

To address we have released a statement to distributors on BackOffice directing Distributors to clearly identify the Money-Back Guarantee:

"Explain the difference between the Distributor and Customer return policy in full:

Customers can get 100% of the purchase price refunded (less shipping and handling)

when they return all used and unused products within 30 days of the date of purchase.

Their account will be cancelled after this transaction is completed.

Distributors can get up to a 90% (a 10% restocking fee is taken from the purchase price)

refund on marketable inventory (defined as unopened and undamaged products) purchased

in the last 12 months. Distributor pay for shipping and handling. This return policy does not

apply to promotional or seasonal products, expired products or products not suitable for

resale."

11/12/2015

Please send the details of the Distributor(s) who(m) misrepresented the return policy.

Please attach any proof you have of this so we can open a compliance investigation.

Best Wishes

Kyäni Compliance