

RETURNS POLICY.

BODYBUZ Complementary and Alternative Medical Solutions (BODYBUZ), a subsidiary of Biological Control Systems Pty Ltd has a **satisfaction guarantee** to all customers and members.

Customer Product Guarantee

If a customer returns an order placed with BODYBUZ will refund 100% of the purchase prices excluding shipping and handling costs, provided the goods are returned unused and received within 45 days of purchase.

Once received by BODYBUZ, refunds will be issued within 30 days of receipt by the shipping department. Returns exceeding 45 days of purchase will not be honored whether the product is sealed or opened. Return shipping fees are the responsibility of the customer. Proof of purchase (invoice, copy of invoice, or invoice number) is required for all refunds or replacements. To maintain BV statistics, BODYBUZ will not process returns on the last working day of the month, but will instead process these returns on the first working day of the next month.

Member Product Guarantee

If a member returns on order placed with BODYBUZ within ten days of the order transaction date, BODYBUZ will refund 80% of the purchase prices excluding shipping and handling costs, provided the goods are returned unused and received within 45 days of purchase.

One received by BODYBUZ, refunds will be issued within 30 days of receipt by the shipping department. Returns exceeding 45 days of purchase will not be honored whether the product is sealed or opened. Return shipping fees are the responsibility of the member. Proof of purchase (invoice, copy of invoice, or invoice number) is required for all refunds or replacements. To maintain BV statistics, BODYBUZ will not process returns on the last working day of the month, but will instead process these returns on the first working day of the next month.

BODYBUZ will clawback all commissions and incentives paid to members relating to the purchase of the products being returned by themselves or by Customers. Any refund requests may cancel the Independent Member Agreement at the option of BODYBUZ.

However, BODYBUZ will interpret the following actions as the member voluntarily resigning their membership:

- 1) A member makes three returns for refunds in a rolling 12-month period;
- 2) A member or customer returns over AUD \$550 worth of merchandise at any given time. To maintain BV statistics, BODYBUZ will not process returns on the last working day of the month, but will instead process these returns on the first working day of the next month. Any abuse of the refund product guarantee may result in the termination of membership.

Automatic (Autoship) Orders

When members and customers choose to have their products automatically shipped to them on a specified day between the 1st and the 25th of each month, the members, the customers and BODYBUZ all save money. Both members and customers purchase products at low factory-direct prices from the company. Automatic order members and customers, however, enjoy an additional discount. We are able to offer this discount due to the improved efficiency automatic shipments provide.

Furthermore, autoship members are free to place additional orders and enjoy the same low autoship prices. The automatic order program provides a member to designate the products that will be automatically processed each month on the day they specify between the 1st and the 25th, regardless of any other orders they have placed during the month. The member can change the order up to 5 business days prior to the processing date.

When the processing date of an automatic order falls on a weekend or holiday the order will be processed on either the previous or following business day. Payments by Visa, MasterCard or American Express are acceptable.

Autoship Cancellations.

Automatic order cancellation must be submitted in writing by mail, email or fax at least 5 business days prior to the processing date. For prompt processing, requests must include the Member/Customer Name and Identification number. If an autoship package is returned or refused, the automatic order may be cancelled and the membership may be subject to disciplinary measures listed in policy 38. The terminated member may not re-apply for membership for 3 calendar months following the month in which the termination occurred.

By registering as a Member of BodyBuz, you agree to abide by the Policy and Procedure Agreement and which is also included with the first order. Contact us if you believe that you have not received a copy.