

ARBONNE INTERNATIONAL PRODUCT RETURN GUIDELINES

CLIENT PRODUCT SATISFACTION GUARANTEE

A 45-day money-back guarantee is offered on all Arbonne® Products to all Clients (including Preferred Clients). Clients not completely satisfied may return the purchased products to their Arbonne Independent Consultant for a replacement or full refund within 45 days from the Client purchase date. A signed and fully completed Arbonne Product Return Form must accompany a product return. Shipping fees are non-refundable. Please allow four to six weeks for processing. Promotional products and gift items may not be available for replacement, and may, at Arbonne's discretion, be exchanged for an item of equal value.

The product guarantee applies only to Clients and Preferred Clients who order from a Myarbonne.com.au website or directly from Arbonne using an Arbonne ID number. This guarantee does not apply to products purchased through non-approved methods of sale.

PROCEDURES FOR ALL RETURNS

The following procedures apply to all returns for refund, repurchase, or exchange:

Products must be returned, shipping pre-paid, by the Arbonne Independent Consultant to Arbonne Europe SarL Attn: Product Return, Locked Bag 2074, North Ryde, NSW 1670. Please allow four to six weeks for processing. All merchandise must be returned by the Arbonne Independent Consultant, Preferred Client or Client who purchased it directly from Arbonne.

All returned products must have a Return Merchandise Authorisation (RMA) number written on each carton returned. The RMA number may be obtained by calling Arbonne Customer Service at 1800 650 760.

The return is accompanied by:

- A completed and signed Arbonne Product Return Form;
- A copy of the original dated retail sales receipt; and
- The unused portion of the product in its original container.

Proper shipping carton(s) and packing materials are to be used in packaging the product(s) being returned for replacement, and the best and most economical means of shipping is suggested. All returns must be shipped to Arbonne shipping pre-paid. Arbonne does not accept shipping-collect packages. The risk of loss in shipping for returned product shall be on the Arbonne Independent Consultant. If returned product is not received by the company's distribution centre, it is the responsibility of the Arbonne Independent Consultant to trace the shipment.

If an Arbonne Independent Consultant is returning merchandise to Arbonne that was returned to him or her by a personal Retail Client or Preferred Client, the product must be received by Arbonne within 10 days from the date on which the Retail Client or Preferred Client returned the merchandise to the Arbonne Independent Consultant, and must be accompanied by the sales receipt the Arbonne Independent Consultant gave to the Client or Preferred Client at the time of the sale.

No refund or replacement of product will be made if the conditions of these rules are not met.