

THE HERBALIFE SATISFACTION GUARANTEE

Herbalife guarantees the quality of any product which carries the Herbalife name and certifies that the products manufactured for it meet high standards of freshness and purity for customer use.

We are confident that our consumers will find our products satisfactory in every way. However, if for any reason, a retail customer is not completely satisfied with any Herbalife product purchased from an Herbalife Member, the customer may request a refund from the Member within 30 days from the date the customer receives the product. The customer will be instructed to return the unused portion of the product, or the original product labels, or the empty product containers, along with a copy of the retail receipt/copy of the Retail Order Form, to the Member from whom the customer purchased the product. The Member must offer the customer a full credit toward the purchase of other Herbalife products or a full refund of the purchase price.

Similarly, subject to certain conditions, Members who purchase a product for their own consumption and who are not satisfied with the product, may return it within 30 days (from the date they received the product) in exchange for other product. To initiate the exchange, contact the Refunds & Repurchase Department at 310-410-9600 extension 43132 for a "Return Authorization Number."

Member Must Honor Guarantee

Herbalife's Satisfaction Guarantee is limited only by the terms of certain specific warranties attached to or packaged with certain products and does not apply to any product intentionally damaged or misused. If the retail customer is not satisfied, the Member must honor the product guarantee quickly and courteously, according to the instructions that follow.

A Member is required to fully complete and provide an official Herbalife Retail Order Form with each retail sale made. It is important for the customer to know how to reach the Member for more products, questions, etc. The Member must maintain a copy of the Retail Order Form for their records so they can properly follow up with their customer.

If, however, a customer requests a refund, then the Member must complete a Request for Refund Form, a copy of which is included in the "Sample Forms" section of this book. The Member is to calculate the amount of the customer's refund or credit due, have the customer sign the Refund Form, and immediately pay the refund to the customer or apply their credit to other products.

The Member may then submit the Request for Refund Form, a copy of the customer's original Retail Order Form, along with the unused portion of the product, or the original product labels, or the empty product containers to Herbalife within 30 days of making the refund to the customer. Herbalife will exchange the returned product with the identical replacement product for the Member as soon as all the required documentation has been received. In the case of a Member returning product, there may be additional inquiry to ensure that the reason for the return is the Member's dissatisfaction as a consumer of the products returned.