



#### **WHAT IS AUTOSHIP?**

Autoship is where you select to have your products sent to you automatically every month. Being on Autoship has four distinct advantages:

- 1) You get the Autoship price, which is the lowest price, for your monthly order and any additional orders you place.
- 2) Your order is automatically processed on the same date every month. No need to remember to call in.
- 3) You always know your products will be arriving on time, before you run out.
- 4) Being on Autoship qualifies you to earn bonuses. (See the Life Force Compensation Plan for complete details.)

#### **AUTOSHIP DETAILS**

1) The products you designate will be automatically processed each month on the date you specify, regardless of any other orders you have placed during the month. You can change the order up to five business days prior to the processing date. You can choose any date between the 1st and 25th of the month.

2) If your initial Autoship order is received after your chosen processing date, we'll place an order immediately, and your selected date for your Autoship will begin the following month. For example, if you want your Autoship to begin on the 10th and we receive your order on the 15th, we'll process your initial order immediately, and process your future Autoship orders on the 10th.

3) When the processing date of an automatic order falls on a weekend or holiday, the order will be processed either the previous or next business day.

4) Your Autoship order may be paid by Visa, MasterCard, American Express or Direct Debit. To enroll in Direct Debit please fill out the Direct Debit form available at [www.lifeforce.net](http://www.lifeforce.net). If payments are declined three consecutive months, your Autoship order will be permanently cancelled.

5) Autoship cancellations must be submitted to Life Force in writing via mail, email or fax at least five business days prior to the processing date. Requests must include your Member/Customer name and ID. If your Autoship package is returned or refused, your Autoship order may be cancelled and your membership may be subject to the disciplinary measures listed in the Policies and Procedures. Terminated members may not reapply for membership for three calendar months following the month in which the termination occurred.

#### **RETURNS POLICY**

Life Force has a 100% satisfaction guarantee to all customers and members.

##### **Customer Product Guarantee**

If a customer returns an order placed with LFA within ten days of the order transaction date, LFA will refund 100% of the purchase prices including shipping and handling costs. If after purchasing a LFA product and using it for a reasonable amount of time, the customer is not completely satisfied, contact the customer service department who will assist you with a 100% refund or replacement, less shipping and handling, when goods are returned either used or unused and received within 45 days of purchase.

Customers must prove that over 70% of the previously purchased company products have been sold or consumed before further products can be ordered and prior to credits being processed.

Once received by LFA, 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, LFA 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**

When a member purchases product(s) from LFA, the member shall receive a 100% refund or replacement, less shipping and handling, when product(s) are returned either used or unused and received by LFI within 45 days of the purchase date. After 45 days and before 90 days, the member shall receive a 90% refund or replacement less shipping and handling, only when the product(s) returned are reusable and resalable with a realistic expiration date (no less than nine months). Once LFA's shipping department receives the product(s), refunds will be issued within 30 days. Returns exceeding 90 days of the purchase date will not be honored, whether the product(s) is sealed or opened. Return shipping fees are the responsibility of the member.

Members must prove that over 70% of previously purchased company products have been sold or consumed before further products can be ordered and prior to credits being posted.

Proof of purchase (invoice, copy of invoice, or invoice number) is required for all refunds or replacements. LFA will clawback all commissions and incentives paid to members relating to the purchase of the products being returned. Any refund requests may cancel the Independent Member Agreement at the option of LFA. However, LFA 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; or 2) A member or customer returns over AUD\$500 worth of merchandise at any given time. To maintain BV statistics, LFA 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.

Visit [www.lifeforce.net](http://www.lifeforce.net) for complete Policies and Procedures.