

CUSTOMER AGREEMENT

CUSTOMER INFORMATION *Required Information (Please Print Clearly)

 *First Name and Last Name

*Gender F M (Optional)

CUSTOMER CONTACT INFORMATION

() - () -

*Home Phone

Cell Phone

() -

Fax Number

 *Applicant E-mail

CUSTOMER BILLING ADDRESS

 *Address

 *City

 *Province

 *Postal Code

ENROLLER INFORMATION (Your enroller is the individual who introduced you to LifeVantage.)

 Enroller Name

 ID#

CO-APPLICANT (if applicable)

 *First and Last Name (Legal Name)

CUSTOMER SHIPPING ADDRESS (Leave blank if same as billing address)

 *Address

 *City

 *Province

 *Postal Code

PLACEMENT SPONSOR INFORMATION (Your placement indicates the individual under whom you are placed. If no one is listed, your enroller also becomes your Placement Sponsor. Your enroller is able to place you within 30 days.)

 Placement Sponsor Name

 ID#

Agreement Consent and Authorization 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. 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/ca-en/price-list](https://www.lifevantage.com/ca-en/price-list) and attach to this LifeVantage Customer Agreement before sending to LifeVantage.

BUYERS RIGHT TO CANCEL:

You may cancel this contract from the day you enter the contract until 10 days after you receive a copy of this contract. You do not need a reason to cancel. If you do not receive the goods or services within 30 days of the date stated in the contract, you may cancel this contract within one year of the contract date. You lose that right if you accept delivery after the 30 days. There are other grounds for extended cancellation. For more information, you may contact your provincial/territorial consumer affairs office. If you cancel this contract, the seller has 15 days to refund your money and any trade-in, or the cash value of the trade-in. You must then return the goods. To cancel, you must give notice of cancellation at the address in this contract. You must give notice of cancellation by a method that will allow you to prove that you gave notice, including registered mail, fax or by personal delivery order.



LIFEVANTAGE CUSTOMER AGREEMENT TERMS AND CONDITIONS

1. If you purchase products from LifeVantage Corporation (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. Otherwise, you may send a written request for those documents to LifeVantage or email support@lifestage.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 and/or send your information and/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 authorize 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 there will be an approximate 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 authorize 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 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 0800 424 302 or by emailing support@lifestage.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 set out in paragraph 8 below.

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 Authorization ("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 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.

10. As a Customer, if my Sponsor does not complete a Change of Sponsor Request form, I may change Sponsors by voluntarily canceling 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.

11. 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.

12. 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.

13. 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.

14. 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.

15. 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.

By electronically and/or physically signing this Customer Agreement and/or submitting my personal information, 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 organization 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, gender, if applicable, 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@lifestage.com. I understand that by opting out, LifeVantage may not be able to support my LifeVantage account and deliver my product orders.

Customer Signature

Customer's Printed Name

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Date (MM/DD/YYYY)

