

# CUSTOMER AGREEMENT TERMS AND CONDITIONS

1. If you purchase products from Sanavi International through its online shopping cart, you do not need to complete a paper purchase order form to buy your products. During the online product order process, you are required to read and agree with this Sanavi International Customer Agreement which includes your agreement to the Sanavi International Privacy Policy and Website Use Agreement (collectively the "Agreement"). Sanavi International encourages you to print and retain this Agreement for future reference. Should you wish to obtain a printed copy of this Agreement, you may download and print a version of the same from Sanavi International's Website. Otherwise, you may send a written request for those documents to Sanavi International or email [support@sanaviinternational.com](mailto:support@sanaviinternational.com). Your request must include your name, your identification number, if applicable, your mailing address and your email address. Upon receipt of such a request, Sanavi International will mail you the current version of this Agreement. There is no charge for this service. By signing this document or clicking on "I agree", you (1) agree that you are an adult in your jurisdiction and consent to contract with Sanavi International to complete your purchase of Sanavi International products, and (2) acknowledge that you are entering into a legal Agreement and that you intend to be legally bound by this Agreement. If you do not wish to consent to contract with Sanavi International, do not sign below and/or send your information and/or click on the "Finish to Order" button.

2. I understand that as a Sanavi International Customer, I am eligible to purchase products at the Subscription price as long as I maintain an active monthly Subscription order. I understand that I may not sell, resell or distribute Sanavi International Products or participate in the Legacy Compensation Plan.

3. I authorize Sanavi International to submit a charge for payment, from my credit or debit card as provided to Sanavi International, for my monthly Subscription purchase of products that is specifically identified in this application or as updated. I understand applicable shipping, handling and sales tax will be added to each order.

4. I understand that my first order will be processed and shipped within five (5) Business days of Sanavi International's acceptance of my first order. Furthermore, I understand that periodic shipments of the product that I have ordered will occur without any further action by me. I understand there will be an approximate interval of one (1) month between each shipment. I understand that applicable shipping, handling and sales taxes will be added to my Subscription order amount each month, based on the address to which my Subscription orders are sent and in accordance with the method of shipping I have selected, or as I update these. I authorize Sanavi International to add such amount to the amount charged to the credit or debit card as provided to Sanavi International.

5. I understand that if I wish to make changes to my Subscription order, I can do so by making the changes online in my Virtual Office or by contacting Customer Support at least three (5) business days prior to the next monthly Subscription date.

6. I understand that my Subscription order will remain in effect until I: (1) elect to modify it by submitting a new signed Subscription form; (2) contact Customer Care by emailing [support@sanaviinternational.com](mailto:support@sanaviinternational.com). Notice of cancellation must be received by Sanavi International at least three (5) business days prior to the monthly Subscription date: cancellation will become effective in the month following the month in which my notice of cancellation is received by Sanavi International.

7. I understand that I may cancel my Subscription order within three (5) business days of the date of my submission of this application to Sanavi International and receive a full refund of any Subscription-related amounts charged to my credit or debit card for the initial Subscription order. Thereafter, refunds will be available as set out in paragraph 8 below.

8. Customers are entitled to a 100% product satisfaction guarantee. If for any reason, a customer is unhappy with their Sanavi International product, they may return the product within thirty (30) days of purchase for a 100% refund, minus any shipping and handling costs. After 30 days of purchase, only unopened product that is in a resalable and restockable condition, with at least 6 months remaining before its expiration date may be returned within twelve (12) months of purchase and shall receive a 100% refund, less a 10% handling and restocking fee and any shipping and handling costs, conditioned upon the receipt of a Return Merchandise Authorization ("RMA"), issued through Customer Support. Customers are responsible for returning any products to Sanavi International within 10 business days of issuance of the RMA or said products will not be eligible for return. Please allow for up to twenty (20) days from the time that the product is received for the refund to be processed.

9. As a customer, if my Enroller does not complete a Customer Enroller Change Request, I may change Enrollers by voluntarily canceling my Customer Account, remaining inactive and not operating any Sanavi International account for six (6) full calendar months. Following the six (6) month period of cancellation and inactivity, I may open a new Account under a new Enroller as a Customer or as a VIP Member, if permitted by submitting a new application to Sanavi International.

10. I understand that I may voluntarily cancel my Sanavi International Customer Agreement at any time by sending a request to Sanavi International Customer Care via email, it must contain my name, shipping address, Sanavi International identification number from my email account on record.

11. I understand that Sanavi International may amend this Agreement. I agree to be bound by all such amendments and that my only remedy for not accepting such amendments is to immediately terminate this Agreement. My placing an order or accepting an order after publication of any amendment will constitute my acceptance of the amended Agreement.

12. Insufficient Funds and Declined Credit, Sanavi International reserves the right to assess a reasonable charge for any electronic funds transfer returned unpaid by your bank. Thereafter, Sanavi International reserves the right to deny your request to order products online through the Electronic Cashier's Cheque Program. In the event that your credit card charge is declined, your order will not be accepted.

**By electronically and or physically signing this Customer Agreement and or submitting my personal information, I acknowledge and agree that Sanavi International is collecting my personal information to establish and maintain a relationship with me, to process my orders, respond to queries and keep me informed of new products and services. I have read and agree with the Sanavi International Customer Agreement and the Sanavi International Privacy Policy and Website Use Agreement and all monthly subscription requirements. Further, I consent that Sanavi International, its consultants in my organization or a third party acting for Sanavi International may contact me at my provided email address and/or telephone number and as updated using automated text messages. I may opt out at any time by replying "STOP". I consent and agree that my provided personal information to include my name, gender, if applicable, addresses, phone and fax numbers, sales data and banking information will be transmitted to Sanavi International and trusted third parties in the United States of America ("USA") to support my Sanavi International account, product orders and their fulfillment. I understand that I may access and rectify my data as well as opt-out of any data transfer to the USA by contacting Sanavi International Support via email to: [support@sanaviinternational.com](mailto:support@sanaviinternational.com). I understand that by opting out, Sanavi International may not be able to support my Sanavi International account and deliver my product orders.**

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Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date