

# Nature's Sunshine Products



## Policies & Procedures

Effective 1st December 2006

# NATURE'S SUNSHINE PRODUCTS, INC. UNITED KINGDOM



Nature's Sunshine Products, Inc. (NSP) began on a kitchen table in 1972 as a family project when Gene & Kristine Hughes, along with family members, Dick & Pauline Hughes, and Jay & Arva Hughes, began encapsulating red cayenne pepper powder in capsules. At first their goal was simply to find a way to make the cayenne pepper easier to consume. From this humble beginning, NSP has grown from being the pioneers in encapsulated herbs to the largest manufacturer of encapsulated herbs, vitamins, minerals and phytonutrients in the world. NSP has grown into a global empire, leading the world in botanical supplements with millions of customers worldwide.

NSP has a state of the art manufacturing facility located in Spanish Fork, Utah. With approximately 263,000 square feet sitting on 6 acres, the plant is capable of processing 12 million capsules and 6 million tablets every day, not to mention liquids, powders and skincare products.

NSP takes pride in operating a pharmaceutical standard facility and is committed to the highest manufacturing standards and practices. Our products are formulated by a dedicated research team of experts including botanists, biologists, nutritionists, pharmacists, pharmacologists and pharmacognosists. Ingredients are tested before, during and after manufacturing to ensure we offer the most pure and potent supplements available.

NSP sells health, nutritional and beauty related products which are described in company literature. NSP distributes in more than 70 countries worldwide providing one of the world's largest selections of botanical food based supplements.

## **Our Mission**

At NSP we consider Quality, Service and Integrity crucial elements of our mission to enhance the physical, mental and material wellbeing of people throughout the world.

## **Quality**

At NSP we formulate, manufacture and sell the highest quality natural health products in the world. We only develop superior product formulas, use only premium ingredients and rigorously test our products at all stages, all to ensure that NSP will consistently offer you and your family the best supplements money can buy.

## **Service**

There are many herbal and nutrition supplement companies from which consumers may choose. At NSP we want to make the choice simple, obvious and enduring. Our distributors and customers know that we appreciate their business as we support the relationship with effective marketing tools, certified product guarantees and a committed organisation that is determined to make a difference.

## **Integrity**

At NSP we do not settle for mediocrity. Doing so would be a direct contradiction to our creed of integrity. We provide quality products to improve people's health and with that duty comes a certain responsibility – one that we take seriously. Our best effort is our only effort. If our products are not working for our customers, then our products are not working for us.

## **Marketing Plan**

At NSP we sell our products through a network of independent distributors using a multi-level Marketing Plan. At NSP we believe we have the finest financially rewarding Marketing Plan available with realistic and achievable levels of progression. Generous benefits include a powerful Business Building Bonus and International & European conventions.

Our Marketing Plan is designed to encourage our distributor network to sell and use our products and to build a sales organization to promote the same. Unlike most business opportunities, there is little financial risk. There are no costs to open an account to become a distributor other than a requirement to accompany the Distributor Application Form with an order. During a distributorship there is no minimum order or stock requirements. The company also provides a Buy Back Policy as laid out in this document. To receive benefits from the Marketing Plan a Distributor must qualify each month by achieving certain requirements as laid out in the Marketing Plan and adhering fully to the letter and spirit of NSP's Policies and Procedures.

Independent Distributors at all levels of the NSP Marketing Plan are encouraged to make sales each month and should keep records of such sales.

Successful Distributors use NSP products, recommend others to do the same and attend their upline/company training meetings to learn how to promote and market their business.

## **POLICIES AND PROCEDURES**

Nature's Sunshine Products, Inc. United Kingdom (NSP) has established the following Policies and Procedures to help guide the appropriate, efficient and ethical operation of your independent NSP business or Membership.

The Distributor Agreement, these Policies and Procedures and any related documents will be interpreted under English law. In the event of conflict between the English version of the Distributor Agreement or these Policies and Procedures and any related documents, and any foreign language version of the Distributor Agreement or Policies and Procedures and any related documents, the English version shall prevail.

These Policies and Procedures are effective from 1st December 2006. Any provision or course of dealing established under a previous version of these Policies and Procedures is no longer valid or recognized by NSP. NSP's policies may be amended from time to time. Therefore, the most current Policies and Procedures Manual will be found on our website at [www.naturessunshine.co.uk](http://www.naturessunshine.co.uk). The online version of this manual current for the time being will supercede all other printed versions of this manual.

NSP is a member of the Direct Selling Association (DSA). To maintain a high industry standard, Distributors are additionally required to comply with the terms and conditions of both the DSA Consumers Guide to 'Shopping at Home' and the 'Code of Business Conduct', copies of which are available through NSP.

### **1. Definitions**

In these Policies and Procedures, the following terms shall have the meanings specified:

"Manager" means a Distributor who has attained and maintained prescribed product sales milestones.

"Distributor" means a person or Corporate Entity duly authorized to purchase NSP products at wholesale cost, that may distribute NSP products as an independent contractor of NSP and whose Distributor Application has been accepted by NSP. Distributors are not employees of NSP.

"Preferred Customer" means an individual who is duly authorized to purchase NSP products for personal consumption.

"Membership" means and only includes the NSP distributorship of a Distributor. Neither the term "Membership" nor the terms "Distributor" or "Distributors" shall connote any right or interest in NSP, its products or anything other than the right to distribute NSP products.

"Distributor Agreement" means the binding contract between the Distributor and NSP governing such Distributor's Membership.

"Distributor Application" means the account application form to be submitted to NSP and which is subject to acceptance or rejection by NSP.

"Sponsor" means a Distributor who personally recruits a new Distributor to enter into his/her first Distributor Agreement with NSP.

"Corporate Entity" means a corporation, limited liability company or other legal entity approved by NSP to act as a Distributor.

## **2. The Code of Ethics**

All Distributors agree to conduct business as an NSP independent product distributor and otherwise with honesty, fairness and in an ethical and professional manner at all times.

## **3. NSP Distributors**

NSP Distributors enjoy “direct” savings on their purchases of NSP products along with several other benefits. Memberships are granted on a 12-month basis only, and must be renewed each year (see “Membership Renewal”).

## **4. Becoming a Distributor**

- a) To become a Distributor you must,
  - (i) be sponsored by another NSP Distributor;
  - (ii) submit a complete Account Application Form together with an order and payment for order;
  - (iii) be at least 18 years of age, and
  - (iv) have the Account Application Form processed and approved by NSP.
- b) Once the Distributor has signed the Account Application Form, it is a statutory requirement that a Distributor may not spend, or commit to spending, more than £200 in relation to the distributorship within the first seven days of the agreement becoming effective.
- c) The primary address given on the Account Application Form and Renewal Form must be the Distributor’s permanent address or registered company address. A third party address is not acceptable. A Distributor may use a different address to receive product orders. The address must be listed as the secondary address on the Account Application Form and/or Renewal Form.

## **5. Distributor Benefits**

- a) If NSP approves a Distributor’s Account Application Form, the Distributor may immediately enjoy the benefits provided by Membership and NSP’s Marketing Plan. Those benefits include the ability to:
  - (i) Purchase NSP products at wholesale cost directly from NSP.
  - (ii) Receive a monthly rebate cheque based on his/her/its qualification level and product purchases under NSP’s Marketing Plan.
  - (iii) Attend training seminars upon payment of any applicable charges.
  - (iv) Participate in incentive programmes sponsored by NSP for its Distributors.
  - (v) Build a sales organization and progress within NSP’s Marketing Plan.
  - (vi) Recruit and sponsor other individuals into a Membership. A Distributor may recruit any customer requesting wholesale cost purchasing privileges.
  - (vii) Sell NSP products and recruit new Distributors in any territory or country (subject to international sponsoring regulations) consistent with applicable government laws and regulations.
  - (viii) The opportunity to attend European and International Conventions.

## **6. Terms and Conditions of Membership**

- a) Each Distributor is an independent contractor of NSP. Distributors are not employees, agents, partners, joint venturers or representatives of NSP, their Sponsor, or of any other Distributor. Distributors are not entitled to claim unemployment or worker's compensation as a result of having been or being a Distributor. No Distributor is authorized to act on behalf of, or to legally bind, NSP, his/her/its Sponsor or any other Distributor or individual.
- b) NSP is not responsible for any tax or other withholdings for the Distributor. Each Distributor must promptly file all returns and reports required to taxing authorities and pay all taxes arising from or related to activities as a Distributor or his/her/its Membership.
- c) If a Distributor resigns or otherwise terminates his/her/its Membership, he/she/it must wait six months before being able to reapply for a Membership.
- d) Changes in sponsorship of a Distributor are discouraged and may only be made by following the guidelines outlined under "Re-application for Membership".
- e) Distributors must be at least 18 years of age. If a Membership is a Corporate Entity, the controlling principals or principal officers of the entity must be at least 18 years of age.
- f) NSP requires no initial product (or other) order and no minimum purchase or payment, other than the requirement to accompany the Distributor Application Form with an order.

## **7. Distributor Responsibilities**

- a) Within 14 days from the time the NSP Welcome Pack or Business Kit is delivered, Distributors must read the Policies and Procedures. During these 14 days, a Distributor may also notify NSP in writing that he/she/it wishes to cancel the Distributor Agreement, and if cancelled, the Distributor Agreement will be void. NSP will not be required to refund any sign-up fee. However, a full refund for any unopened products and unused materials purchased from NSP can be obtained promptly by contacting NSP (see "Product Return Procedures"). If a Distributor does not notify NSP that he/she/it cancels the Distributor Agreement within such 14 days, then the Distributor Agreement is deemed conclusively accepted. The Distributor understands and agrees that these Policies and Procedures become a part of the Distributor Agreement and become legally binding upon him/her/it. Distributors must comply with these Policies and Procedures, the Distributor Application, Distributor Agreement, NSP's Marketing Plan and any applicable laws.
- b) Distributors must honestly and completely describe NSP products as food supplements or dietary supplements and never as medicines.
- c) Distributors should become familiar with and abide by all existing and future NSP Policies and Procedures. A Distributor may cancel his/her/its Membership within 14 days' receipt of notice of any new policy or procedure. If Membership is not cancelled within that period, the Distributor will be deemed to have accepted the new policy and/or procedure and will be bound thereby from the date on which such policy/procedure was received.
- d) Distributors should promptly discourage and report to NSP any activity that would be injurious to NSP, the nutritional supplement and personal care products industry, or the direct sales industry.
- e) Distributors must respect the customers' right to privacy and their right to end any contact with the Distributor. The Distributor shall never exploit customers in any way.
- f) If a Distributor invites prospective Distributors or retail customers to a meeting, he/she/it should ensure that the invitation to that meeting specifies the purpose of the meeting and explains that those invited to the meeting are under no obligation to purchase anything. The invitation must also provide details of a named contact person and a telephone or fax number, or e-mail address.

- g) If a Distributor sponsors additional distributors, the Distributor must maintain ongoing contact with all personally sponsored Distributors and perform a bona fide supervisory function and offer encouragement, training and ongoing support.
- h) Distributors are expected to set an example of professionalism and leadership. Distributors will practice correct marketing principles and will train their organization to recognize and utilize correct direct sales skills. Distributors will expose and reject any activity that would be injurious to the direct sales industry, NSP or NSP Distributors.

## **8. Distributor Restrictions**

- a) Distributors will not state, suggest or imply to individuals that NSP products or Memberships are approved, sponsored or endorsed by any government authority or agency or other third party.
- b) A Distributor will not discredit or disparage NSP or any other Distributor in an attempt to entice existing Distributors to become part of its or their own organization, part of another sales organization or to terminate its/ their NSP Membership.
- c) Distributors will not, directly or indirectly, sponsor or solicit other Distributors into any other network-marketing or direct-selling company.
- d) Distributors will not sell any NSP products through any store that is franchised, owned or affiliated with a company whose shares are publicly traded, a national or regional chain store, or major retail outlet (such as Health Food Shops, Chemists/Pharmacies and Markets). Clarification in respect of such outlets should be sought from NSP. NSP products may not be sold through national or regional catalogue sales. NSP products may not be sold on any Internet auction site.
- e) In the event the proprietor and/or manager of an outlet establishment is a Distributor, he/she may continue to retail NSP's products away from the outlet establishment and in accordance with NSP policy.
- f) Service-oriented establishments including hairdressers, beauty centers, health clubs and therapy clinics, can be exceptions to the rule on retail outlets. However, the products being sold should be relevant to, or be used in connection with, the service provided. Clarification in respect of such outlets should be sought from NSP. Where approved, such establishments will be allowed to display and sell products only within the section of their premises where the service is supplied.
- g) There shall be no written or oral agreements or arrangements between or among Distributors regarding the resale of NSP products, other than the Distributor Agreement.
- h) Distributors will not encourage their downline or any other Distributor to make unnecessary product purchases that could result in a large, stagnant inventory. This is called front-end or inventory loading and refers to the purchase of products that are stored, destroyed or otherwise disposed of without being consumed or sold by a Distributor. NSP expects that its products will be consumed—not merely purchased and warehoused. Distributors and Managers must consume their products, or sell their products to people who will consume them.
- i) Distributors will not make any false or misleading claims or material omissions of relevant facts. Distributors must not make inappropriate or misleading claims or other misrepresentations of financial rewards, earnings, potential income or tax advantages of Membership. Distributors will not imply or assert that additional products, services or territories will be added until such fact has been officially announced by NSP to all Distributors.

- j) Distributors will not promote another company or its products during or in connection with any NSP meeting or function, or any meeting or function sponsored by any Distributor for that Distributor's downline. Violation of this section may result in termination of a Membership for cause.
- k) A Distributor may not attempt to persuade other Distributors to change Sponsors or positions in the downline within NSP (i.e. "Downline Raiding"). Distributors who participate in these activities will be terminated.
- l) Distributors will not make false or derogatory statements concerning the quality of a competitor's product or company.
- m) No money should be paid to or accepted by any Sponsors or Managers except at the time of product delivery. Distributors should not advance money to any Sponsor or Manager, nor should money be held on deposit in anticipation of future deliveries.
- n) Distributors of the same family unit, defined as a husband, wife and children and/or co-habitees living at the same address, may not have more than one Membership account. The Distributor Agreement is void if the Distributor or another member of the family unit has previously signed up as a Distributor, unless that account is inactive and the Distributor has not ordered any products from NSP for at least six months.
- o) Distributors may not have more than one NSP account. Participants must not falsely report the sales of others as their own. Stacking is prohibited. Stacking is defined as use by a Distributor of one or more persons in the Distributor's downline, where the purpose of such persons is to ostensibly sell products and receive rebates or commissions based on those sales, but who, in reality, are not responsible for selling such products. Multiple family members in the same household sponsoring each other constitutes stacking. Stacking is against these Policies and Procedures. The person(s) so "stacked" into the downline of the Distributor is/are also participant(s) to fraudulent manipulation of the NSP rebate or commission system. Evidence of stacking is cause for immediate termination of the Membership.
- p) If a Distributor has another business interest which is in direct competition with NSP or a similar marketing plan, the Distributor may not promote or sell these products and/or services to existing NSP Distributors or to prospective NSP Distributors for the duration of their Membership.

## **9. Membership Renewal**

- a) Memberships are effective for one year from the date of acceptance. To extend Membership for another year, each Distributor must complete the Renewal Form and return it with the then-applicable renewal fee to the customer service department by the indicated deadline. If an existing member chooses not to renew, the Distributor account will become inactive.
- b) NSP may, with good cause, refuse to renew a Membership. If NSP decides not to renew a Membership, NSP will send written notice to the last known address of the Distributor. For this purpose, good cause includes (but is not limited to):
  - (i) Breach of any provision of these Policies and Procedures, the Distributor Agreement, the Distributor Application and/or NSP's Marketing Plan.
  - (ii) Conduct by the Distributor (or any of its officers, agents or employees) that brings disrepute upon NSP, the nutritional supplement and personal care products industry, or the direct sales industry, or which, in NSP's sole discretion, is illegal, misleading, deceptive, fraudulent or dishonest to customers, potential Distributors, Managers, NSP or its affiliates.
  - (iii) Violation of any law, regulation or ordinance.



## 10. Distributor Termination

- a) NSP may, in its sole discretion, terminate, upon notice, the Membership of any Distributor who breaches the Distributor Agreement, these Policies and Procedures, (ii) engages in any conduct that may bring disrepute to NSP, the nutritional supplement and personal care products industry or the direct sales industry, or (iii) violates government laws, regulations, ordinances or any NSP guideline. NSP may also, upon notice, terminate the Membership of any Distributor or Manager who, through his or her capacity as a Distributor or Manager, files any action or induces any government agency to file any action contrary to the interests of NSP as determined by NSP in its sole discretion, without prior approval of NSP.
- b) Any Distributor may terminate or resign his/her/its Membership at any time by sending a signed, witnessed and dated letter indicating his/her/its desire to terminate the Membership. Such termination will take effect 14 days from the postmarked date of the written notice. The Distributor understands that upon the termination of the Membership by either the Distributor or by NSP, the Distributor may not recover any future profits that would have been received from sales made before or after the date of termination if the Distributor had remained a Distributor.
- c) Upon termination of his/her/its Membership, the Distributor will lose all privileges related to such Membership (including the right to receive any commissions or other payments from NSP).

## 11. Disclaimer

IN NO EVENT WILL NSP, OR ANY NSP DISTRIBUTOR, OR NSP AFFILIATE, OR ANY SHAREHOLDER, OFFICER, DIRECTOR OR EMPLOYEE OF ANY ENTITY MEMBERSHIP, BE LIABLE TO THE DISTRIBUTOR (OR ANYONE CLAIMING FOR OR THROUGH THE DISTRIBUTOR) FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL OR SPECIAL DAMAGES.

## CHANGES IN ACCOUNTS

### 12. Distributors With Separate Accounts Prior To Marriage

When a Distributor marries another Distributor or Manager, the two Memberships will merge into one Membership. The parties must submit a copy of the marriage certificate to NSP Customer Service Department within 30 days after the marriage.

### 13. NSP Accounts As Corporate Entities

- a) NSP will (at its discretion) permit Corporate Entities to be approved as Distributors and to derive Membership benefits under the Distributor Agreement, these Policies & Procedures and any related documents.
- b) To use a Corporate Entity as a vehicle for your Membership, you must:
  - (i) Submit a written request to NSP Customer Service Department.
  - (ii) Request that NSP set up your account as a Corporate Entity.
  - (iii) Provide a company and VAT registration number.
  - (iv) Include the names of the entity's officers (there must be at least two such officers named) and shareholders (or members).
  - (v) Include the names and signatures of every person with authority to charge or order NSP products on your entity's account.
  - (vi) The Membership and all bonus cheques, correspondence and information will be processed and addressed in the name of the Corporate Entity or the first person named on the entity's account.
  - (vii) The first person named on the account is fully responsible for the Distributorship equally with the entity.

#### **14. Change of Control of a Corporate Entity Account**

- a) No change of control of a Corporate Entity will be permitted without NSP's prior written consent. NSP reserves the right to undertake due diligence at its discretion on any proposed or intended shareholder /director/or other controller to ensure that he/she/it satisfies its Membership criteria. NSP reserves the right to refuse to renew or grant Membership to the proposed or intended Corporate Entity at any point following an actual or proposed change of control, whether effected directly or indirectly and whether by a single action or more.
- b) Failure of a Corporate Entity to notify, or to seek NSP's consent to any changes in control will entitle NSP to terminate the entity's account and/or Membership at its sole discretion.

#### **15. Sale of an Organization**

No partial sale of a downline group is allowed. However, a Manager may sell the rights to the commissions, privileges and benefits of his/her/its entire Manager and Membership organization, subject to NSP's approval. The seller and buyer must decide on and agree to the sale price of the organization. All "Sale of Group" requests should be sent to NSP's Customer Service Department.

#### **16. Transfer of Distributorship**

- a) Any transfers of distributorship to another person during the life of a Distributor are restricted. Such transfers are subject to the review of all the facts and circumstances by a Company officer of NSP and may only take effect after their approval is granted in writing (and which they may, in their absolute discretion, withhold). Such transfers, if approved, can only be granted to persons 18 years of age or older and the person transferring their business acknowledges that they are giving up all their right to future commissions, benefits and awards.
- b) Any conveyance or attempted transfer of a NSP Membership may be voided by NSP, unless prior written consent to such transfer is obtained from an officer of NSP.
- c) Any request to add or remove a name from an existing Membership must be received by NSP in writing with the dated and witnessed signatures of both parties affected by the change. No changes can be considered without both signatures and all requests are subject to the written approval by an officer of NSP. If approved by NSP, any additions to the account must agree in writing to support the existing business. This includes but is not limited to, regular support and training. Failure to comply to this support will result in NSP removing the person or entity concerned from the account. If the person concerned is the only named distributor on the account then NSP reserve the right to Terminate the account (see "Terminating Accounts").

#### **17. Death of a Member**

In the event of a Distributor's death, the executor of the estate or a surviving family member may call the customer service department for information on returning unsold products to NSP.

## **18. Transfer After Death & By Will**

- a) The Membership is registered to the first named on the Distributor Account Application Form. If the second-named should predecease the first, then the first will automatically succeed to sole ownership of the Distributorship, subject only as appears below. If the first-named should predecease the second-named, and the second-named was at that point the spouse or co-habiting partner to the deceased first-named, then the distributorship will be transferred to the second-named.
- b) If the survivor is or was not the spouse or co-habiting partner of the deceased, or if the distributorship is willed to someone who is not on the Account Application Form of the deceased's Membership, then the inheritable rights to a Membership are limited and are subject to the following conditions:
- c) The heir must be someone who has been a first level Distributor to the Distributor's business that is being willed or who qualifies to be registered as a Distributor.
- d) The heir must be an individual who is 18 years or older. Violation of this policy will result in the termination of Membership.
- e) The individual inheriting a Membership can use the Total Organisation Volume (TOV) towards qualification for a position under the Marketing Plan however Personal Volume (PV), Personal Group Volume (PGV) and Manager breakout requirements must be achieved separately to the existing inherited business to qualify for an income on the inherited business.
- f) The individual inheriting the business must provide active distributor support to the group that they are inheriting throughout the period of time when they are receiving commissions from that group. Active distributor support includes training, motivating and guidance in accordance with the Policies and Procedures.
- g) Once approved by NSP, in order to keep the inherited account NSP requires that the heir adhere to the Distributor Agreement.
- h) If the inherited position was at the time of inheritance at the Manager position or above then the 'six month inheritance rule' comes into effect. If the inherited account fails to qualify as a Manager during six consecutive months, any qualified Manager and their downline in that business will be removed and rejoined to the first qualified upline Manager. The aforementioned procedure is referred to as the 'six month inheritance rule' and once actioned cannot be reversed.

## **19. Transfers due to Divorce**

- a) During a pending divorce or negotiation of a property settlement, NSP will continue to disburse payments to the registered (first-named) Distributor as was done prior to the pending action.
- b) Parties may agree or the court may decree the distributorship to one spouse or the other. The distributorship cannot, however, be partitioned, without express approval of the parties involved, the up-line, the down-line and NSP.

## **20. Reapplication for Membership**

A Distributor's account must be resigned or otherwise terminated for at least six months before a Distributor may reapply for Membership. Repeated re-application will not be permitted.

## **21. Managers with Separate Accounts Prior to Marriage**

If a Distributor achieves Manager status before marrying another NSP Manager, both Managers may keep their individual distributorships and Manager accounts after the marriage. However, all awards, recognition, incentives, company benefits, trips, and promotions earned will be awarded only to one account, regardless of the PV maintained on the other account. A copy of the marriage certificate must be submitted to NSP's Customer Service department within 30 days after any marriage where both parties are Managers.

## **22. Ceasing joint Distributor Membership**

- a) Where joint Distributors wish to cease acting as such for any reason, they should notify NSP that this is the case. Such notification must be signed and witnessed by both individuals, and will be taken as an acknowledgement by the resigning individual that he or she has resigned from the joint membership, and that all Distributors sponsored by the joint Distributors shall become the downline of the remaining Distributor. The membership shall be regarded as having been transferred to the remaining Distributor alone and he or she shall be solely entitled to all the bonuses and other payments or benefits relating to the membership.
- b) The membership cannot, however, be partitioned, without express approval of the parties involved, the up-line, the down-line and NSP.
- c) The resigned Distributor will have the opportunity to re-register under the same sponsor, under the condition that they are not residing at the same address and they are not the co-habitable partner of the individual who has retained the aforementioned membership.
- d) Creating and then ceasing joint memberships shall not be accepted as a means of changing one's original sponsor.

## **ACCOUNTING INFORMATION**

### **23. Returned Cheque Policy**

- a) All cheques returned by the bank for insufficient funds are resubmitted once for payment. NSP assesses a £15.00 returned cheque fee to the account of the sender each time a cheque is returned.
- b) NSP will place Distributors on a cash-only or credit card-only basis after one returned cheque payment. Six months after the debt is paid, a Distributor may apply to pay by cheque once again. If a second cheque is returned, the Distributor permanently forfeits the right to purchase products with personal cheques.
- c) Distributors and Managers agree that NSP may withhold or reduce the amount of bonus cheques if a cheque has been returned and the account has not been paid in full.

### **24. Commissions**

- a) To qualify for commissions under the Marketing Plan, all qualifying orders must be processed with NSP by 5pm on the last working day of the applicable calendar month, unless advertised differently in official NSP literature. All Distributors are encouraged to place their order in sufficient time before any deadline to avoid disappointment. NSP will not be liable for any order that is received too late to be processed before commission or promotion deadlines.
- b) Any Commissions due are paid by NSP to their Distributors by cheque, except for those Distributors who have reached and maintain the position of European Director or a higher position, have the option of receiving their Commission through bank transfer. Commission cheques which are not cashed for more than six months will not be honoured by the bank. Distributors, who have not cashed their commission cheque within six months from the date the commission cheque was issued, must notify NSP in writing requesting the re-issue of such commission cheque.

## **25. Business Building Allowance**

- a) Business Building Allowance (BBA) is paid to Distributors who are qualified to receive this bonus under the NSP Marketing Plan and have signed and returned the Business Building Allowance Agreement.
- b) When a Distributor is entitled to receive a BBA, it is paid on the understanding that the distributor uses the BBA for legitimate expenses to help build their NSP business. NSP reserves the right to ask for proof that the aforementioned allowance is being used to build your NSP business. Failure to provide proof will result in the loss of the Business Building Allowance.

## **SPONSORING INFORMATION**

### **26. International Sponsoring**

- a) All Distributors are eligible to expand their business into any or all of the countries around the world approved by NSP.
- b) In accordance with NSP's International Sponsoring Programme, Distributors may sponsor people in all countries in which NSP is authorised to conduct business.
- c) To sponsor a distributor in another country, an International Sponsoring Agreement must be completed. Full details and forms are available and can be downloaded from [www.nspisp.com](http://www.nspisp.com).
- d) No Distributor or Manager may directly or indirectly sponsor a second Membership for himself/herself/itself in another country.
- e) There are no territorial restrictions upon the sale of products by the Distributor under the Marketing Plan in the European countries in which NSP trades.
- f) Distributors may not retail products or develop networks in any country that is not approved by NSP.
- g) A Distributor may sponsor other distributors in European countries in which NSP does business, but must not retail products in any European Country other than the United Kingdom and Ireland.
- h) Any Distributor promoting NSP must do so in accordance with legislation relating to direct selling in that country and NSP's Policies & Procedures.
- i) Distributors of one family unit may not have more than one Membership account at the same time, regardless of the country to which the account may belong.

## **MARKETING**

### **27. General Marketing Guidelines**

- a) NSP products are sold as food and dietary supplements only. No NSP product is sold for direct or indirect use in the prevention, cure, treatment or mitigation of disease. Personal care products are for topical use only as may be indicated on the product labelling.
- b) Only licensed medical doctors may diagnose or prescribe treatment for disease. **DO NOT DIAGNOSE DISEASES OR "PRESCRIBE" ANY PRODUCTS.** Never recommend to anyone that he/she discontinue the services, recommendations or medications of any doctor or other healthcare professional.

- c) Motivate customers and downline members to study and learn how to use herbs and other nutritional supplements.
- d) Call NSP for advice on any potential legal problem or concern affecting a Membership. Distributors are independent business people and shall conduct business in a professional, ethical, lawful and prudent manner.

## **28. Advertising NSP Products**

- a) When advertising NSP products, a Distributor should take special care that he/she operates and clearly designates his/her business as independent from NSP. A Distributor should identify himself/herself in the following format: "John/Jane Doe, Independent Distributor of Nature's Sunshine Products." Distributors /Managers may use NSP's "Independent Distributor" logo, provided that this logo may only be used with NSP products and not with any competitor's products or services.
- b) A Distributor must ensure that an advertisement will not attribute any medicinal uses to any NSP herb or other food or nutritional supplement.
- c) All trademarks, logos, literature, forms and other intellectual property produced or owned by NSP remain the property of NSP. NSP literature or logos for advertising use can be acquired from the Customer Service Department or downloaded from the NSP website.
- d) If anyone makes a legal claim against a Distributor as a result of his/her /its use of advertising materials created by NSP, that claim should be reported to NSP immediately.
- e) To the extent that a Distributor creates any advertising materials independently or modifies any materials created by NSP, such materials (referred to collectively as 'independently created advertising materials' or "ICAM") may be used only in a manner that does not infringe upon or dilute the rights of NSP or third parties or infringe any applicable laws or regulations or infringe or dilute the trademarks, copyrights, design rights or other similar rights of NSP or any third party, and does not make any false or misleading claim about NSP the products advertised, or any other products mentioned (e.g. by way of comparison).
- f) ICAM are solely the responsibility of the Distributor who creates them and any person who uses them. NSP disclaims any right or obligation to control the content of ICAM in any medium, including print, television, radio and the Internet. NSP will not indemnify any Distributor against any claim that ICAM violate the rights of any third party. NSP, however, retains the right to demand that a Distributor cease the use of any ICAM if, in the judgment of NSP, such materials violate the law, NSP's rights or the rights of any third party.
- g) When advertising NSP products, Distributors may not make inappropriate, misleading or medical claims about the products. Distributors shall identify themselves in all communications as an Independent Distributor of NSP and not directly as NSP or otherwise leading callers to believe they may be calling NSP.
- h) NSP sometimes prepares materials of general interest or for educational purposes regarding herbs, cosmetics and ingredients in NSP products. Only marketing materials specifically prepared by NSP for use with a particular NSP product are endorsed by NSP and approved for use in marketing those NSP products.
- i) A Distributor, regardless of rank, may not sell NSP products on any Internet auction site. NSP policy does not allow products to be sold via chain stores, catalogues or other means, in part, because these types of transactions do not allow for essential, personal interaction. Likewise, Internet auction sites are not appropriate sales vehicles for NSP products. A breach of this policy may result in disciplinary action against the Distributor, including termination of Membership.

## 29. Telemarketing

Any Distributor or Manager who uses the telephone to market NSP products must comply with all applicable legislation relating to telephone marketing and solicitation. Distributors and Managers must identify themselves as independent from NSP.

## 30. Using the Internet

- a) All advertising and marketing guidelines under these Policies and Procedures also apply to a Distributor's/Manager's use of the Internet to sell NSP products, advertise or advance the Distributor's/Manager's business, including those guidelines prohibiting the practice of medicine or diagnosing in connection with the marketing and sale of NSP products.
- b) These Policies and Procedures, including the advertising and marketing guidelines and restrictions on practicing medicine or diagnosing, also apply to communications sent via email. While NSP cannot monitor your email, government authorities may. A breach of the law can also result in immediate termination of a Membership for cause.
- c) When advertising via the Internet or a personal website (including all private sites and Internet advertising), the statement "Independent Distributor of Nature's Sunshine Products" must be prominently displayed. This statement should be placed on the Home Page of the website.
- d) All Distributors/Managers who want to use an NSP logo, must use NSP's Independent Distributor Logo, not NSP's Corporate Logo. Please be aware that there is only a minor difference between the two logos with the additional words "Independent Distributor" typed below the ribbon on the logo. NSP must insist on usage of the correct logo to protect its trademarks for the benefit of NSP and all of its Distributors.
- e) NSP discourages Distributors/Managers from allowing others to use their NSP account number, and from placing their NSP account number on their websites because it may allow anyone to contact NSP's Customer Service Department and request information about said account, purchase product in the Distributor's/Manager's name, or otherwise abuse account privileges. In doing so, the privacy of the account information may be jeopardized. The Distributor/Manager, not NSP, will be responsible for abuses of its account and violations of the Distributor Agreement or these Policies and Procedures that may occur.
- f) Some NSP Distributors/Managers sell competitive products on their websites. NSP products must appear on a separate web page from any non-NSP products, and the website must clearly and conspicuously label and identify the products and website pages that feature products of NSP or of other companies. No NSP trademark may be used on any web page that contains information or advertising about any product or service that is not an NSP product.
- g) Distributors/Managers may not register or use any website domain name that contains any trademark, product name, slogan or promotion name of NSP in the domain name, or that otherwise does not meet with approval of NSP. A domain name that merely misspells or is confusingly similar to any trademark, product name, slogan or promotion name of NSP is not approved and cannot be used. NSP may at any time notify a Distributor that a domain name is not approved, and the Distributor must immediately shut down the website or change the domain name.
- h) All Distributors/Managers must have written approval from NSP before linking their website to NSP's website ([www.naturesunshine.co.uk](http://www.naturesunshine.co.uk)) and must comply fully with the terms of any such approval. When given permission to link to NSP's website, a Distributor must follow the "double-click" rule. This rule states that there must be a web page in between all links from the Distributor's/Manager's website and NSP's website. Framing of any part of NSP's website is strictly prohibited.

- i) A Distributor's website may not give to any users the impression or any reason to believe that they have reached NSP's website. The website must state clearly and conspicuously that it is owned and operated by an independent contractor of NSP and that NSP is not liable for any statement, omission or misrepresentation on the website.
- j) Distributors must not register any trademarks or names of third parties, especially of companies competitive with NSP, as metatags with Internet search engines. Such action is a violation of UK Trade Mark and/or Passing Off laws, and is also cause for disciplinary action and termination of your Membership.
- k) Distributors/Managers that maintain their own website(s) agree to be ethical in their business practices and advertising claims on the Internet. NSP reserves the right to terminate an account for unfair and/or unethical business practices, including, but not limited to, misleading statements and false advertising.
- l) All Distributors/Managers that advertise via the Internet must include their name or business name (as recognized by NSP) on the "contact me" page or in another prominent location on their site. This is necessary for adequate customer service and problem resolution.
- m) All Distributors/Managers shall be solely responsible for any liability or damages caused by their utilization of a website to further their Membership business.
- n) NSP may, from time to time, prohibit the advertising and marketing of any or all of its products or services over the Internet.
- o) NSP may at any time prohibit Distributors in any particular country from filling orders for a product sold to persons in a jurisdiction or territory foreign to that of the Distributor's residence.
- p) Any Distributor's/Manager's website that does not comply with these Policies and Procedures may result in disciplinary action, including termination of Membership.

### **31. Spam Not Allowed**

Distributors/Managers are prohibited from sending unsolicited email (SPAM) communication of any kind. Distributors/Managers agree that they will not use rented or purchased lists when sending email communication or advertising. Sending unsolicited faxes is also considered spamming. Failure to abide by this policy may result in disciplinary action, including termination.

### **32. ORDERING PRODUCTS**

- a) Distributors may order products directly from NSP at wholesale prices via the Internet, mail, fax or phone. Payment must be made at the time of the order.
- b) When placing an order have available your NSP account number, product details, payment details and any special delivery instructions.
- c) When placing an order on your NSP account, the use of a credit or debit card belonging to a third party is not acceptable.
- d) Distributors must make at least one purchase every six months to maintain their NSP Account.



### 33. Internet Orders

Distributors may place orders, check Volume totals and view order history through NSP's website, [www.nspeuroplan.com](http://www.nspeuroplan.com). The NSP website provides 24-hour/7-days-a-week access to distributor accounts, product and ordering information, subject to website availability. A personal identification number (PIN) is required for account or order access. This number may be obtained through the Customer Service Department.

### 34. Mail Orders

- a) Distributors may place orders by mail. NSP's computer system matches the account number with a shipping address already on file and prints out a shipping label. If an order is to be shipped to an address different than the normal shipping address, a notation to that effect must be made on the top of the order form.
- b) Double-check each order for accuracy. Keep a copy of the order form for your records. Send the original copy of the order form to:

Nature's Sunshine Products, Inc. (UK)  
Order Processing Department  
Unit 5, Hortonwood 32  
Telford, Shropshire  
TF1 7YL

- c) A cheque, building society cheque, postal order, bank draft, or credit card (please include card number, expiration date, and issue number) covering the total cost of the order must be included with the order form. NSP accepts Visa, MasterCard, Delta or Switch. Orders received without payment will be returned. NSP deposits all cheques on the date of order, even post-dated cheques. Cheques need to be completed with the current date, order amount and signature. Make cheques payable to "Nature's Sunshine Products." Payments cannot be deducted from future rebate/commission cheques. Please include all orders sent on the same day in one envelope. Properly placed orders are normally processed and entered within 24 hours of receipt, excluding Saturdays, Sundays and holidays.
- d) To make sure points are credited to the correct month, each Distributor should see that the order reaches NSP on or before the last working day of the month. NSP cannot be held responsible for orders delayed in the mail or not received.
- e) Orders received by overnight delivery will be processed the same day they are received, unless the order is incomplete or defective. Shipping times cannot be guaranteed.
- f) Any correspondence to NSP should be mailed in a separate envelope from any order.
- g) For normal product dispatch, personal cheques can be accepted with orders sent by mail. All personal cheques must have the cheque guarantee card number written on the back of the cheque.

### 35. Phone Orders

- a) Distributors may also place orders by phone, at the number listed below. Phone orders may be charged to your credit card.
- b) The telephone number for NSP's Order Sales Department is **08458 40 50 60** (UK) or **900 997 125** (Europe).
- c) NSP's Order Sales representatives can process product orders and assist with questions about ordering. They cannot address other messages, questions or problems.

- d) When placing an order by phone, please remember to:
- (i) Calculate the total cost and total points for the order. NSP's computer system will automatically calculate these totals, but comparing your total with NSP's total will help assure correct processing of the order.
  - (ii) Identify yourself by name and account number.
  - (iii) Provide the stock number of each item first, then the quantity. The product name, points or cost need not be included.
  - (iv) If paying by credit card, the name on the credit card must match the name on the NSP account or the name of the person to whom the order is being shipped. The name to whom the credit card is issued and the credit card billing postal code must be provided. NSP calls a credit card service centre to obtain an authorization number. If the service centre declines to give to NSP an authorization number, the order will be cancelled or put on hold for a period (not to exceed 24 hours) until other payment arrangements are made. All orders must be paid in full on or before the last business day of the month in which the order is received. The Order Sales representative will provide an order number. Properly placed phone orders are typically processed 15 minutes after being called in. Additional items called in after that time will be processed as a separate order and will be subject to separate shipping and handling charges.
  - (v) For a phone-in order to be shipped the same day, the order must be completed and payment approved before noon, UK time. Orders placed on Saturdays, Sundays or holidays will be shipped on the following business day. No orders are processed, filled or shipped on Sundays or holidays. Points for phone orders will be credited to the month in which the order was accepted by NSP. Points for phone orders placed after month end will be credited to the following month.
  - (vi) Save all invoices for reference in case of questions or problems. Be aware that Customer Service requires order numbers for all product credits, replacements and returns (see "Product Returns").

### **36. Fax Orders**

- a) Distributors may also order products via facsimile at the number below. Use the standard NSP order form when ordering by fax. Do not reduce the form in size.
- b) Fax orders are payable by credit card only. Faxed cheques cannot be accepted as payment to expedite processing, even if the actual cheque is subsequently mailed in. The order will not be accepted or processed until the payment is received.
- c) The fax number for the Order Sales Department is +44 (0) 1952 671620. Please note that confirmations of transmission from fax machines do not guarantee legibility.
- d) Due to the large number of faxes received daily, Customer Service/Order Sales representatives cannot confirm receipt of faxes.

### **37. Order Hot line Days and Hours**

Monday through Thursday: 9 a.m. to 8 p.m. (UK Time).  
Friday & Last Day of the Month\*: 9 a.m. to 5p.m. (UK Time)  
Saturday: 9 a.m. to 12 noon. (UK Time)  
(\*Except December which is 9 a.m. to 12 noon.)

### **38. SHIPPING**

Any orders received from NSP must be checked upon receipt and any discrepancy or damage should be reported within 24 hours to the Customer Service Department.

### **39. Shipping Methods**

- a) Excluding weekends and bank holidays, orders will normally be dispatched within 24 hours of receipt. Shipments should reach their destination within 4 working days within the UK and 7 working days within the approved European countries in which NSP trade.
- b) Since NSP cannot arrange delivery to a post office box a street address is required. If faster service is required this is available at additional cost.

### **40. Special Shipping Arrangements**

- a) Requests for order pickup at NSP warehouses or special shipping instructions must be made at the beginning of a phone order, or printed in readily visible letters on mail orders. Arrangements for picking up orders from NSP warehouses require at least 24 business hours' advance notice. This service is only available between the hours of 9am to 5pm Monday to Friday.
- b) Extra charges for special shipping arrangements are the responsibility of the account holder placing the order.
- c) When an order is placed to an alternative address (i.e. an address other than that which appears on the account), an additional handling fee will be charged.
- d) Special packaging requests will also incur an additional handling fee.

### **41. Autoship Programme**

NSP offers an optional Autoship Programme for Distributors who, on a monthly basis, prefer to place an order and authorise NSP to charge it automatically to an approved Credit Card Account. The minimum order for this service is £25.00. If a Distributor would like to use this facility then the Distributor must contact NSP for an Autoship Form that must be completed and returned to NSP.

### **42. Change of Address**

Distributors who move should promptly notify NSP in writing of their address change either by mail, fax or email. Permanent address changes cannot be effected by noting the change on an order form. All address changes sent in by mail should be submitted separately to the attention of the Customer Service Department. To guarantee proper product shipment after an address change, please give NSP two weeks' advance notice. Change of address will not be accepted by phone or e-mail.

### **43. Lost Orders**

- a) Parcel Post shipments cannot be traced. If 30 business days have transpired since the order was shipped, NSP will attempt to verify that the order has been returned, and may reship the package.
- b) In the event of an emergency, NSP can ship and bill a duplicate order prior to the tracing process. Credit is applied for the original order when it is returned to NSP main office.
- c) Neither NSP nor any shipping carrier it uses is responsible for any delays in product shipment caused by circumstances beyond their reasonable control, including but not limited to interruptions or delays due to war, terrorist attacks, strikes, trade disputes or acts of God.

#### **44. Delivery**

- a) NSP will endeavor to deliver products in the time stated. Such delivery time of all or any products is an estimate only. NSP shall not be liable for any failure to meet any such estimate, nor for any loss, of whatsoever nature resulting directly or indirectly therefrom. NSP reserves the right to deliver all or any of the products in advance of the estimated date.
- b) In the absence of agreement to the contrary, delivery of the products shall be made by the shipping carrier to the Distributor's address on record.
- c) Notification of short delivery (measured by number) or damage in transit must be made by calling the UK Office within three days of the receipt of the goods.
- d) Notification of non-delivery must be made by calling the NSPUK office within 14 days after the date on which the order was placed.
- e) In no event will NSP be liable to the Customer in connection with any damage or loss in transit where delivery takes place at NSP's premises. If for any reason the identical products are not available NSP reserves the right to substitute products of an equal value and as near as possible to the original item ordered.

#### **45. Other Charges**

- a) NSP will charge a £10 reshipping fee (or any greater amount the shipping carrier bills NSP) for orders that cannot be delivered due to the ordering Distributor's error. When applicable, this reshipping fee will be added to the cost of the order. The reshipping fee will be charged in any of the following situations:
  - (i) The Distributor moves without giving NSP prior notification of a new address.
  - (ii) A Distributor completes his/her/its application form with an incorrect address.
  - (iii) A Distributor provides NSP with an incorrect address for a drop shipment.
  - (iv) Shipping carrier is forced to correct the address.
  - (v) Shipping carrier is forced to reroute the order.

#### **46. Back Orders**

Products unavailable at the time of order go on back-order status. Products on back order are highlighted on the customers invoice and stamped with 'Please note, product on backorder'. When the item becomes available, it is shipped. Back-ordered products are invoiced and paid for with the original order.

### **PRODUCT RETURNS**

#### **47. Product Guarantee—100 Percent Satisfaction**

- a) NSP product quality is guaranteed. If, after purchasing an NSP product and using it for a reasonable time, a retail customer determines it to be unsatisfactory, the customer should return it to his/her NSP Distributor for replacement, credit or a full refund.
- b) This guarantee applies only to products that have not been misused, intentionally damaged, discontinued or outdated.

- c) Customer satisfaction is NSP's goal. If, for any reason, a customer is not 100 percent satisfied with an NSP product, Distributors should politely accept the return of any unused portion of the product and then return it to NSP within 90 days of the date of purchase from NSP for a replacement, as per NSP's Product Return Procedures below. Distributors should promptly and professionally give the customer a full refund or replacement product. Subject to the Product Return Procedures, below, credit from NSP will be calculated at 100 % of the price paid at purchase minus any rebates or commissions paid on the product.

#### **48. Product Return Procedures**

- a) All returns must be authorized in advance by the Customer Service Department. Please call 01952 671600 for a "Returned Goods Authorization" (RGA) number. All RGA numbers should be clearly marked on the outside of any package that is returned to NSP. Boxes returned to NSP without a visible RGA number will not qualify for a refund and cannot be returned to the sender.
- b) Order numbers are your proof of purchase and give you, the Distributor, the potential right to return products. Keep all invoices for reference for at least a year, since the original order numbers and lot numbers are required for all returns.
- c) Overstocked or obsolete products cannot be returned for credit.
- d) Seasonal, discontinued or special promotional products are not returnable.
- e) If NSP receives a return that has not been authorized, the products will be discarded and no credit will be given.
- f) All product to be returned must have a Best Before End (BBE) date of 12 months or longer.
- g) Distributors must issue retail receipts in the form provided by NSP, indicating the date of the customer's purchase. The retail product guarantee extends for ninety (90) days from that date.
- h) Customers must be able to prove they purchased the product originally by returning the retail sales receipt and any remaining product and packaging (including empty containers) with which they are dissatisfied.
- i) Any partially used or otherwise unmarketable products (or empty containers) should be returned by the Distributor to NSP, within 180 days of its original purchase from NSP, supported by retail receipts or other proof of purchase.
- j) NSP requires the following to process Distributor returns:-
- (i) Proof of the original sale to the Retail Customer.
  - (ii) The return of product or empty containers.
  - (iii) Proof of original purchase by the distributor returning the product.
- k) If a Distributor fails to honour a legitimate customer return, and the retail customer contacts NSP directly, then NSP will write to the Distributor giving a limited period of time for the Distributor to comply with the guarantee. If the Distributor fails to comply with the guarantee then upon receipt of proof of purchase from the customer within the preceding 90 days, NSP will, at its discretion, replace the product or refund the purchase price paid directly to the customer. NSP reserves the right to deduct from that Distributor's commission cheque, the amount of refund paid to the customer and incurred expenses in satisfying his/her claim. In addition NSP will at its discretion terminate the Distributors Account for failing to comply with company policy.

**NOTHING IN THESE TERMS AND CONDITIONS AFFECTS THE STATUTORY RIGHTS OF THE DISTRIBUTOR OR OTHERS AS CONSUMERS**

#### **49. Defective or Damaged Product**

- a) If a product is defective or damaged, it may be returned within 90 days of purchase from NSP for credit or replacement. Credit will be calculated at 100 % less any rebates paid on the product. NSP will reimburse Distributor's shipping costs for such returned product limited to the amount of regular mail only, or priority mail for orders shipped from outside the UK.
- b) Shipping must be prepaid on all product returns. Returns will be issued to the credit card used at the time of purchase.
- c) Cheque or cash payments will be refunded via cheque. If a product is being returned due to defect or damage in transit or an order error on NSP's part, the Distributor will be reimbursed for shipping costs as authorized by NSP Customer Service Department.
- d) NSP reserves the right to refuse a refund or return if it suspects fraud, abuse or breach of any of these Policies and Procedures.

#### **50. Terminating Accounts/Product Buyback Procedures**

- a) Distributors may terminate or resign their Membership with NSP at any time for any reason by providing NSP with at least 30 days' prior written notice, signed and witnessed, indicating their desire to discontinue, resign, retire or terminate their Membership business.
- b) When a Distributor resigns or otherwise terminates his/her Membership, NSP may repurchase products from that Distributor, according to the "70 Percent Rule".\*
- c) \*The 70 Percent Rule - The maximum return allowed is 100 % of the last order placed and up to 30 % of the preceding order. It is expected that at least 70 % of the products purchased will have been sold to non-participating consumers or personally consumed prior to reordering. No returns will be authorized for products purchased on earlier orders.
- d) Credit will be given at a rate of 90% of the purchase price, less all rebates and commissions paid. All returns must have advance authorization by the Customer Service Department, include a visible return goods authorization (RGA) number, and they must otherwise meet the procedures for returning products. Such properly placed returns will be processed within 10 business days of receipt.
- e) All products to be returned must have Best Before End (BBE) dates of 12 months or longer.
- f) These rules pertain only to inventory returns and do not include regular returns made to satisfy retail customers dissatisfied with NSP products, or defective or damaged NSP products.

#### **51. Liability**

NSP shall not be liable for any debts or liabilities whatsoever or howsoever incurred by a Distributor, whether or not such liabilities are incurred during the term of the Distributor Agreement

## 52. Acknowledgement

The Distributor acknowledges that commissions are paid, only to qualified Distributors under the NSP Marketing Plan and in accordance with the NSP Policies and Procedures, on the points value of NSP product sales. No commissions or other repayment are paid and no benefits are received from sponsoring other distributors or in respect of the continued participation of any other distributors in the Marketing Plan and no earnings are guaranteed from mere participation in the NSP Marketing Plan. The Distributor confirms that neither NSP, nor any upline sponsor has made any claims of guaranteed profits that might result from their efforts as a Distributor. The Distributor acknowledges that success as a distributor comes from legitimate sales, services and development of an independent network.

## 53. Return Address

All returns must be sent to:  
Nature's Sunshine Products Inc. (UK),  
Unit 5, Hortonwood 32,  
Telford, Shropshire,  
TF1 7YL

## 54. Contact Information

Questions concerning any aspect of a Distributor's business, problems with orders, shipments, procedures, organization or compensation should always be directed to the customer service department.

The customer service department may be reached at **+44 (0) 1952 671600** (9am-5pm UK time).

The Customer Service Department cannot and does not diagnose, prescribe or recommend use of specific products.

NSP monitors incoming calls to make sure callers receive prompt, courteous and helpful service. Such monitoring may include recording calls for future review and training purposes.

Offices  
Customer Services Manager,  
Nature's Sunshine Products, Inc. (UK),  
Unit 5, Hortonwood 32,  
Telford, Shropshire,  
TF1 7YL

Other Contacts  
Website: [www.naturessunshine.co.uk](http://www.naturessunshine.co.uk)  
Email: [salesuk@natr.com](mailto:salesuk@natr.com)

## 55. Miscellaneous

- a) Distributors with questions should address such queries to their sponsor or upline Manager, in the first instance. If, they cannot resolve the matter such queries should be addressed to the Customer Service Department of NSP.
- b) NSP reserves the right to make changes to the Marketing Plan or these Policies and Procedures from time to time without prior notice.
- c) These Policies and Procedures shall be subject to and interpreted in accordance with the laws of England.

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Nature's Sunshine Products Inc.,  
Sunshine House, Hortonwood 32,  
Telford, Shropshire, TF1 7YL, UK.  
Tel: + 44 (0)1952 671600  
Fax: + 44 (0)1952 671601