit, advance transfer into the Company's account, ATM service or other means provided by the company. The orders are not shipped until they are paid in full.

3.2 Unless otherwise required by applicable law, The Company will exchange Products and Sales Aids which purchased from the Company upon the following reason.

- Products or Sales Aids are damaged during delivery.
- Error from incorrectly sending of Products or Sales Aids.
- Products or Sales Aids are defective or damaged from production process.
- The quality of Products or Sales Aids is below standard.

The Company will immediately exchange the Products or Sales Aids as per your request. If an exchange is not feasible, the Company may issue a credit note at the amount equal to the exchanged Products or Sales Aids price, which can be used to purchase other Company's Products or Sales Aids. The credit note will be valid until the end of next month. However, the Company reserves the right to deny the exchange in case the damage of Product or Sales Aid is caused intentionally or by misuse or an absence of the original receipt of exchanged Products or Sales Aids.

3.3 The Company will refund one hundred (100) percent of the wholesale price on Products returned which sold by the Company. You shall request within seven (7) days from the date of purchase in writing and return the Products with its original receipt to the Company's office OR Unilever Life Center where you bought the Products. However, if you bought the Products from the Company's website. You may request and send the Products back with original receipt to the Company directly. The shipping fee is your responsibility.

The Company reserves the right to deny the refund, in cases as following

- a) Except otherwise specifically provided by law.
- b) The Products are specified by the Company to exclude and you can be able to observe from the warrantee card, which is enclosed with the Products
- c) The damage of Product is caused intentionally or by misuse.
- d) The returned Product is a different piece from the purchased Product as mention in the receipt.

3.4 After the Company approved to refund. The Company will issue a credit note at the amount equal to the returned product price specified in the receipt which can be used to purchase other Company's Products or Sales Aids. The credit note will be valid until the end of next month.

Unless the returned Products were purchased from Company's website (online shopping). If you paid with a credit card, the money is refunded to your card. If you paid by transferred money to Company bank account, the money is refunded to your bank account. The refund will be made and you will receive within fifteen (15) days from the date of return.

3.5 In case you have purchased the Products from third party's website which has agreement with the Company. The purchase and refund policy will be according to the conditions that specified by such website's. If the refund policy of third party's website is inconsistency with the Company's refund policy as mentioned above. The conditions that more beneficial for you will be applied.

4. Personal Information

The Company is aware of and responsive to your concerns regarding how your information is collected, used and shared as a result of you becoming BF. The Company respects your privacy thus, the Company commit to protecting your privacy including the privacy of other BPs, BFs and all customer according to the law.

You can read all terms of Privacy Policy (full version) on the BP's Policies and Procedures.

5. Compliance with the Law, Contract, and Policies and Procedures

5.1 You are personally responsible for studying and strictly complying fully with the Contract and all applicable national, state, municipal and local laws and regulations.

5.2 You acknowledge that these terms and conditions of these policies are parts of the Company's Contract and Policies and Procedures which regulate for BP and BF.

You agree that the Company shall bring the terms and conditions in the Contract and the Policies of BP (including terms and conditions which the Company may deem fit to impose) to apply mutatis mutandis to you for purpose of business conduct and ethic. Unless terms and conditions which are contrary hereto or inconsistent herewith, shall be replaced by this BF's Policies.