

## CUSTOMER AGREEMENT

**Customer Information** \*Required Information (Please Print Clearly)

\*First Name and Last Name (Customer applicants must be 18 years or older)

Gender  F  M (optional)**Customer Contact Information**

( ) - ( ) -

\*Home Phone

Cell Phone

( ) -

Fax Number

\*Customer E-mail

**Customer Billing Address**

\*Address

\*City

\*State

\*Postal Code

**Enroler Information**

(Enroler is the LifeVantage Distributor who introduced you to LifeVantage.)

Enroler Name

ID Number

 **Agreement Consent and Authorisation to use Personal Data**

By checking this box and/or submitting my personal information, I acknowledge and agree that I have read and agree with this **LifeVantage Customer Agreement** and the **LifeVantage Privacy Policy and Website Use Agreement** and all monthly subscription requirements. Further, I consent that LifeVantage, its distributors in my organisation or a third party acting for LifeVantage may contact me at my provided email address and/or telephone number and as updated using automated text messages at any time by replying "STOP". I consent and agree that my provided personal information to include my name, birth date, gender, addresses, phone and fax numbers, sales data and banking information will be transmitted to LifeVantage and trusted third parties in the United States of America ("USA") to support my LifeVantage Customer account, product orders and their fulfillment. I understand that I may access and rectify my data as well as opt-out of any data transfer to the USA by contacting LifeVantage Compliance at [compliance@lifevantage.com](mailto:compliance@lifevantage.com). I understand that by opting out, LifeVantage may not be able to support my LifeVantage account and deliver my product orders.

To complete your Customer order, please choose your products from the **Product Price List and Order Form** <https://www.lifevantage.com/au-en/price-list> and attach to this LifeVantage Customer Agreement before sending to LifeVantage.

(SEE PAGE 2 FOR TERMS AND CONDITIONS)

**Co-Applicant** (if applicable)

\*First and Last Name (Legal Name) (Co-Applicant must be 18 years or older)

**Customer Shipping Address** (Leave blank if same as billing address)

\*Address

\*City

\*State

\*Postal Code

**Placement Sponsor Information** (Your placement indicates the Distributor under whom you are placed. If no one is listed, your Enroler is also your Placement Sponsor and can place you within 30 days under another Distributor.)

Placement Sponsor Name

ID Number

## LIFEVANTAGE CUSTOMER AGREEMENT TERMS AND CONDITIONS

1. If you purchase products from LifeVantage Australia Pty. Ltd. (LifeVantage) through its online shopping basket, you do not need to complete a paper purchase order form to buy your products. During the online product order process, you are required to read and agree with this LifeVantage Customer Agreement which includes your agreement to the [LifeVantage Privacy Policy and Website Use Agreement](#) as well as the [Virtual Office Agreement](#) (collectively the "Agreement"). LifeVantage encourages you to print and retain this Agreement for future reference. Should you wish to obtain a printed copy of this Agreement, you may download and print a version of the same from LifeVantage's Website at LifeVantage Customer Agreement. Otherwise, you may send a written request for those documents to LifeVantage or email [ausupport@lifevantage.com](mailto:ausupport@lifevantage.com). Your request must include your name, your identification number, if applicable, your mailing address and your email address. Upon receipt of such a request, LifeVantage will mail you the then-current version of this Agreement. There is no charge for this service. By signing this document or clicking on "I agree", you (i) agree that you are an adult in your jurisdiction 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 Sales 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 application 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 1.800.218.751 or by emailing [ausupport@lifevantage.com](mailto:ausupport@lifevantage.com). 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 application 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 the LifeVantage policies.
8. Customers are entitled to a 100% product satisfaction guarantee. If for any reason, a Customer is unhappy with their LifeVantage product, they may return the product within thirty (30) days of purchase for a 100% refund, minus any shipping and handling costs. After 30 days of purchase, only unopened product that is in a resalable and restockable condition, with at least 6 months remaining before its expiration date may be returned within twelve (12) months of purchase and shall receive a 100% refund, less a 10% handling and restocking fee and any shipping and handling costs, conditioned upon the receipt of a Return Merchandise Authorisation ("RMA"), issued through Customer Support. Customers are responsible for returning any products to LifeVantage within 10 business days of issuance of the RMA or said products 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.
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 acting 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 opt-out of having my data transferred at any time by contacting LifeVantage Compliance at [compliance@lifevantage.com](mailto: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 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. 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. 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.
11. 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.
12. 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 from my email account on record.
13. 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** 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 Cashier's Cheque Programme. 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** 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.

## PRIVACY COLLECTION NOTICE

I acknowledge and agree that LifeVantage is collecting my personal information to establish and maintain a relationship with me, to process my orders, respond to queries and keep me informed of new products and services. I have read and agree with the [LifeVantage Customer Agreement](#) and the [LifeVantage Privacy Policy and Website Use Agreement](#) and all monthly subscription requirements. Further, I consent that LifeVantage, its distributors in my organisation or a third party acting for LifeVantage may contact me at my provided email address and/or telephone number and as updated using automated text messages at any time by replying "STOP". I consent and agree that my provided personal information to include my name, birth date, gender, addresses, phone and fax numbers, sales data and banking information will be transmitted to LifeVantage and trusted third parties in the United States of America ("USA") to support my LifeVantage account, product orders and their fulfillment. I understand that I may access and rectify my data as well as opt-out of any data transfer to the USA by contacting LifeVantage Compliance at [compliance@lifevantage.com](mailto:compliance@lifevantage.com). I understand that by opting out, LifeVantage may not be able to support my LifeVantage account and deliver my product orders.

**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 of this LifeVantage Customer Agreement, the LifeVantage Privacy Policy and Website Use Agreement and Virtual Office Agreement.**

Applicant Signature

Co-Applicant Signature (if applicable)

Printed Name of Applicant

Printed Name of Co-Applicant (if applicable)

