

Lifes2good Inc.
2016 General Sales Agreement

By purchasing any Viviscal products sold by Lifes2good, Inc., the customer agrees to the following terms.

Service and advice to customers: Authorized reseller must provide sufficient advice and instructions to customers. In addition, authorized retailer reseller commits to personally attend, or designate store manager(s) and/or retail sales staff to attend, an annual online training session led by Viviscal Professional.

Sales: The authorized retailer is permitted only to sell Viviscal Professional products to customers within the US at no less than the suggested retail price of \$59.99. Retailers are not permitted to sell Viviscal Professional via the Web unless they receive the express written consent of the Viviscal Professional National Sales Manager. Violation of this requirement will result in **immediate termination** of this sales agreement.

Orders: Orders may be placed with the authorized Viviscal Professional sales representative or directly by calling 1-888-444-9084. All orders must be pre-paid with a minimum order value of \$180 for Viviscal Professional supplements and a minimum order value of \$37.50 for Viviscal Hair Filler Fibers. Retailers will receive Free Shipping on all orders of \$100 or more.

Shipping: Orders are shipped via UPS Ground service from California, unless otherwise requested.

Pricing: All costs will be invoiced in US dollars according to the price list on the 2016 Order Form. (To request a 2016 Order Form, please contact a Viviscal Professional sales representative or email info@viviscalprofessional.com)

Damaged Items: Should your items arrive damaged, please immediately contact the Viviscal Professional call center at (888) 444-9084 to file a claim. Upon notifying us, we will give you further instructions on how to return the damaged item(s). Important: Please return all damaged items in the original shipping boxes for our inspection.

Damaged Item Claims: All claims must be made within 24 hours of receipt of order. Any problem or error with an order should be reported to your Viviscal Professional sales representative. No exchanges will be made without the permission of Viviscal Professional.

Returns: Within the first 90 days, if a Viviscal Professional consumer is not satisfied with the products for any reason, he/she is eligible for a full refund as part of our 90 Day Money Back Guarantee. To request a full refund, consumers must call Viviscal Professional directly at (888) 444-9084 or speak with your local sales rep.

Please fill in fields below. Your signature indicates your acceptance of the terms of the sales agreement as stated above.

Signature: _____ Date: _____

Company or business name: _____

Address: _____

Name & job title: _____