

**CLUB O VIP**  
**Policies and Procedures**

**SECTION 1 - CODE OF ETHICS**

CLUB O VIP has made a commitment to provide the finest skincare products marketed through its Independent Affiliates. In turn, the company expects CLUB O VIP Independent Affiliates to reflect that image in their relationships with Customers and fellow Independent Affiliates.

As a CLUB O VIP Independent Affiliate you are expected to operate your business according to the highest standards of integrity and fair practice in your role as a CLUB O VIP Independent Affiliate. Failure to comply with the Code of Ethics can result in your termination as a CLUB O VIP Independent Affiliate. The Code of Ethics, therefore, states:

As an Independent Affiliate:

- ◆ I will conduct my business in an honest, ethical manner at all times.
- ◆ I will make no representations about the benefits of being an Independent Affiliate with CLUB O VIP other than those contained in officially-approved corporate literature and videos.
- ◆ I will provide support and encouragement to my customers to ensure that their experience with CLUB O VIP is a successful one.
- ◆ I will motivate and actively work with Independent Affiliates of my downline organization to help them build their CLUB O VIP business. I understand that that this support is critical to each Independent Affiliate's success with CLUB O VIP.
- ◆ I will refrain from exaggerating my personal income or the income potential in general and will stress to Independent Affiliate prospects the level of effort and commitment required to succeed in the business.
- ◆ I will not abuse the goodwill of my association with CLUB O VIP to further or promote other business interests (particularly those which may be competitive to CLUB O VIP) without the prior written consent of CLUB O VIP.

- ◆ I will not make disparaging remarks about other products, Independent Affiliates, or companies; likewise, I will not willfully denigrate the activities or personalities of fellow CLUB O VIP Independent Affiliates.
- ◆ I will abide by all of the Policies and Procedures of CLUB O VIP as included herein, or as may be amended from time to time.
- ◆ I will not make any payment(s) or promise to pay any prospective or existing Independent Affiliate in return for such Independent Affiliate's enrollment, continued enrollment, or team building or recruiting activities with CLUB O VIP.
- ◆ I will strive to sell and promote the products of CLUB O VIP in a professional manner to end user retail customers.

## SECTION 2 - INTRODUCTION

### 2.1 - Policies and Compensation Plan Incorporated into Independent Affiliate Agreement

These Policies and Procedures, in their present form and as amended at the sole discretion of CLUB O VIP, are incorporated into, and form an integral part of, the CLUB O VIP Independent Affiliate Agreement. Throughout these Policies, when the term "Agreement" is used, it collectively refers to the CLUB O VIP Independent Affiliate Application and Agreement Form, these Policies and Procedures and the CLUB O VIP Compensation Plan. These documents are incorporated by reference into the CLUB O VIP Independent Affiliate Agreement (all in their current form and as amended by CLUB O VIP).

### 2.2 - Purpose of Policies

CLUB O VIP is a direct sales company that markets personal care and skincare products, through Independent Affiliates. It is important to understand that your success and the success of your fellow Independent Affiliates depends on the integrity of those who market our services. To clearly define the relationship that exists between Independent Affiliates and CLUB O VIP, and to explicitly set a standard for acceptable business conduct, CLUB O VIP has established the Agreement. CLUB O VIP Independent Affiliates are required to comply with all of the provisions set forth in the Agreement, which CLUB O VIP may amend at its sole discretion from time to time, as well as with all federal, state and local laws governing their CLUB O VIP business and their conduct. Because you may be unfamiliar with many of these standards of practice, it is very important that you read and abide by the Agreement. Please review the information in this document carefully. It explains and governs the relationship between you, as an independent contractor, and the Company. If you have any questions regarding any policy or rule, do not hesitate to seek an answer from the CLUB O VIP corporate office.

### 2.3 - Changes to the Agreement

Because laws and the business environment periodically change, CLUB O VIP reserves the right to amend the Agreement, compensation plan and its prices at its sole and absolute discretion. By signing the Independent Affiliate Agreement, an Independent Affiliate agrees to abide by all amendments or modifications that CLUB O VIP elects to make. Amendments shall be effective 30 days after publication of notice of amendments in official CLUB O VIP materials. The Company shall provide or make available to all Independent Affiliates a complete copy of the amended provisions by one or more of the following methods: (a) posting on the Company's official website; (b) electronic mail (email); (c) inclusion in Company periodicals; (d) inclusion with commissions or bonus checks; or (e) special mailings. The continuation of an Independent Affiliate's CLUB O VIP business or an Independent Affiliate's acceptance of bonuses or commissions constitutes acceptance of any and all amendments.

#### 2.4 - Delays

CLUB O VIP shall not be responsible for delays or failures in performance of its obligations when performance is made commercially impracticable due to circumstances beyond its reasonable control. This includes, without limitation, strikes, labor difficulties, riot, war, fire, death, curtailment of a party's source of supply, government decrees or orders, and acts of God.

#### 2.5 - Policies and Provisions Severable

If any provision of the Agreement, in its current form or as may be amended, is found to be invalid, or unenforceable for any reason, only the invalid portion(s) of the provision shall be severed and the remaining terms and provisions shall remain in full force and effect and shall be construed as if such invalid or unenforceable provision never comprised a part of the Agreement.

#### 2.6 - Waiver

The Company never gives up its right to insist on compliance with the Agreement and with the applicable laws governing the conduct of a business. No failure of CLUB O VIP to exercise any right or power under the Agreement or to insist upon strict compliance by an Independent Affiliate with any obligation or provision of the Agreement, and no custom or practice of the parties at variance with the terms of the Agreement, shall constitute a waiver of CLUB O VIP's right to demand exact compliance with the Agreement. Waiver by CLUB O VIP can be affected only in writing by an authorized officer of the Company. CLUB O VIP's waiver of any particular breach by an Independent Affiliate shall not affect or impair CLUB O VIP's rights with respect to any subsequent breach, nor shall it affect in any way the rights or obligations of any other Independent Affiliate. Nor shall any delay or omission by CLUB O VIP to exercise any right arising from a breach affect or impair CLUB O VIP's rights as to that or any subsequent breach. The existence of any claim or cause of action of an Independent Affiliate against CLUB O VIP shall not constitute a defense to CLUB O VIP's enforcement of any term or provision of the Agreement.

### SECTION 3 - BECOMING AN INDEPENDENT AFFILIATE

#### 3.1 - Requirements to Become an Independent Affiliate

To become a CLUB O VIP Independent Affiliate, each applicant must:

- 3.1.1 - Be at least 18 years of age;
- 3.1.2 - Reside in the 50 United States or US Territories officially opened by the Company;
- 3.1.3 - Have a valid Social Security or Tax ID number;
- 3.1.4 - Submit an accepted CLUB O VIP Independent Affiliate Application and

Agreement.

The Company reserves the right to reject any applications for a new Independent Affiliate or applications for renewal.

### 3.2 - Independent Affiliate Benefits

Once an Independent Affiliate Application and Agreement has been accepted by CLUB O VIP, the following benefits are available to the new Independent Affiliate.

3.2.1 – Independent Affiliates that enroll in CLUB O VIP are allowed to:

- Sell CLUB O VIP products to retail customers and receive profit from these sales
- Receive periodic CLUB O VIP literature and other CLUB O VIP communications
- Build a network of Independent Affiliates and participate in the CLUB O VIP Compensation Plan

## SECTION 4 - OPERATING A CLUB O VIP BUSINESS

### 4.1 - Adherence to the CLUB O VIP Compensation Plan

Independent Affiliates must adhere to the terms of the CLUB O VIP Compensation Plan as set forth in official CLUB O VIP literature.

Independent Affiliates shall not offer the CLUB O VIP opportunity through, or in combination with, any other system, program or method of marketing other than that specifically set forth in official CLUB O VIP literature. Independent Affiliates shall not require or encourage other current or prospective customers or Independent Affiliates to participate in CLUB O VIP in any manner that varies from the program as set forth in official CLUB O VIP literature. Independent Affiliates shall not require or encourage other current or prospective customers or Independent Affiliates to execute any agreement or contract other than official CLUB O VIP agreements and contracts in order to become a CLUB O VIP Independent Affiliate. Similarly, Independent Affiliates shall not require or encourage other current or prospective customers or Independent Affiliates to make any purchase from, or payment to, any individual or other entity to participate in the CLUB O VIP Compensation Plan other than those purchases or payments identified as recommended or required in official CLUB O VIP literature.

### 4.2 - Bonus Buying Prohibited

Bonus buying is strictly and absolutely prohibited. "Bonus buying" includes:

- (a) the enrollment of individuals without their knowledge and agreement and/or without execution of an Independent Affiliate Application;
- (b) the fraudulent enrollment of an individual as an Independent Affiliate;

- (c) the enrollment or attempted enrollment of non-existent individuals as Independent Affiliates;
- (d) the use of a credit card by or on behalf of an Independent Affiliate or merchant when the Independent Affiliate or customer is not the account holder of such credit card;
- (e) purchasing CLUB O VIP products on behalf of another Independent Affiliate, or under another Independent Affiliate's ID number, to qualify for commissions or bonuses.

#### 4.3 - Business Entities

A Partnership, LLC or Corporation may hold an Independent Affiliate business upon completion of the Independent Affiliate Application form, and providing on that form in the appropriate space, a Federal tax ID number. The person signing the application on behalf of a business entity must have the authority of said entity for entering into the transaction. In addition, by signing for as a business entity, you certify that no person with an interest of debt or equity in the business has had an interest in an Independent Affiliate business in CLUB O VIP within six (6) months of the date of signature.

#### 4.4 - Changes to a CLUB O VIP Business

##### 4.4.1 - General

Each Independent Affiliate must immediately notify CLUB O VIP of all changes to the information contained in his or her Independent Affiliate Application and Agreement. Independent Affiliates may modify their existing Independent Affiliate Agreement Form by submitting a written request and appropriate supporting documentation.

##### 4.4.2 - Change of Sponsor

To protect the integrity of all marketing organizations and safeguard the hard work of all Independent Affiliates, CLUB O VIP does not allow changes in sponsorship for active Independent Affiliates. Maintaining the integrity of sponsorship is critical for the success of every Independent Affiliate and marketing organization. Accordingly, the transfer of a CLUB O VIP business from one sponsor to another is not permitted.

Exception - A request for a change in sponsor, due to CLUB O VIP error, will be accepted within 45 days of completion of the application.

##### 4.4.3 - Cancellation and Re-application

An Independent Affiliate may legitimately change organizations by:

- a) Voluntarily cancelling his or her CLUB O VIP Agreement and remaining inactive (i.e., no purchases of CLUB O VIP products for resale; no sales of CLUB O VIP products; no sponsoring; and no attendance at any CLUB O VIP functions, participation in any other form of Independent Affiliate activity, or operation of any other CLUB O VIP business) for 6 full calendar months.

Following the 6 calendar month period of inactivity, the former Independent Affiliate may reapply under a new sponsor. However, the former Independent Affiliate will permanently lose any and all right to their former Independent Affiliate downline organization.

## 4.5 - Unauthorized Claims and Actions

### 4.5.1 - Indemnification

An Independent Affiliate is fully responsible for all of his or her verbal and written statements made regarding CLUB O VIP products, services, and the Compensation Plan that are not expressly contained in official CLUB O VIP materials. Independent Affiliates agree to indemnify CLUB O VIP and CLUB O VIP's directors, officers, employees and agents and hold them harmless from any and all liability, including judgments, civil penalties, refunds, attorney fees, court costs or lost business incurred by CLUB O VIP as a result of the Independent Affiliate's unauthorized representations or actions. This provision shall survive the termination of the Independent Affiliate Agreement.

### 4.5.2 - Income Claims

In their enthusiasm to enroll prospective Independent Affiliates, some Independent Affiliates are occasionally tempted to make income claims or earnings representations to demonstrate the inherent power of network marketing. This is counterproductive because new Independent Affiliates may become disappointed very quickly if their results are not as extensive or as rapid as the results others have achieved.

Moreover, the Federal Trade Commission and all states have laws or regulations that regulate or even prohibit certain types of income claims and testimonials made by persons engaged in network marketing. While Independent Affiliates may believe it beneficial to provide copies of checks, or to disclose the earnings of themselves or others, such approaches have legal consequences that can negatively impact CLUB O VIP as well as the Independent Affiliate making the claim unless appropriate disclosures required by law are also made contemporaneously with the income claim or earnings representation. Because Independent Affiliates do not have the data necessary to comply with the legal requirements for making income claims, an Independent Affiliate may NOT make income projections, income claims or disclose his or her CLUB O VIP income (including the showing of checks, copies of checks, bank statements or tax records).

## 4.6 - Conduct at CLUB O VIP Events

### 4.6.1 - No Selling or Recruiting at CLUB O VIP Events

Selling and recruiting at CLUB O VIP events is not permitted. These activities take away from the primary focus of the event and can negatively reflect on the professional image of CLUB O VIP as a company. You may, however, offer a business card and/or catalog.

### 4.6.2 - No Selling or Recruiting for other Companies at CLUB O VIP Events

CLUB O VIP Independent Affiliates shall not sell any products or recruit for any business during CLUB O VIP events. This restriction most specifically applies to sales and recruitment efforts for any other direct sales or marketing program, regardless of the product category, including those that do not compete with CLUB O VIP's product line.

## 4.7 - Conflicts of Interest

### 4.7.1 - Non-compete Policy

CLUB O VIP Independent Affiliates are free to participate in other multilevel or network marketing business ventures or marketing opportunities (collectively “network marketing”), with the exception of those products in the same generic category as a CLUB O VIP product that is deemed to be competing. Independent Affiliates may not display CLUB O VIP products with any other products or services in a fashion that might in any way confuse or mislead a prospective customer or Independent Affiliate into believing there is a relationship between the CLUB O VIP and non-CLUB O VIP products or services.

#### 4.7.2 – Non-solicitation

During the term of this Agreement, Independent Affiliates may not recruit other CLUB O VIP Independent Affiliates or Merchants or customers for any other network marketing business. Following the cancellation of this Agreement, and for a period of one year thereafter, a former Independent Affiliate may not recruit any CLUB O VIP Independent Affiliate or customer for another network marketing business, with the exception of an Independent Affiliate who is personally sponsored by the former Independent Affiliate. The Independent Affiliates and Company recognize that because network marketing is conducted through networks of independent contractors dispersed across the entire United States and internationally, and business is commonly conducted via the Internet and telephone, an effort to narrowly limit the geographic scope of this non-solicitation provision would render it wholly ineffective. Therefore, the Independent Affiliates and Company agree that this non-solicitation provision shall apply to all markets in which CLUB O VIP conducts business.

The term “recruit” means actual or attempted solicitation, enrollment, encouragement or effort to influence in any other way, either directly or through a third party, another CLUB O VIP Independent Affiliate or customer to enroll or participate in another multilevel marketing, network marketing or direct sales opportunity. This conduct constitutes recruiting even if the Independent Affiliate’s actions are in response to an inquiry made by another Independent Affiliate or customer.

#### 4.7.3- Downline Activity (Genealogy) Reports

Downline Activity Reports made available for Independent Affiliate access and viewing at CLUB O VIP’s official website, are considered confidential. Independent Affiliate access to their Downline Activity Reports is password protected. All Downline Activity Reports and the information contained therein are confidential and constitute proprietary information and business trade secrets belonging to CLUB O VIP. Downline Activity Reports are provided to Independent Affiliates in the strictest of confidence and are made available to Independent Affiliates for the sole purpose of assisting Independent Affiliates in working with their respective Downline Organizations in the development of their CLUB O VIP business. Independent Affiliates should use their Downline Activity Reports to assist, motivate and train their Downline Independent Affiliates. The Independent Affiliate and CLUB O VIP agree that, but for this agreement of confidentiality and nondisclosure, CLUB O VIP would not provide Downline Activity Reports to the Independent Affiliate. An Independent Affiliate shall not, on his or her own behalf, or on behalf of any other person, partnership, association, corporation or other entity:

- Directly or indirectly disclose any information contained in any Downline Activity Report to any third party;
- Directly or indirectly disclose the password or other access code to his or her Downline Activity Report;
- Use the information to compete with CLUB O VIP or for any purpose other than promoting his or her CLUB O VIP business;
- Recruit or solicit any Independent Affiliate or Customer of CLUB O VIP listed on any report or in any manner attempt to influence or induce any Independent Affiliate or customer of CLUB O VIP to alter their business relationship with CLUB O VIP;
- Use or disclose to any person, partnership, association, corporation or other entity any information contained in any Downline Activity Report.

Upon demand by the Company, any current or former Independent Affiliate will return the original and all copies of Downline Activity Reports to the Company.

#### 4.8 - Cross-Sponsoring

Actual or attempted cross-sponsoring is strictly prohibited. "Cross-sponsoring" is defined as the enrollment of an individual or entity that already has a current Customer or Independent Affiliate Agreement on file with CLUB O VIP, or who has had such an agreement within the preceding 6 calendar months, within a different line of sponsorship. The use of a spouse or relative's name, trade names, assumed names or fictitious ID numbers to circumvent this policy is prohibited. Independent Affiliates shall not demean, discredit or defame other CLUB O VIP Independent Affiliates in an attempt to entice another Independent Affiliate to become part of the first Independent Affiliate's marketing organization. If a prohibited organization transfer occurs, CLUB O VIP shall take disciplinary action against the Independent Affiliate(s) who engaged, acquiesced and/or knowingly participated in the improper cross-sponsoring. However, it shall be entirely within CLUB O VIP's discretion where in the genealogical structure, the cross-sponsored organization in question shall be placed or otherwise distributed. Because equities often exist in favor of both upline organizations, INDEPENDENT AFFILIATES WAIVE ANY AND ALL CLAIMS AND CAUSES OF ACTION AGAINST THE COMPANY FOR ITS DECISION REGARDING THE FINAL DISPOSITION OR PLACEMENT OF THE CROSSSPONSORED ORGANIZATION.

#### 4.9 - Errors or Questions

If an Independent Affiliate has questions about or believes any errors have been made regarding commissions, bonuses, Downline Activity Reports, or charges, the Independent Affiliate must notify the Independent Affiliate Care Department at CLUB O VIP's headquarters in Los Angeles County, California, in writing, within 15 days of the date of the purported error or incident in question. CLUB O VIP will not be responsible for any errors, omissions or problems not reported to the Company within 15 days.

#### 4.10 – Sales Aids Optional

Independent Affiliates are not required to carry sales aids. Independent Affiliates who do so must make his or her own decision with regard to these matters. To ensure that Independent



Affiliates are not encumbered with Company Sales Aids, such Sales Aids may be returned to CLUB O VIP upon the Independent Affiliate's cancellation pursuant to the terms of Section 8.1.

#### 4.11 - Governmental Approval or Endorsement

Neither federal nor state regulatory agencies or officials approve or endorse any direct selling program. Therefore, Independent Affiliates shall not represent or imply that CLUB O VIP or its Compensation Plan have been "approved," "endorsed" or otherwise sanctioned by any government agency.

#### 4.12 - Holding Applications or Enrollments

Independent Affiliates must not manipulate enrollments of new applicants. All Independent Affiliate Applications and Agreements and Service orders must be submitted within 72 hours from the time they are signed by an Independent Affiliate or placed by a merchant.

#### 4.13 - Identification

All Independent Affiliates are required to provide their Social Security Number or Federal Tax Identification Number to CLUB O VIP on the Independent Affiliate Application and Agreement. Upon enrollment, the Company will provide a unique Independent Affiliate Identification Number to the Independent Affiliate by which he or she will be identified. This number will be used to place orders and track commissions and bonuses.

#### 4.14 - Income Taxes

Each Independent Affiliate is responsible for paying local, state and federal taxes on any income generated as an Independent Affiliate. If a CLUB O VIP business is tax exempt, the Federal Tax Identification Number must be provided to CLUB O VIP. Every year, CLUB O VIP will provide IRS Form 1099 (non-employee compensation) earnings statement to each U.S. resident who (a) had earnings of over \$600 in the previous calendar year or (b) made purchases during the previous calendar year in excess of \$5,000 wholesale. CLUB O VIP cannot accept a tax-exempt certificate from an Independent Affiliate who resides in a state where tax exempt status is not granted for Direct Sales businesses. Independent Affiliates are encouraged to check with their state government before sending a form to CLUB O VIP.

#### 4.15 - Independent Contractor Status

Independent Affiliates are independent contractors and are not purchasers of a franchise or a business opportunity. The agreement between CLUB O VIP and its Independent Affiliates does not create an employer/employee relationship, agency, partnership or joint venture between the Company and the Independent Affiliate. Independent Affiliates shall not be treated as an employee for his or her services or for federal or state tax purposes. All Independent Affiliates are responsible for paying local, state and federal taxes due from all compensation earned as an Independent Affiliate of the Company. The Independent Affiliate has no authority (expressed or implied) to bind the Company to any obligation. Each Independent Affiliate shall establish his or her own goals, hours, and methods of sale, so long as he or she complies with the terms of the Independent Affiliate Agreement Form, and these Policies and Procedures, and applicable laws.

If required by law to declare any CLUB O VIP Affiliates be classified as employees, CLUB O VIP reserves the right to discontinue operating within the jurisdiction making such declaration.

The name of CLUB O VIP and other names as may be adopted by CLUB O VIP are proprietary trade names, trademarks and service marks of CLUB O VIP. As such, these marks are of great value to CLUB O VIP and are supplied to Independent Affiliates for their use only in an expressly authorized manner. Use of the CLUB O VIP name on any item not produced by the Company is prohibited except as follows:

#### Independent Affiliate's Name

Independent CLUB O VIP Independent Affiliate

All Independent Affiliates may list themselves as an "Independent CLUB O VIP Independent Affiliate" in the residential telephone directory ("white pages") under their own name. Independent Affiliates may not place telephone directory display ads in the classified directory ("Yellow Pages") using CLUB O VIP's name or logo.

Independent Affiliates may not answer the telephone by saying "CLUB O VIP," "CLUB O VIP Processing," or in any other manner that would lead the caller to believe that he or she has reached the corporate offices of CLUB O VIP.

Advertising is not limited to print media; it also includes internet advertising and other forms of advertising. It is prohibited for an Independent Affiliate to use an internet or email address that utilizes the trade name CLUB O VIP, or includes CLUB O VIP in a portion of the address. It is also prohibited for an Independent Affiliate to use any website materials on a website that references or relates to CLUB O VIP that is not authorized in writing by CLUB O VIP. It is also prohibited for an Independent Affiliate to place links to unauthorized websites or webpages onto a website or webpage that has been authorized by CLUB O VIP.

#### 4.16 - Insurance

##### 4.16.1 - Business Pursuits Coverage

You may wish to arrange insurance coverage for your business. Your homeowner's insurance policy may not cover business related injuries or the theft of or damage to your business. Contact your insurance agent to make sure that your business property is protected.

#### 4.17 - International Marketing

Because of critical legal and tax considerations, CLUB O VIP must limit the marketing and enrollment of CLUB O VIP services and the presentation of the CLUB O VIP business to prospective customers and Independent Affiliates located within the 50 United States of America and any other jurisdiction officially opened by CLUB O VIP. Independent Affiliates are only authorized to do business in the countries in which CLUB O VIP has announced are open for business in official Company literature.

#### 4.18 - Laws and Ordinances

Independent Affiliates shall comply with all federal, state and local laws and regulations in the conduct of their businesses. Many cities and counties have laws regulating certain home-based businesses. In most cases these ordinances are not applicable to Independent Affiliates because of the nature of their business. However, Independent Affiliates must obey those laws that do apply to them. If a city or county official tells an Independent Affiliate that an ordinance applies to him or her, the Independent Affiliate shall comply with the law.

#### 4.19 - Minors

Independent Affiliates shall not enroll or recruit individuals under the age of 18 into the CLUB O VIP program. The one exception to this is if the minor has been adjudicated as an emancipated minor by a court of competent jurisdiction.

#### 4.20 - Actions of Household Members or Independent Affiliated Individuals.

If any member of an Independent Affiliate's household, family, or other Independent Affiliated individual engages in any activity that, if performed by the Independent Affiliate, would violate any provision of the Agreement, such activity will be deemed a violation by the Independent Affiliate and CLUB O VIP may take disciplinary action pursuant to the Statement of Policies against the Independent Affiliate.

An exception to the one-business-per-Independent Affiliate rule will be considered on a case-by-case basis if two Independent Affiliates marry. Requests for exceptions to this policy must be submitted in writing to the Compliance Department.

#### 4.21- Legal Status as Independent Affiliate

Some states have recently passed legislation which further limits and identifies the requirements to maintain independent contractor status. It is important to know what your state's laws are on this subject. CLUB O VIP will take no action which may subject them to a situation whereby the Affiliates shall be considered employees.

#### 4.22 - Requests for Records

Any request from an Independent Affiliate for copies of invoices, agreements, Downline activity reports or other records/reports will require a fee of \$1.00 per page per copy. This fee covers the expense of mailing and time required to research files and make copies of the records.

#### 4.23 - Sale, Transfer or Assignment of CLUB O VIP Business

4.23.1 – Although a CLUB O VIP business is a privately owned, independently operated business, the sale, transfer or assignment of a CLUB O VIP business, and the sale, transfer or assignment of an interest in a Business Entity that owns or operates a CLUB O VIP Independent Affiliate business, is subject to certain limitations. If an Independent Affiliate wishes to sell his or her CLUB O VIP business, or interest in a Business Entity that owns or operates a CLUB O VIP business, the following criteria must be met:

- The selling Independent Affiliate must offer CLUB O VIP the right of first refusal to purchase the business on the same terms as agreed upon with a third-party buyer. CLUB

O VIP shall have fifteen (15) days from the date of receipt of the written offer from the seller to exercise its right of first refusal.

- The buyer or transferee must become a qualified Independent Affiliate. Before the sale, transfer or assignment can be finalized and approved by CLUB O VIP, any debt obligations the selling party has with CLUB O VIP must be satisfied.
- The selling party must be in good standing and not in violation of any of the terms of the Agreement in order to be eligible to sell, transfer or assign a CLUB O VIP Independent Affiliate business.

Prior to selling a Business Entity interest, the selling party must notify CLUB O VIP's Compliance Department in writing and advise of his or her intent to sell CLUB O VIP's business or Business Entity interest. The selling party must also receive written approval from the Compliance Department before proceeding with the sale.

#### 4.24 - Separation of a CLUB O VIP Independent Affiliate Business

In the event of a dissolution of marriage of a CLUB O VIP Independent Affiliate, and a spouse, arrangements must be made to assure that any division of the business assets is accomplished so as not to adversely affect the interests and income of other businesses up or down the line of sponsorship. If the separating parties fail to provide for the best interests of other Independent Affiliates and the Company, CLUB O VIP may be forced to involuntarily terminate the Independent Affiliate Agreement. CLUB O VIP will make no arrangements without court approval or direction.

4.25 - During the pendency of a divorce or dissolution, the Company shall treat the business according to the status quo as existed prior to the filing of the divorce or dissolution.

Under no circumstances will the Downline Organization of divorcing spouses be divided.

Similarly, under no circumstances will CLUB O VIP split commission and bonus checks between divorcing spouses. CLUB O VIP will recognize only one Downline Organization and will issue only one commission check per CLUB O VIP business per commission cycle. Commission checks shall always be issued to the individual whose name appears on the Independent Affiliate Agreement. CLUB O VIP will in no case be liable or responsible for any error in payment to either party to the divorce.

#### 4.26 - Sponsoring

All active Independent Affiliates in good standing have the right to sponsor and enroll others into CLUB O VIP. Each prospective Independent Affiliate has the ultimate right to choose his or her own sponsor. If two Independent Affiliates claim to be the sponsor of the same new Independent Affiliate, the Company shall regard the first application received by the Company as controlling.

#### 4.27 - Telemarketing

The Federal Trade Commission and the Federal Communications Commission each have laws that restrict telemarketing practices.

Both federal agencies (as well as a number of states) have “do not call” regulations as part of their telemarketing laws. While you may not consider yourself a “telemarketer” in the traditional sense of the word, these regulations broadly define the term “telemarketer” and “telemarketing” so that your inadvertent action of calling someone whose telephone number is listed on the federal “do not call” registry could cause you to violate the law. Moreover, these regulations must not be taken lightly, as they carry significant penalties (up to \$11,000.00 per violation).

Therefore, Independent Affiliates must not engage in telemarketing relative to the operation of their CLUB O VIP businesses. The term “telemarketing” means the placing of one or more telephone calls to an individual or entity to induce the purchase of a CLUB O VIP product or service, or to recruit them for the CLUB O VIP opportunity. “Cold calls” made to prospective customers or Independent Affiliates that promote either CLUB O VIP’s products or services or the CLUB O VIP opportunity constitute telemarketing and are prohibited. However, a telephone call(s) placed to a prospective customer or Independent Affiliate (a “prospect”) is permissible under the following situations:

- If the Independent Affiliate has an established business relationship with the prospect. An “established business relationship” is a relationship between an Independent Affiliate and a prospect based on the prospect’s purchase, rental or lease of goods or services from the Independent Affiliate, or a financial transaction between the prospect and the Independent Affiliate, within the 18 months immediately preceding the date of a telephone call to induce the prospect’s purchase of a product or service.
- The prospect’s personal inquiry or application regarding a product or service offered by the Independent Affiliate within the 3 months immediately preceding the date of such a call.
- If the Independent Affiliate receives written and signed permission from the prospect authorizing the Independent Affiliate to call. The authorization must specify the telephone number(s) that the Independent Affiliate is authorized to call.
- You may call family members, personal friends and acquaintances. An “acquaintance” is someone with whom you have at least a recent first-hand relationship (i.e., you have recently personally met him or her). Bear in mind, however, that if you make a habit of “card collecting” with everyone you meet and subsequently calling them, the FTC may consider this a form of telemarketing that is not subject to this exemption. Thus, if you engage in calling “acquaintances,” you must make such calls on an occasional basis only and not make this a routine practice.

In addition, Independent Affiliates shall not use automatic telephone dialing systems relative to the operation of their CLUB O VIP businesses. The term “automatic telephone dialing system” means equipment which has the capacity to (a) store or produce telephone numbers to be called using a random or sequential number generator and (b) to dial such numbers.

## SECTION 5 - RESPONSIBILITIES OF INDEPENDENT AFFILIATES

### 5.1 - Change of Address or Telephone

To ensure timely delivery of products, support materials and commission checks, it is critically important that CLUB O VIP’s files are current. Independent Affiliates planning to move should mail CLUB O VIP corporate office, 407 N Maple Dr Groundfloor Beverly Hills CA 90210, their new address and telephone numbers. In the alternative, Independent Affiliate may email CLUB

O VIP at customer service email provided on website. To guarantee proper delivery, two-weeks advance notice to CLUB O VIP is recommended on all changes.

## 5.2 - Continuing Development Obligations

### 5.2.1 - Ongoing Training

Any Independent Affiliate who sponsors another Independent Affiliate into CLUB O VIP must perform a bona fide assistance and training function to ensure that his or her Downline is properly operating his or her CLUB O VIP business. Independent Affiliates must have ongoing contact and communication with the Independent Affiliates in their Downline Organizations. Examples of such contact and communication may include, but are not limited to, newsletters, written correspondence, personal meetings, telephone contact, voice mail, electronic mail and the accompaniment of Downline Independent Affiliates to CLUB O VIP meetings, training sessions, and other functions. Upline Independent Affiliates are also responsible to motivate and train new Independent Affiliates in CLUB O VIP product knowledge, effective sales techniques, the CLUB O VIP Compensation Plan and compliance with Company Policies and Procedures. Communication with and the training of Downline Independent Affiliates must not, however, violate Section 4.2 (regarding the development of Independent Affiliate-produced sales aids and promotional materials). Independent Affiliates cannot charge for training.

Upon request, every Independent Affiliate should be able to provide documented evidence to CLUB O VIP of his or her ongoing fulfillment of the responsibilities of a sponsor.

### 5.2.2 - Increased Training Responsibilities

As Independent Affiliates progress through the various levels of leadership, they will become more experienced in sales techniques, product knowledge and understanding of the CLUB O VIP program. They will be called upon to share this knowledge with lesser-experienced Independent Affiliates within their organization.

### 5.2.3 - Ongoing Sales Responsibilities

Regardless of their level of achievement, Independent Affiliates have an ongoing obligation to continue to personally promote sales through the generation of new customers or merchants and through servicing their existing customers or merchants.

## 5.3 – Non-disparagement

CLUB O VIP wants to provide its Independent Affiliates with the best products, compensation plan and service in the industry. Accordingly, we value your constructive criticisms and comments. All such comments should be submitted in writing to the CLUB O VIP corporate offices. While CLUB O VIP welcomes constructive input, negative comments and remarks made in the field by Independent Affiliates about the Company, its products or Compensation Plan serve no purpose other than to sour the enthusiasm of other CLUB O VIP Independent Affiliates. For this reason, and to set the proper example for their Downline, Independent Affiliates must not disparage, demean or make negative remarks about CLUB O VIP, other CLUB O VIP Independent Affiliates, CLUB O VIP's services, the Compensation Plan or CLUB O VIP's directors, officers or employees.

#### 5.4 - Providing Documentation to Applicants

Independent Affiliates must provide the most current version of the Policies and Procedures and the Compensation Plan to individuals whom they are sponsoring to become Independent Affiliates before the applicant signs an Independent Affiliate Agreement. Additional copies of Policies and Procedures can be found on the CLUB O VIP website at <https://www.ClubO.Life/>, or in your business center under the forms section.

#### 5.5 - Reporting Policy Violations

Independent Affiliates observing a policy violation by another Independent Affiliate should submit a written report of the violation directly to the attention of the CLUB O VIP Compliance Department. Details of the incident(s), such as dates, number of occurrences, persons involved and any supporting documentation, should be included in the report.

### SECTION 6 - SALES REQUIREMENTS

#### 6.1 - Product Sales

The CLUB O VIP Compensation Plan is based upon the sale of CLUB O VIP products and services to end user consumers. Independent Affiliates must fulfill personal and Downline organization sales requirements (as well as meet other responsibilities set forth in the Agreement) to be eligible for bonuses, commissions and advancement to higher levels of achievement.

#### 6.2 – Retail Sales

CLUB O VIP wants to ensure that prices for its products and services are not destabilized when sold through a retailing environment. Therefore, Products sold in a retail environment will be subject to a minimum advertised retail price. The minimum advertised price of CLUB O VIP's products sold in a retail environment (such as a grocery store, eBay, convenience store, market, etc.) is listed on the CLUB O VIP website. Any Independent Affiliate who knowingly fails to honor the minimum price set by CLUB O VIP for its products and services will be subject to termination.

Sales of CLUB O VIP products through on-line auction sites, such as Ebay are prohibited, unless such sale is done using a fixed price which is not below the minimum advertised retail price.

#### 6.3 - Territory Restrictions

There are no exclusive territories granted to anyone. No franchise fees are required.

### SECTION 7 - BONUSES AND COMMISSIONS

#### 7.1 - Bonus and Commission Qualifications

An Independent Affiliate must be active and in compliance with the Agreement and these policies to qualify for bonuses and commissions. So long as an Independent Affiliate complies with the terms of the Agreement and these policies, CLUB O VIP shall pay commissions to such Independent Affiliate in accordance with the Compensation Plan. The minimum amount for which CLUB O VIP will issue a commission payment is \$25.00.

## 7.2 - Commission Payments and Promotions

### 7.2.1 - Payments, Calculations, and Bonuses

Commissions will be mailed out in accordance with the Compensation Plan. Commissions will be calculated according to the level for which an Independent Affiliate actually satisfied all of the requirements according to the Compensation Plan rather than the highest rank or title achieved. Commission reports will be provided to Independent Affiliates on-line, via web access.

### 7.2.2 - Promotions

Promotions are determined based on business organization and sales activity for each applicable period.

## 7.3 - Adjustment to Bonuses and Commissions

### 7.3.1 - Adjustments for Returned Products

Independent Affiliates receive bonuses and commissions based on the actual enrollment for services to merchants. When a service is cancelled and refund is authorized by the Company, the bonuses and commissions attributable to the refunded service(s) will be deducted in the month in which the refund is given, and continuing every pay period thereafter until the commission is recovered from the Independent Affiliates who received bonuses and commissions on the sales of the refunded service(s).

## 7.4 - Unclaimed Commissions and Credits

7.4.1 - Independent Affiliates must deposit or cash commission and bonus checks within six months from their date of issuance. A check that remains uncashed after six months will be void. There shall be a \$50.00 charge for reissuing a check. These charges shall be deducted from the balance owed to the Independent Affiliate.

## 7.5 - Reports

All information provided by CLUB O VIP in online or telephonic Downline Activity Reports, including but not limited to personal and group sales volume (or any part thereof), and Downline sponsoring activity is believed to be accurate and reliable. Nevertheless, due to various factors, including the inherent possibility of human and mechanical error; the accuracy, completeness and timeliness of orders; denial of credit card and electronic check payments; returned products; and credit card and electronic check chargebacks, the information is not guaranteed by CLUB O VIP or any persons creating or transmitting the information. All personal and group sales volume information is provided "as is" without warranties, expressed or implied, or representations of any kind whatsoever. In particular, but without limitation, there shall be no warranties of merchantability, fitness for a particular use or non-infringement. To the fullest extent permissible under applicable law, CLUB O VIP and/or other persons creating or transmitting the information will in no event be liable to any Independent Affiliate or anyone else for any direct, indirect, consequential, incidental, special or punitive damages that arise out of the use of or access to personal and group sales volume information (including



but not limited to lost profits, bonuses, or commissions, loss of opportunity and damages that may result from inaccuracy, incompleteness, inconvenience, delay or loss of the use of the information), even if CLUB O VIP or other persons creating or transmitting the information shall have been advised of the possibility of such damages. To the fullest extent permitted by law, CLUB O VIP or other persons creating or transmitting the information shall have no responsibility or liability to you or anyone else under any tort, contract, negligence, strict liability, products liability or other theory with respect to any subject matter of this agreement or terms and conditions related thereto.

Access to and use of CLUB O VIP's online reporting services and your reliance upon such information is at your own risk. All such information is provided to you "as is." If you are dissatisfied with the accuracy or quality of the information, your sole and exclusive remedy is to discontinue use of and access to CLUB O VIP's online reporting services and your reliance upon the information.

## SECTION 8 - RETURNS AND SALES AIDS REPURCHASE

### 8.1 - Retail Sales

Personal service and retail sales to the customer are the foundation of CLUB O VIP. The entire commission structure is based upon volume of retail sales referred by the individual Independent Affiliate as well as their entire organization.

### 8.2 -Voluntary Cancellation of Contract

Requests by a CLUB O VIP Independent Affiliate to return their sales aids for a refund will be treated as a request to voluntarily cancel that Independent Affiliate business. If an Independent Affiliate wishes to return sales aids purchased within the last 3-month period, the Company shall repurchase the sales aids and the Independent Affiliate's Agreement shall be canceled. An Independent Affiliate may only return sales aids purchased by him or her that are in new and resalable condition.

Upon receipt of the sales aids, the Independent Affiliate will be reimbursed 90% of the cost of the original purchase price(s), not to include shipping and handling charges. If the purchases were made through a credit card, the refund will be credited back to the same account.

- Independent Affiliate must inform the company of intent to exercise the sales aid buy-back option within 10 business days of resignation notice.
- All products to be returned for refund under this provision must be approved in advance of shipment to CLUB O VIP, by calling the Customer Services Department.
- Independent Affiliate will be asked to submit invoices detailing the sales aid items to be returned.
- Upon approval from the company, returns may be sent to the company's headquarters and must be accompanied by an invoice copy for each item.

### 8.3 - Montana Residents

A Montana resident may cancel his or her Independent Affiliate Agreement within 15 days from the date of enrollment and may receive a full refund within such time period for good and resalable sales aids or trainings that have not been attended.

#### 8.4 General Return Policy:

At Club O our goal is to ensure that you are completely satisfied with your purchase. If, for any reason, you wish to return your unopened products, please follow our return policy outlined below.

#### **Return Eligibility**

You may return unopened products within 30 days of purchase for a refund, subject to a 10% restocking fee deducted from the product cost, excluding any shipping and handling fees. To qualify for a return, items must meet the following criteria:

1. Items must be unopened and unused.
2. Packaging and labeling must be intact, unaltered, and undamaged.
3. Products must have a shelf life of at least one year remaining.
4. Items and their packaging must be in a condition deemed commercially reasonable to sell at full price.
5. Products must not have been purchased as non-returnable, discontinued, expired, or seasonal items.

For products outside the 30-day return window, please contact our customer service team for assistance. Your satisfaction is our utmost priority.

#### **Return Process - 4 Easy Steps**

Before shipping your return, we recommend that you review our entire return guidelines below:

1. Contact us at [support@ClubO.Life](mailto:support@ClubO.Life) or providing your order number and the items you wish to return.
2. Return the product with all components, printed materials, accessories, and the original packaging. If available, include a copy of your packing slip.
3. Ship your return to:  
Skin Med Spa  
369 Los Cerritos Center,  
Cerritos, CA 90703

#### **Important Notes:**

- You are responsible for return shipping costs. We recommend using a tracked and insured shipping method, as we are not liable for lost or damaged returns.

- Items must be returned within 30 days from receipt, unless specified otherwise on the product page.
- Returned items will be inspected by our staff. Ensure products are more than 50% full and include all original components and packaging.
- Returns failing to meet our criteria may be refused a refund and returned to the customer or destroyed at their request.
- Refund assessments are conducted once we receive and inspect the returned items.

## SECTION 9 - DISPUTE RESOLUTION AND DISCIPLINARY PROCEEDINGS

### 9.1 - Disciplinary Sanctions

Violation of the Agreement, these Policies and Procedures or any illegal, fraudulent, deceptive or unethical business conduct by an Independent Affiliate may result, at CLUB O VIP's discretion, in one or more of the following corrective measures:

- Issuance of a written warning or admonition;
- Requiring the Independent Affiliate to take immediate corrective measures;
- Imposition of a fine, which may be withheld from bonus and commission checks;
- Loss of rights to one or more bonus and commission checks;
- The withholding from an Independent Affiliate of all or part of the Independent Affiliate's bonuses and commissions during the period that CLUB O VIP is investigating any conduct allegedly in violation of the Agreement. If an Independent Affiliate's business is canceled for disciplinary reasons, the Independent Affiliate will not be entitled to recover any commissions withheld during the investigation period;
- Suspension of the individual's Independent Affiliate Agreement for one or more pay periods;
- Involuntary termination of the offender's Independent Affiliate Agreement;
- Any other measure expressly allowed within any provision of the Agreement or that CLUB O VIP deems practicable to implement and appropriate to equitably resolve injuries caused partially or exclusively by the Independent Affiliate's policy violation or contractual breach; or
- In situations deemed appropriate by CLUB O VIP, the Company may institute legal proceedings for monetary and/or equitable relief.

### 9.2 - Grievances and Complaints

When an Independent Affiliate has a grievance or complaint with another Independent Affiliate regarding any practice or conduct in relationship to their respective CLUB O VIP businesses, the complaining Independent Affiliate should first report the problem to his or her sponsor, who should review the matter and try to resolve it with the other party's Upline sponsor. If the matter cannot be resolved, it must be reported in writing to the Company. The Company will review the facts and determine if a policy violation has occurred and take appropriate action.

### 9.3 - Arbitration

Any controversy or claim arising out of or relating to the Agreement, or the breach thereof, shall be settled by arbitration administered by the American Arbitration Association or other recognized arbitration service, under its Commercial Arbitration Rules, and judgment on the

award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Independent Affiliates waive all rights to trial by jury or to any court. All arbitration proceedings shall be held in the County of Los Angeles, State of California, unless the laws of the state in which an Independent Affiliate resides expressly require the application of its laws, in which case the arbitration shall be held in the capital of that state. All parties shall be entitled to all discovery rights pursuant to the Federal Rules of Civil Procedure. There shall be one arbitrator, an attorney at law, who shall have expertise in business law transactions, with a strong preference being an attorney knowledgeable in the direct selling industry, selected from the panel that the American Arbitration Panel provides. The prevailing party shall be entitled to receive from the losing party, OR each party to the arbitration shall be responsible for its own, costs and expenses of arbitration, including legal and filing fees. The decision of the arbitrator shall be final and binding on the parties and may, if necessary, be reduced to a judgment in any court of competent jurisdiction. This agreement to arbitration shall survive any termination or expiration of the Agreement.

Nothing in these Policies and Procedures shall prevent CLUB O VIP from applying to and obtaining from any court having jurisdiction a writ of attachment, a temporary injunction, preliminary injunction, permanent injunction or other relief available to safeguard and protect CLUB O VIP's interest prior to, during or following the filing of any arbitration or other proceeding or pending the rendition of a decision or award in connection with any arbitration or other proceeding.

#### 9.4 - Governing Law, Jurisdiction and Venue

Jurisdiction and venue of any matter not subject to arbitration shall reside in Los Angeles County, California. The Federal Arbitration Act shall govern all matters relating to arbitration. The laws of the State of California shall govern all other matters relating to or arising from the Agreement.

9.4.1 - Louisiana Residents: Notwithstanding the foregoing, Louisiana residents may bring an action against the Company with jurisdiction and venue as provided by Louisiana law.

### SECTION 10 - INACTIVITY AND CANCELLATION

#### 10.1 - Effect of Cancellation

So long as an Independent Affiliate remains active and complies with the terms of the Independent Affiliate Agreement and these Policies and Procedures, CLUB O VIP shall pay commissions to such Independent Affiliate in accordance with the Compensation Plan. An Independent Affiliate's bonuses and commissions constitute the entire consideration for the Independent Affiliate's efforts in generating sales and all activities related to generating sales (including building a Downline Organization). Following an Independent Affiliate's termination for inactivity, or voluntary or involuntary termination of his or her Independent Affiliate Agreement (all of these methods are collectively referred to as "termination"), the former Independent Affiliate shall have no right, title, claim or interest to the marketing organization that he or she operated, or any commission or bonus from the sales generated by the organization. An Independent Affiliate whose business is terminated will lose all rights as an

Independent Affiliate. This includes the right to sell CLUB O VIP products and services and the right to receive future commissions, bonuses or other income resulting from the sales and other activities of the Independent Affiliate's former Downline sales organization. In the event of termination, Independent Affiliates agree to waive all rights they may have, including but not limited to property rights, to their former Downline organization and to any bonuses, commissions or other remuneration derived from the sales and other activities of his or her former Downline organization.

Following an Independent Affiliate's termination of his or her Independent Affiliate Agreement, the former Independent Affiliate shall not hold himself or herself out as a CLUB O VIP Independent Affiliate. An Independent Affiliate whose Independent Affiliate Agreement is terminated shall receive commissions and bonuses only for the last full pay period he or she was active prior to cancellation (less any amounts withheld during an investigation preceding an involuntary termination).

#### 10.2 - Involuntary Termination

An Independent Affiliate's violation of any of the terms of the Agreement, including any amendments that may be made by CLUB O VIP in its sole discretion, may result in any of the sanctions listed in Section 9.1, including the involuntary termination of his or her Independent Affiliate Agreement. Cancellation shall be effective on the date on which written notice is mailed, faxed or delivered to an express courier to the Independent Affiliate's last known address (or fax number), or to his or her attorney, or when the Independent Affiliate receives actual notice of termination, whichever occurs first.

#### 10.3 - Voluntary Termination

An Independent Affiliate has a right to cancel, at any time, regardless of reason. Termination must be submitted in writing to the Company at its principal business address. The written notice must include the Independent Affiliate's signature, printed name, address and Independent Affiliate ID number. Independent Affiliates who have resigned may re-apply to become an Independent Affiliate with CLUB O VIP after 6 months. An Independent Affiliate's position is subject to termination due to inactivity (i.e., merchant enrollments, no commissions, no sponsoring; and no attendance at any CLUB O VIP functions, participation in any other form of Independent Affiliate activity, or operation of any other CLUB O VIP business) after being inactive for 6 full calendar months.

#### 10.4 - Non-Renewal

An Independent Affiliate may also voluntarily cancel his or her Independent Affiliate Agreement by failing to maintain the Agreement annually. The Company may also elect not to renew an Independent Affiliate's Agreement.

#### 10.5- Complete Agreement

These Policies and Procedures, any and all modifications made by the Company, along with the Terms and Conditions and the Compensation Plan make up the entire agreement between Independent Affiliate and Company.