



1. General Terms and Conditions:

By becoming a Preferred Customer, you authorize your credit card to be charged for your initial order and request a subscription processed monthly until cancelled or paused. By having this subscription, you receive Engage product at a discount of 25% off of retail pricing. You authorize Engage Global Inc. to charge your card on the same day each month before your order is shipped. You agree that this shipment will have the same products, unless you request to change or modify the shipment. If you would like to change the products or address on your subscription order, you must request to do so at least 1 business day prior to your next scheduled shipment. You may do this online in your back office, or by calling Engage Support.

2. Cancellation Policy: You can cancel your subscription at any time. If you cancel your subscription any Reward Points earned will be lost. Simply call into Engage Support at least 1 business day prior to your next scheduled shipment.

3. Hold Policy: If you do not wish to receive your product, but wish to remain on subscription, you understand that you must call Engage Support at least 1 business day prior to your next shipment, to request a hold for that month's shipment. Engage allows for up to 3 months of "Hold" at a time, as a subscription must ship out at least once every 3 months in order to be considered an active subscription. If a subscription does not ship within a 4 month time period, Engage reserves

the right to cancel this subscription, at which time the Preferred Customer would no longer receive a 25% discount on Engage Products, until they started their monthly subscription again.

4. Loyalty Reward Points: As an Engage Preferred Customer, you will earn a 5-15%, up to 300 Qualifying Volume, of each subscription order as rewards points. These points do not expire, and can be used to purchase Engage Products, less shipping costs. In order to purchase product, you must have the equivalent amount of points for that product. Reward points are not earned on your first order, also called your "Enrollment Order". You agree that the cancellation of your subscription will result in a total loss of your accrued points, and that these points cannot be returned to your account once the subscription has been cancelled.

If an order is refunded or charged back, you agree that the reward points earned from that order will also be refunded.

As a Preferred Customer, you may also earn reward points by participating in the Preferred Customer Referral Program. To do so, you must call Engage Support to sign up a Preferred Customer. Failure to call Engage Support to do so will result in no rewards points being awarded to you. These points are subject to all other terms and conditions that are applicable to rewards points.

6. Satisfaction Guarantee: Initial Purchase: Engage has a 100% satisfac-

tion guarantee and will refund 100% of the purchase price, less shipping and handling fees, if you aren't satisfied for any reason. No need to return excess product, simply call customer service at 801-655-4501 or email support@engageglobal.com within 90 days of your initial purchase date and we will issue you a refund. Applicable for the first unit of each product purchased. Any Unopened Product: 100% of the purchase price will be refunded less shipping and handling fees on unopened, unaltered, resalable and restockable products if product return is postmarked by the 90th day from the order date. Simply call into Engage customer service at 801-655-4501 or email support@engage-global.com (within 90 days of your purchase) to begin the refund process.

Engage Support:

Phone Number: 801-655-4501

Email: support@engage-global.com