

CUSTOMER AGREEMENT • 客戶申請表及協議書

Customer Information 客戶信息

*Required Information 必填信息

(Please Print Clearly in English) (請用英文正楷填寫清楚)

*Family Name, Surname, or Last Name 姓

*Given Name or First Name 名

 - -

*Birth Date (DD/MM/YYYY) (Applicant must be 18 years or older)

出生日期(日/月/年) (申請人必須至少年滿18歲)

Customer Contact Information 客戶聯絡資料

*Evening Phone 夜間電話

Day Phone 日間電話

*Customer E-mail 電子郵箱

Customer Billing Address 客戶地址

(Must match your credit card address) (必須與您的信用卡帳單地址相同)

*Flat/Floor/Room/Unit 室/樓/房/單位

*Building/Estate/Street/Number 大廈/邨/街道名稱及號數

*District 地區

*Area 區域

Enroller Information 介紹人資料

(Your enroller is the individual who told you about LifeVantage products.)

(向您介紹LifeVantage產品的人)

Enroller Name 介紹人姓名

ID Number 介紹人會員號碼

Shipping Address 客戶送貨地址

(Leave blank if same as billing address) (如果與您的帳單地址相同可留空白)

*Flat/Floor/Room/Unit 室/樓/房/單位

*Building/Estate/Street/Number 大廈/邨/街道名稱及號數

*District 地區

*Area 區域

China Customer Shipping Address 中國顧客送貨地址

*Province/City/District/Street *省/城市/區/街道

*Lane/House/Number/Unit *巷/舍/號/單位

*Country *國家

*Postal Code *郵遞區號



To complete your Customer order, please choose your products from the Product Price List and Order Form and attach to this LifeVantage Customer Agreement

<https://www.lifevantage.com/hk-en/price-list>

要完成您的客戶訂單，請從產品價目表和訂單中選擇您的產品並附在本LifeVantage 客戶協議中。

<https://www.lifevantage.com/hk-zh/price-list>

LIFEVANTAGE CUSTOMER AGREEMENT TERMS AND CONDITIONS 客戶申請表及協議書

1. If you purchase products from LifeVantage Hong Kong Limited through its cross-border eCommerce shopping cart, you do not need to complete a paper purchase order form to buy your products. The entire agreement between you and LifeVantage with respect to your product purchase will be evidenced by an electronic record of the purchase process wherein you acknowledge that you have read and agree with this LifeVantage Customer Agreement which includes your agreement to the LifeVantage Privacy Policy and Website Agreement as well as the Virtual Office Agreement (collectively the "Agreement"). By signing this document or clicking on "I agree", you (i) agree and consent to contract with LifeVantage to complete your purchase of LifeVantage products, and (ii) acknowledge that you are entering into a legal Agreement and that you intend to be legally bound by this Agreement. If you do not wish to consent to contract with LifeVantage, do not sign below or click on the "Finish to Order" button.

2. I understand that as a LifeVantage Customer, I am eligible to purchase products at the Subscription price as long as I maintain an active monthly subscription order. I understand that I may not sell, resell or distribute LifeVantage Products or participate in the LifeVantage Compensation Plan.

3. I authorise LifeVantage to submit a charge for payment, from my credit or debit card as provided to LifeVantage, for my monthly Subscription purchase of products that is specifically identified in this Agreement or as updated. I understand applicable shipping, handling and sales tax will be added to each order.

4. I understand that my first order will be processed and shipped within five (5) calendar days of LifeVantage's acceptance of my first order. Furthermore, I understand that periodic shipments of the product that I have ordered will occur without any further action by me. I understand that there will be approximately an interval of one (1) month between each shipment. I understand that applicable shipping, handling and sales taxes will be added to my Subscription order amount each month, based on the address to which my Subscription orders are sent and in accordance with the method of shipping I have selected, or as I update these. I authorise LifeVantage to add such amount to the amount charged to the credit or debit card as provided to LifeVantage.

5. I understand that if I wish to make changes to my Subscription order, I can do so by making the changes online in my Virtual Office (<https://evo-lifevantage.myvoffice.com>) or by contacting Customer Care at least three (3) business days prior to the next monthly Subscription date.

6. I understand that my Subscription order will remain in effect until I: (1) elect to modify it by submitting a new signed Subscription form; (2) contact Customer Care by calling 3970 5800, or by emailing hksupport@lifevantage.com, or by writing, Attn: Customer Care at 22/F, Empress Plaza, 17-19 Chatham Road South, Tsim Sha Tsui, Kowloon, Hong Kong. Notice of cancellation must be received by LifeVantage at least three (3) business days prior to the monthly Subscription date: cancellation will become effective in the month following the month in which my notice of cancellation is received by LifeVantage.

7. I understand that I may cancel my Subscription order within three (3) business days of the date of my submission of this Agreement to LifeVantage and receive a full refund of any Subscription related amounts charged to my credit or debit card for the initial Subscription order. Thereafter, refunds will be available as provided in accordance with LifeVantage's policies.

1. 如您透過跨境電子商務平台購買LIFEVANTAGE香港有限公司的產品，無須書面填寫訂購表格即可購買您需要的產品。整個網上購物過程，將會紀錄您和LIFEVANTAGE之間的買方和賣方協議，您必需確認您已閱讀並同意LIFEVANTAGE客戶協議、LIFEVANTAGE私隱政策和網站使用協議以及虛擬辦公室使用協議（統稱“協議”）。當您簽署本文件或於網上點擊“我同意”時，即表明您（I）確認同意並接受一切於跨境電子商務平台購買LIFEVANTAGE產品的協議，同時（II）確認您所簽訂的協議是具法律約束力的。如果您不同意或不理解任何相關協議，請不要在本文文件簽署或點擊“完成訂購”按鈕。

2. 我清楚了解作為LIFEVANTAGE的客戶，我需要參加每月自動訂貨計劃，才可以以批發價格訂購產品。本人明白，我不能出售或轉售LIFEVANTAGE產品，亦不能參與LIFEVANTAGE獎勵計劃。

3. 我授權LIFEVANTAGE每月從我所提交的信用卡裡，扣除本人自動訂貨訂單的費用，自動訂貨訂單內容可於扣款前（不少於3個工作日）作出更改。本人了解將須依照選擇的取貨方式繳付相關運費，手續費和銷售稅（如有）。

4. 本人明白我的訂單將在LIFEVANTAGE扣款後的5個工作日內處理和發貨。此外，LIFEVANTAGE在沒有收到客戶書面通知，提出更改或取消參加自動訂貨計劃的申請前，LIFEVANTAGE將每月依照指定日期扣款並定期發貨。我明白LIFEVANTAGE大約每月發貨1次。本人了解將須依照選擇的取貨方式繳付相關運費，手續費和銷售稅（如有）。除產品費用外，本人亦授權LIFEVANTAGE把相關的運費，手續費和銷售稅（如有）添加到我的自動訂貨訂單總額中，並可使用我提交的信用卡扣款。

5. 本人了解如果我希望更改我的自動訂貨訂單內容，我可於扣款前（不少於3個工作日）登錄我的虛擬辦公室（[HTTPS://EVO-LIFEVANTAGE.MYVOFFICE.COM](https://evo-lifevantage.myvoffice.com)）線上進行更改或聯繫香港辦公室的客服代表協助更改。

6. 我理解自動訂貨訂單將保持有效，直到我：（1）選擇通過提交新簽署的訂購表格來修改訂單；（2）致電3970 5800，或發送電子郵件至 HKSUPPORT@LIFEVANTAGE.COM，或以書面形式通知客戶服務中心：收件人：客戶服務部門，香港九龍尖沙嘴漆咸道南17-19號帝后廣場22樓。LIFEVANTAGE必須至少在每月訂購日期前三（3）個工作日收到取消通知：取消將在LIFEVANTAGE收到我的取消通知後的下一個月份生效。

7. 我理解我可以在向LIFEVANTAGE提交此申請表及協議書之日起的三（3）個工作日內取消我的訂購訂單，訂購的全數金額將退回至本人在下單時所提供的信用卡內，並根據LIFEVANTAGE政策完成整個退款流程。



8. Product returned within thirty (30) days after the purchase shall receive a 100% refund, less shipping and handling costs. Only unopened product shall be eligible for a refund, unless defective. Product must be in resalable and restockable condition in order to be eligible for a refund. Resalable is defined as product still in its original packaging, with seals and wrapping in place. Any merchandise that is clearly identified at the time of sale as nonreturnable, discontinued, or as a seasonal item, shall not be resalable. All returns must have a Return Merchandise Authorization ("RMA"), issued through Support. Customers are responsible for returning product to the LifeVantage within ten (10) business days of issuance of the RMA or the product will not be eligible for return. Please allow for up to twenty (20) days from the time that the product is received for the refund to be processed. If a shipment is refused, whether it is a Subscription or an order that has just been placed, LifeVantage will charge a HK100.00 shipment refusal fee to the form of payment on file.

9. I consent to LifeVantage, my Sponsor, Placement Sponsor and Upline contacting me using the telephone number(s), fax number(s), and/or email address(es) listed on my application or as updated. I consent to the disclosure of such information and information regarding my purchases from LifeVantage to my Sponsor, Placement Sponsor and Upline. I agree that LifeVantage or a party acting on its behalf (i.e. a third party) may contact me by telephone using automated technology (e.g., an auto-dialer or pre-recorded message), text messages or email. I consent and agree to such contacts in this manner at the telephone number(s) or email address that I provide and as updated. I understand that my carrier's standard rates will apply for calls and text messages. I may opt-out from receiving text messages at any time by replying "STOP". I agree that LifeVantage or a party action on its behalf may collect personal data from me including my name, birth date, gender, address, mailing address, phone and fax numbers, sales data and banking information and transmit that information to its United States of America operations in an effort to support my LifeVantage account and execute the Agreement (including managing product orders and fulfillment). I understand that LifeVantage will transfer my personal data to the United States of America to create my account and execute this Agreement. I consent and agree to LifeVantage transferring my data for this purpose. I understand and acknowledge that I may access and rectify my data as well as optout of having my data transferred at any time by contacting LifeVantage Compliance at compliance@lifevantage.com. I understand that by opting-out, LifeVantage may not be able to support my LifeVantage account and product orders.

10. I understand that only one LifeVantage Customer or Independent Distributor account is allowed per person and only two per immediate household. Individuals of the same family unit may not enter into or have an interest in more than two LifeVantage accounts. A "family unit" is defined as spouses (as further defined below) and dependent children living at or doing business at the same address.

11. I understand that husbands and wives or common-law couples (collectively "Spouse(s)") who wish to have separate accounts must sign a separate agreement, and must have the same Sponsor. Any violation of this provision may result in the termination of one or both Spousal accounts.

12. I understand that I may change my Sponsor or Placement Sponsor by having my Sponsor complete and submit a Change of Sponsor Request form, which will simply require my Sponsor's signature.

13. As a Customer, if my Sponsor does not complete a Change of Sponsor Request form, I may change Sponsors by voluntarily cancelling my Customer Account, remaining inactive and not operating any LifeVantage account for six (6) full calendar months. Following the six (6) month period of cancellation and inactivity, I may open a new Account under a new Sponsor as a Customer or as an Independent Distributor if permitted by submitting a new application to LifeVantage.

14. I understand that I may voluntarily cancel my LifeVantage Customer Agreement at any time by sending a request to LifeVantage Customer Care via email, fax or mail. If by mail or fax, the request must contain my name, shipping address and LifeVantage identification number. If by email, it must contain my name, shipping address, LifeVantage identification number and come from the email account on record.

8. 產品在購買後三十 (30) 天內退回，將收到100%的退款(運費及手續費除外)。除產品本身有缺陷，否則只有未開封的產品才可以申請退款。產品必須處於可重新銷售和可再次上架的狀態，方可獲得退款。可重新銷售的定義為產品仍然在其原包裝中，並帶有封條和包裝物料。任何在銷售時明確標識為不可退款、已停產或季節性的商品均不可重新銷售。所有退貨必須在客戶提交已簽署的退貨授權 ("RMA") 後方可進行。客戶必須在RMA簽發後十 (10) 個工作日內將產品退回LIFEVANTAGE，否則該產品將不符合退貨資格。LIFEVANTAGE將在收到產品後不多於二十 (20) 天內處理退款。如果發貨被拒收，無論是自動訂貨訂單還是其他一般訂單，LIFEVANTAGE將以收據所列付款方式額外收取100.00 港元的發貨拒收費用。

9. 我同意LIFEVANTAGE以及我的組織上線可以透過我在這份申請表格上填寫的電話號碼和/或電郵地址與我聯繫。如我的組織上線向LIFEVANTAGE查詢有關我的訂單資訊，我同意LIFEVANTAGE透露給他們知道。我同意代表LIFEVANTAGE的業務人員或第三方服務供應商可以透過短信，打電話或電郵與我聯繫。我確認我所提供的聯繫方式(電話號碼或電郵地址) 都是可以找到我的，如日後資料有所更新，我同意會向公司提交最新的聯繫資料。本人同意並理解LIFEVANTAGE將收集我所提供的個人資料：包括姓名、出生日期、性別，地址，電話號碼、電郵地址、銷售紀錄以及銀行帳戶資料作內部使用。同時，亦會把我的個人資料傳送給LIFEVANTAGE的第三方服務供應商(如銀行、物流公司、系統工程師等)，以助本人在訂購LIFEVANTAGE貨物時，可以運作得更順暢。本人明白，如果日後我需要查閱、更新個人資料或不欲LIFEVANTAGE把我的個人資料傳送給第三方服務供應商，可以發電郵至COMPLIANCE@LIFEVANTAGE.COM與LIFEVANTAGE的法務部門聯繫。本人清楚，如不欲LIFEVANTAGE把我的個人資料傳送給第三方服務供應商，LIFEVANTAGE可能無法確保可如常處理本人的訂單，包括運送我的訂單。

10. 我了解到每個人只允許申請成為LIFEVANTAGE客戶或獨立分銷商(二選一)。同一家庭單位不可有多於兩個LIFEVANTAGE帳戶。“家庭單位”的定義為於同一住址生活的配偶(詳細定義可查看以下內容)和子女。

11. 我理解如丈夫和妻子或同居伴侶(統稱“配偶”) 希望各自擁有自己的LIFEVANTAGE帳戶，必須各自簽署獨立協議，並且必須擁有相同的推薦人。任何違反此規定的行為都可能導致雙方的帳戶被終止。

12. 我了解如果我要更改我的推薦人/安置人，我必須要求我的推薦人/安置人於更改申請表格上簽署並同意為我提交更改推薦人/安置人的申請表格。

13. 如果我的推薦人/安置人未能在更改推薦人/安置人申請表格上簽署，我可以透過自願終止我的客戶帳號來更改新的推薦人/安置人。當客戶的帳號連續6個月沒有任何購買紀錄，帳號便會被自動取消。在帳號自動取消後的6個月，便可向LIFEVANTAGE提交重新入會的申請並填寫新的推薦人/安置人會員號碼(如適用)，經LIFEVANTAGE審核後便完成重新加入的申請。

14. 我明白我可以隨時以寄信或電郵形式，書面通知LIFEVANTAGE香港辦公室終止本人與LIFEVANTAGE之間所簽訂的客戶協議。以寄信或電郵形式通知，請於信上或電郵上註明您的姓名，送貨地址和LIFEVANTAGE會員號碼。如以電郵形式通知，請以您LIFEVANTAGE帳號上所紀錄的電



15. I understand that LifeVantage may amend this Agreement. I agree to be bound by all such amendments and that my only remedy for not accepting such amendments is to immediately terminate this Agreement. My placing an order or accepting an order after publication of any amendment will constitute my acceptance of the amended Agreement.

Insufficient Funds and Declined Credit definition: LifeVantage reserves the right to assess a reasonable charge for any electronic funds transfer returned unpaid by your bank. Thereafter, LifeVantage reserves the right to deny your request to order products online through the Electronic Bank Draft Program. In the event that your credit card charge is declined, your order will not be accepted.

Back Order Policy As a general rule, LifeVantage will not back order out-of-stock items. However, LifeVantage may back order Subscription Order items, if necessary.

Shipping Discrepancies definition: If you fail to notify LifeVantage of any shipping discrepancy or damage within thirty (30) days of shipment, you may lose your right to request a correction.

LifeVantage warrants the quality of its products and shall exchange any defective product.

These Agreements represent the complete agreement between you and LifeVantage with respect to your online product purchase, and supersedes all prior or contemporaneous agreements or understandings, whether oral or written. By electronically clicking and signing or otherwise signing and submitting this form and payment for my Customer order, I am applying to become a LifeVantage Customer. I acknowledge that I have read and agree to all the Terms and Conditions on this LifeVantage Customer Agreement and the LifeVantage Privacy Policy and Website Use Agreement and Virtual Office Agreement. The English version of this Agreement will always supersede any other language version in the event of any discrepancies between between any language and English.

郵地址傳送。

15. 我了解LIFEVANTAGE可能會修改本協議。我同意接受所有此類修訂的約束，如果我不接受此類修訂，本協議將立即被終止。在發布任何修改後，本人繼續下訂單或接受訂單即表明我已接受修訂後的協議。

資金不足和信用咭被拒收 LIFEVANTAGE保留對任何未能透過電子轉帳完成交易的訂單進行評估並收取合理手續費的權利。此外，LIFEVANTAGE亦有權拒絕您再次在網上訂購產品。如果您的信用卡被拒收，您的訂單將不被接納。

缺貨訂單政策 作為基本規則，LIFEVANTAGE不會為你訂購任何缺貨的項目。但是，如有必要，LIFEVANTAGE可能會對自動訂貨訂單項目下缺貨訂單。

運輸差異 如果您在送貨後三十（30）天內未通知LIFEVANTAGE任何運輸差異或產品損壞情況，您可能失去要求退換貨的權利。

LIFEVANTAGE保證其產品質量，並應更換任何有缺陷的產品。

就您在網上購買LIFEVANTAGE產品，以上協議代表您與LIFEVANTAGE之間已達成完整的買方及賣方協議。當您提交已簽署的客戶申請表格或於網上點擊"我同意"或"確認付款"時，即表明您同意申請成為LIFEVANTAGE客戶。我確認已閱讀並同意所有LIFEVANTAGE客戶協議、LIFEVANTAGE私隱政策和網站使用協議以及虛擬辦公室使用協議的條款及細則。此中文協議為翻譯版本，如中、英文兩個版本有任何抵觸或不相符之處，概以英文版本為準。

Applicant Signature 申請人簽名

Co-Applicant Signature (if applicable) 共同申請人簽名（如果適用）

Printed Name of Applicant 英文正楷姓名

Printed Name of Co-Applicant (if applicable) 共同申請人英文正楷姓名（如果適用）

Date (DD/MM/YYYY) 日期 (日/月/年)

Date (DD/MM/YYYY) 日期 (日/月/年)

