

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 your Autoship order falls on a weekend or holiday, your order will be processed the previous business day.

4) Your Autoship order may be paid by debit, Visa, MasterCard, American Express or Discover. To enroll in the Bank Draft program, please sign below and attach a voided check. There is a \$1.00 Bank Draft fee per order.

5) Autoship cancellations must be received by LFI via phone, mail, email or fax at least five business days prior to the processing date. Requests must include your Member/Customer name and ID. If payments are declined three consecutive months, your Autoship order will be permanently cancelled. 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.

Visit www.lifeforce.net for complete Policies and Procedures.

RETURNS POLICY

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

Member Product Guarantee

When a member purchases product(s) from LFI, the member shall receive a 100% product price refund or replacement, less the original shipping and handling costs when products are returned either used or unused and received by LFI within 45 days of the purchase date.

After 45 days, but within 12 months from the purchase date, members would be eligible to receive a 90% product price refund or replacement less shipping and handling, only if the products have been unused and are within the appropriate shelf life period stamped on the product label. Seasonal, discontinued, or special promotional packages along with non-mandatory elective sales aids are limited to the 45-day return time limit. Once LFI's shipping department receives the product(s), refunds will be issued within 30 days. Return shipping fees are the responsibility of the member. Proof of purchase (invoice, copy of invoice, or invoice number) is required for all refunds and replacements. To maintain BV statistics, LFI will not process returns on the last two business days of the month, but will instead process these returns on the first business day of the next month.

LFI will honor refund policies provided by any state or federal law applicable to the member (Georgia, no time limitation & Massachusetts, no time limitation on monthly qualification purchases). LFI will clawback all bonuses 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 LFI. However, LFI 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 returns over \$300 worth of merchandise at any given time.

Customer Product Guarantee

If a customer cancels an order placed directly with LFI within 72 hours of purchase, LFI will refund 100% of the purchase price, including shipping and handling fees and tax (if applicable). If the order has been shipped within this time period, return shipping fees are the responsibility of the customer. LFI will process these refunds within ten business days of receipt of the product(s).

If, after purchasing a Life Force product(s) and using it for a reasonable amount of time, and you are not completely satisfied, you shall receive a 100% refund or replacement, less shipping and handling costs when product(s) are returned either used or unused and received by LFI within 45 days of purchase date. Once LFI's shipping department receives the product(s), refunds will be issued within 30 days. Returns exceeding 45 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 customer. Proof of purchase (invoice, copy of invoice, or invoice number) is required for all refunds and replacements. To maintain BV statistics, Life Force will not process returns on the last two business days of the month, but will instead process these returns on the first business day of the next month.

**To enroll in the Bank Draft program,
ATTACH VOIDED CHECK HERE
Do not staple. Faxing is OK.**

I am electing to participate in the Bank Draft program. I hereby authorize LFI to draft my checking account in the amount stated in my grand total from the financial institution indicated. I understand that the amount of the bank draft may be increased when price increases are announced and I hereby authorize any such increases. This authorization is to remain in effect until Life Force receives written notice revoking this authorization as directed above.

For all members and customers: I have read and understand the above policies and procedures. Please ship the attached automatic order to me.

Signature: _____ Date: _____