

## Sponsorship

Your sponsor shall be the SC or Independent Representative that referred and enrolled you.

Any cross-sponsorship is strictly prohibited within YOR.

Sponsorship may also occur in other foreign nations as approved by YOR, bearing in mind the need for personal contact

In regard to any dispute, YOR reserves the right to make any final decisions.

## Transfers of Sponsorship

YOR prohibits any transferring from one sponsorship to another. The integrity of the entire network organization is based on the strength of the structure within the network.

## Sales Tax

All YOR products are subject to the sales tax in the state, county, or city that levies such a tax in which a sale occurs. This tax is calculated on the purchase price of the products being purchased. In the case of internet purchases, the sales tax added to the product purchase price will be based on the delivery destination.

## Ordering Products

SCs may purchase products online via the YOR Health website. Please keep a copy of your order confirmation for your records.

## Product Availability

In the event that the requested product is on backorder or no longer available, you will be notified for other available options. Any other products ordered that are currently in stock will be shipped, pending payment authorization.

## Autoship

Autoship is 100% optional and allows you to purchase YOR products at autoship prices and receive your products at a specified billing/shipping cycle without the need to physically reorder when you run out of product. Only SCs and Independent Representatives will receive the autoship discount of up to 10% off of retail price; Registered Retail Customers will be charged the normal retail price for each product. There is no limit for the number of products you set up on autoship.

Autoship requires that you have a valid credit card on file. Your credit card will be automatically charged for the selected products, shipping, and applicable sales tax each billing/shipping cycle; your product(s) will be shipped once your credit card has been authorized. Please be sure to have the funds available in your account prior to the autoship date as this may cause a delay in processing your order or may result in the cancellation of your autoship.

You may set up autoship through your initial enrollment online or through your Independent Representative Admin at the YOR Health website. Once autoship is initiated, you will have the option to pick the date you want autoship to begin. You have the option to change your autoship cycle in increments of 1 to 8 weeks. Autoship will remain in effect until you cancel this option or when payment is not received. You may cancel autoship at anytime.

Any cancellations or changes must be made more than three (3) business days prior to the next autoship date. Any cancellations or changes may be made through the Independent Representative Admin.

Should you decide to cancel the autoship order(s) after the product(s) have already been billed and shipped, YOR will only refund the amount charged for the product(s) with any applicable sales tax once the merchandise has been returned to YOR. YOR will not refund any shipping and handling fees that you may incur. See Refund Policy for further details.

## Delivery and Payment Methods

YOR will not ship orders on a C.O.D. basis. All orders must be prepaid with an authorized credit card. All orders will be shipped within three (3) business days of payment, unless an unforeseen event causes a delay in shipment.

## Product Replacement

To report damaged or missing product(s) from your order, please email [CustomerCare@yorcorp.com](mailto:CustomerCare@yorcorp.com). You will be provided a Damaged/Missing Product Form and will be required to fill out the form in its entirety. No incomplete forms will be processed. YOR Reserves the right to refuse replacement of damaged or missing products at its discretion. Please note the following information will be required on the Damaged/Missing Product Form: A copy of the packing slip Total weight of the package Box Dimensions

## Release of Name(s), Photo(s), Audio & Video Recording(s), and Printed Statement(s)

YOR shall be entitled to the full and unlimited use of any or all names, photographs, likenesses, images, voice recordings, video recordings, or printed statements from any individual Independent Representative or group of Independent Representatives during their association with YOR. Additionally, any images, reproductions or photographs of houses, automobiles, gatherings or events shall also be obtainable and optioned for use by YOR at their sole discretion. No remuneration, payment or permission shall be required of YOR or from the Independent Representatives to use such images, recordings, photos or statements.

## Waiver

YOR never gives up its right to insist on compliance with these rules or with the applicable laws governing the conduct of a business. This is true in all cases, both specifically expressed and implied, unless an officer of YOR who is authorized to bind YOR in contracts or agreements specifies in writing that YOR waives any of these provisions.

## Governing Laws

These rules are reasonably related to the Laws of the State of California and shall be governed in all respects thereby. The parties agree that jurisdiction and venue shall in all cases be the County of Orange in the State of California.

## Invalidity of Any Paragraph

Should any portion of these Policies and Procedures and Terms and Conditions, or any other instruments referred to herein or issued by YOR, be declared invalid by a court of competent jurisdiction, the balance of such rules, applications, or instruments shall remain in full force and effect.

## Sanctions and Enforcement Action

Sanctions will not be employed lightly, nor will YOR be arbitrary or unfair in their use. It is important to remember, however, that an SC who violates these Policies and Procedures jeopardizes the integrity and standing of all SCs.

YOR reserves the right to revoke the status of SCs or place violators on probation for a period which may delay their eligibility to participate in the marketing plan. It is for the benefit of everyone that every SC abides by the letter and spirit of these Policies and Procedures.

## Confidentiality

YOR's business relationship with its vendors, manufacturers and suppliers is confidential. An SC shall not contact, directly or indirectly, or speak to or communicate with any representative of any supplier or manufacturer of YOR except at a YOR sponsored event at which the representative is present at the request of YOR. Violation of this regulation may result in termination and possible claims for damages if the vendor/manufacturer's association is compromised by the SC's contact.

## Reporting Violations

SCs are encouraged to report any violations of the Policies and Procedures to the YOR Corporate Office. Any reporting of a violation will be kept confidential between the reporting person and YOR.

## Fraudulent Accounts

Any SC found to be creating fraudulent accounts without the consent of the person for which the account has been created will have his/her account terminated. Additionally, YOR reserves the right to take legal action against those using fraudulent information or creating fraudulent accounts.

## Amendments

YOR expressly reserves the right to alter or amend prices, product availability and/or formulation, Policies and Procedures, and Terms and Conditions. Such amendments are automatically incorporated as part of the agreement between YOR and the Independent Representative when published in official YOR literature including the YOR Health website.

In the case that any amendments are made to any Company print materials and / or the YOR Health website, the YOR Health website shall be referred to as being the most up to date.

## Notices to YOR

If YOR decides to change YOR's privacy policy, YOR will post those changes to this privacy statement, the homepage, and other places YOR deems appropriate so Customers are always aware of what information is collected, how it is used, and under what circumstances, if any, YOR disclosed it. If, however, YOR is going to use Customers' personally identifiable information in a manner different from that stated at the time of collection YOR will notify Customers by posting a notice on YOR Media for 30 days.

### Contact Information

If Customers have any questions or suggestions regarding YOR's Policies and Procedures, please contact the YOR Corporate Office at:

YOR Health  
2802 Kelvin Ave Suite 150  
Irvine, CA 92614

Fax: 949.681.6080

CustomerCare@yorhealth.com  
www.yorhealth.com