

## HELLO LOVE - RETAIL CUSTOMER TERMS OF SALE AND NOTICE OF CANCELLATION

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**Thank you for your purchase!** We hope you enjoy your Hello Love products. Hello Love is dedicated to delivering high-quality products to our customers and stand behind the products we sell. Our return/exchange policies are explained below. If you have any questions, please contact your Hello Love Fanatic.

**Cancellation.** You, the buyer, may cancel a starter kit (i.e. enrollment) transaction at any time prior to midnight of the third business day after the date of the transaction. See the attached notice of cancellation form for an explanation of this right.

**Ordering.** Hello Love products may only be purchased through a Hello Love Fanatic, Hello Love Affiliate, or directly through the Hello Love website. Hello Love Fanatics and Affiliates are independent contractors and are not employees of Hello Love. When you place your online order—whether directly through the Hello Love website or through your Fanatic’s or Affiliate’s website—you will be provided with a printable copy of your order. Please remember to retain a copy of your receipt for your personal records.

**Shipment and Risk of Loss.** Your product will be delivered to you through an arrangement with your Hello Love Fanatic or Affiliate. Product is usually shipped from Hello Love within one week after we receive the order. Hello Love is not liable for any delay in shipment that is caused in whole or in part by circumstances beyond its control. Missing items or incorrect shipments must be reported to your Hello Love Fanatic or Affiliate within 10 days of the delivery date to obtain a replacement. Merchandise received by customers or Fanatics in damaged or defective condition will be replaced by Hello Love upon its return to the Company. Title and risk of loss or damage to the ordered product will pass to you upon delivery of such product to the carrier at Hello Love’s fulfillment facility and any claim for loss or damage must be made by you against such carrier.

**Delivery.** We ship through USPS. Product is usually shipped within 7 business days from the date the order is received from the Hello Love Fanatic at the offices of Hello Love. Hello Love shall not be liable for any delay in shipment that is caused in whole or in part by circumstances beyond Hello Love’s control.

**Returns.** Returns must be made within 14 days of the customer's receipt of the product. Merchandise must be in its original packaging, unused, and in resellable condition (i.e. packaging intact, nails in proper slots, in the same condition and placement as you received it). The cost of return shipping is the responsibility of the customer. Include your full name and the order number in your return package. If you need assistance finding your order number contact [support@helloloveinc.com](mailto:support@helloloveinc.com).

Mail your return to Hello Love Inc.; 30900 Rancho Viejo Rd.; Suite 145; San Juan Capistrano, CA 92675.

We can not take any action on returns until our office confirms receipt of the returned merchandise; we recommend obtaining and recording a tracking number for your return package. We are not responsible for lost packages.

Returns will be processed within 5 business days of receipt of the returned merchandise. Accepted returns will be credited to the original form of payment used at the time of purchase.

Hello Love Inc. does not accept returns of items purchased in person from Fanatics, only items purchased directly through HelloLoveInc.com.

**Limitations.** Hello Love reserves the right to substitute merchandise of similar quality and value for items that are discontinued or out of stock.

**Proprietary Rights in Trademarks and Copyrights.** Hello Love designs are protected by federal trademark and copyright law.

### CREDIT CARD INFORMATION

#### NOTICE TO CARDHOLDER:

Hello Love will process your credit card payment based upon information you provide to us or through your Hello Love Fanatic or Affiliate. Hello Love has no duty to independently verify the accuracy of such information. We will process the payment without physical access to the actual card, which may in some circumstances result in error, rejection, or delay. A Purchase made through an Affiliate or Fanatic is not a sales transaction between you and Hello Love. Hello Love provides this service of processing credit cards on behalf of the Hello Love Fanatic solely as a convenience to you and your Hello Love Fanatic.

HELLO LOVE FANATICS AND AFFILIATES ARE INDEPENDENT CONTRACTORS AND NOT EMPLOYEES, AGENTS, OR PARTNERS OF HELLO LOVE. ALTHOUGH HELLO LOVE ENCOURAGES FANATICS AND ASSOCIATES TO TAKE APPROPRIATE MEASURES TO PROTECT YOUR CREDIT CARD INFORMATION, HELLO LOVE DOES NOT ASSURE THAT SUCH MEASURES WILL BE TAKEN. HELLO LOVE DISCLAIMS ALL RESPONSIBILITY FOR THE ACTIONS (INTENTIONAL OR OTHERWISE), ERRORS, OR OMISSIONS OF YOUR HELLO LOVE FANATIC IN THIS REGARD.

**NOTICE OF CANCELLATION**

\_\_\_\_\_ [enter date of transaction]

\_\_\_\_\_ [enter date of cancellation]

You may CANCEL this transaction, without any Penalty or Obligation, within THREE BUSINESS DAYS\* from the above date.

If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within TEN BUSINESS DAYS following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled.

If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale, or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk.

If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your Notice of Cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this Cancellation Notice or any other written notice, or send a telegram, to Hello Love, Attention: Cancellation Notice, 30900 Rancho Viejo Rd., Suite 145, San Juan Capistrano, CA 92675, NO LATER THAN MIDNIGHT ON THE DATE THREE BUSINESS DAYS (FIVE BUSINESS DAYS IN ALASKA) FROM THE DATE OF SALE STATED ON YOUR ORDER CONFIRMATION.

I HEREBY CANCEL THIS TRANSACTION.

\_\_\_\_\_ (Date)

\_\_\_\_\_ (Buyer's signature)



\*Customers residing in Alaska have FIVE BUSINESS DAYS within which to cancel this transaction. Buyers age 65 or older who reside in North Dakota have 15 BUSINESS DAYS within which to cancel orders for products with a purchase price greater than \$50.