

TERMS AND CONDITIONS

A Loyalty Program order is an order automatically placed by the system, complying with the terms and conditions described below.

- Signing up for the Loyalty Program is possible only through the website (www.4life.com) or the 4Life App. It won't be possible to manage anything related to this program over the phone. As an exception, only people who do not have Internet access may request help to our Customer Service to carry out procedures related to their Loyalty Program over the phone. In this case, in compliance with the General Data Protection Regulation (GDPR), only the holder of the account is authorized to sign up and to manage a regular Loyalty Program order.
- You can subscribe to and unsubscribe from the Loyalty Program at any time, through 4life.com or 4Life App.
- Affiliates and Preferred Customers enrolled in the Loyalty Program obtain 15% in Loyalty Points that can be redeemed for products of their choice among the products currently available.
- Affiliates and Preferred Customers need to maintain at least a monthly Loyalty Program order of 50 LP to earn Loyalty Points and be able to redeem points.
- Loyalty Points expire 12 months after they are posted on the account. For example, Loyalty Points posted on January 1 will expire January 1 of the following year. Loyalty Points will expire based on a first in, first out method.
- Affiliates and Preferred Customers must maintain a monthly Loyalty Program order of 150 LP to receive 35 Bonus Loyalty Points. Orders of 400 LP or more will receive 55 Bonus Loyalty Points instead of the normal 35 Bonus Loyalty Points. The Bonus Loyalty Points will be posted on the first day of the following month. The Bonus Loyalty Points are excluded the first month a new Preferred Customer signs up and may be earned the second month and thereafter (when Preferred Customer meets the 150 LP Loyalty Program requirement).
- Loyalty Program orders can only be changed via the web up to 48 hours before the date when the monthly Loyalty Program order is created. After then, no changes can be made to the delivery address, holder, shipping method, content of products or redeemed items.
- Affiliates or Preferred Customers may choose a specific day to place a Loyalty Program order starting between the 1st and 20th of each month. Yet, the company may reserve the right to block the availability of some of these days for exceptional circumstances.
- Loyalty Program orders can be deferred up to two months at a time.
- On some days, Loyalty Program orders' deliveries may be delayed due to operational limitations.
- Loyalty Program orders are automatically generated by the system, and thus can only be paid by VISA or Mastercard.
- New Affiliates and Preferred Customers earn Loyalty Points on all orders made during the first month of product purchases —subject to defined limits—, as long as the new Affiliate or Preferred Customer subscribes to the Loyalty Program at the end of that first month. After the first month of purchases, Loyalty Points will only be earned on Loyalty Program orders.
- In order to earn Loyalty Points, the payment for the related Loyalty Program orders must have been successfully confirmed. If a Loyalty Program order is returned, the Loyalty Points for that order will be lost and shall not be recovered.
- Affiliates and Preferred Customers already enrolled in the Loyalty Program can begin redeeming Loyalty Points 60 days after their first Loyalty Program order has been confirmed.
- New Affiliates and Preferred Customers that subscribe to the Loyalty Program can begin redeeming Loyalty Points 60 days after they place their first Loyalty Program order.
- A maximum of 75 LP can be earned in Loyalty Points each month.
- Loyalty Points have no cash redemption value and are not transferable.
- Loyalty Points can only be redeemed for individual products, but never for promotions.
- New products won't be available for redemption until 6 months after their launch.
- Redeeming Loyalty Points is possible only through the website (www.4life.com) or the 4Life App, at least 48 hours before orders are generated.
- Products that are redeemed with accumulated Loyalty Points are only shipped or delivered with the next Loyalty Program order.



Loyalty Program

- Products that are redeemed with Loyalty Points cannot be returned or exchanged for others.
- The redemption cost for each Order in the Loyalty Program is 4€ plus taxes, regardless of the quantity of products being redeemed. Additionally, there are certain products that involve an additional cost and their respective tax (see attached table).*
- Taxes may be applied to redemption charges, surcharges, orders with redeemed Loyalty Points and the bonus product of the month.
- Products that are redeemed with Loyalty Points don't have an LP value nor are valid to qualify for higher ranks.
- 4Life Fortify™ package cannot be included in Loyalty Program orders.
- Unconfirmed Loyalty Program orders do not count as a fulfilled requirement for the Builder Bonus program.
- Affiliates or Preferred Customers must access their account through www.4life.com or the 4Life App if they wish to unsubscribe from the Loyalty Program.
- After 4 months of inactivity in a Loyalty Program account, the subscription will be automatically deactivated without this entailing a loss of benefits (see point 5).

LIST OF PRODUCTS WITH REDEMPTION IN POINTS	BONUS LOYALTY POINTS
enummi™ Body Lotion	18
Fibre System Plus™ (30 packets)	47
4Life Transfer Factor™ RioVida Burst™ Tri-Factor™ Formula	52
4Life Transfer Factor™ RioVida Stix™ Tri-Factor™ Formula (15 packets)	44
4LifeTransform Burn™	88
RiteStart™ Unisex (30 packets)	105
4Life Transfer Factor™ RioVida™ Tri-Factor™ Formula (2-pack)	107
PRO-TF™ Vanilla	100
PRO-TF™ Chocolate	100
äKwä Cleanser	29
äKwä Toner	30
äKwä Mud Mask	32
äKwä Essence	39
äKwä Eye Cream	40
äKwä Moisturizer	29
äKwä Sheet Mask	32