

**IT WORKS! RETAIL CUSTOMER AGREEMENT  
TERMS & CONDITIONS  
UNITED KINGDOM**

It Works! Marketing International Unlimited Company, 45-46 James Place East, Dublin 2, Ireland shall be referred to as “It Works!” or “the Company” throughout this Agreement.

**RETAIL (“CUSTOMER”) ORDER:**

1. The Customer order will be concluded between you as the Customer on one hand and It Works! on the other, in the event that you place your order via this website.
2. Retail Customers can retrieve their Independent Distributor’s information by contacting Customer Support (information below).
3. Acceptance of the order and the completion of the contract will take place upon complete payment of the products ordered unless It Works! has notified you that we do not accept your order or you have cancelled it.

**DELIVERY:**

1. Delivery charges are specified through the checkout process on the website when an order is placed.
2. The ordered products will be sent to the address that the Customer indicated in the order. The risk of loss and damage is carried by the Customer beginning with the delivery of the product to the Customer or their receiving agent (family member, neighbour, etc.).
3. It Works! will strive to deliver the ordered products within two (2) weeks from the placement of the order. Except in cases of force majeure, including but not limited to Acts of God, insurrection, blockages and strikes, following the lapse of this period you can cancel your order and receive a refund within thirty (30) days.
4. The Distributor is entitled to replace delivery by a similar product if the ordered one is out of stock. In this case the Customer is entitled to reject the replaced goods and the expenses of reshipment will be carried by It Works!
5. The delivered products remain in the ownership of the Distributor until the Customer has paid the requested price.

**PAYMENT:**

1. Payment is taken from your card once we have checked your card details and stock availability. Goods are subject to availability.
2. All product prices and services include VAT. Additional shipping fees will apply. The price you pay is the price displayed on this website at the time we receive your order. Payment can be made by credit card only. Unfortunately, we cannot accept payment sent in the form of cash, bank transfer or cheques. We accept no responsibility for loss of payments sent through the aforementioned means.
3. Should your credit card have insufficient credit, we reserve the right to invoice you for the costs incurred in making requests for payment.

**IT WORKS! PRODUCT REFUNDS AND RETURNS POLICY:**

1. To receive a refund, all products must be returned within thirty (30) days of the ship date, dependent on local laws, in an un-opened, “new” condition. The Customer is responsible for all return shipping costs.

2. When making a return the Customer must use a traceable method of return. It Works! is not liable for the shipping costs for return products or any return shipments that may be lost in the return shipping process.
3. To receive a replacement product or a refund on incomplete or defective product, the Customer must report the matter within sixty (60) days from the date of delivery and the incomplete or defective product must be made available for inspection at the Returns Processing Centre.
4. Refused orders are defined as orders that are refused upon delivery, marked return to sender, are undeliverable, or that have an insufficient address. A refused order is assigned a £17 refusal fee that is deducted from the refund. Refusal fees are applied to orders to offset return shipping costs and return processing charges. Refused orders could take up to ninety (90) days to reach the Returns Processing Centre.
5. In the event that taxes are paid at the border and cannot be recovered, taxes will not be reimbursed.
6. If only a portion of a stock package (several products grouped under one item name/number) is returned, the full value of the item(s) kept will be deducted from the return and all Bonus Volume (BV) for the item will be deducted.
7. Returns can take up to thirty (30) business days from being received at the Returns Processing Centre to be refunded.
8. All returns must be accompanied with the original, or a copy of the original, packing slip, if not, a refund cannot be guaranteed.
9. To exchange products, please call Customer Support within thirty (30) days of delivery to specify which product you would like to return and which products you would like to purchase in exchange. Please place an exchange order prior to returning your original items for a refund.
10. This procedure does not limit any legal warranty claims of customers.

**PRODUCTS MUST BE RETURNED TO THIS ADDRESS:**

IT WORKS! MARKETING INTERNATIONAL UC  
High Standing, Harding Road  
Brinklow  
Milton Keynes  
MK10 0DF  
United Kingdom

**GUARANTEE:**

By law your products must correspond with their description and any sample by reference to which they were ordered. They must also be of satisfactory quality and be reasonably fit for the purposes for which such goods are normally used or for which you informed the seller that you wanted them. In addition to these legal rights and to your legal right of cancellation set out overleaf, It Works! offers a no quibble guarantee, applicable to sales in the UK, that if (for any reason) you change your mind about your purchase you may return the goods (at your own expense, in the condition in which you received them and in their original packaging) to It Works!, High Standing, Harding Road, Brinklow, Milton Keynes, MK10 0DF within 30 days of delivery for a complete refund of the price you have paid for them. Any additional guarantee given by the manufacturer, is stated on the product label, on the packaging or on accompanying documentation. Please refer to your statutory rights for more information.

**JURISDICTION:**

A consumer may bring proceedings against the other party to a contract either in the courts of the Member State in which that party is domiciled or in the courts for the place where the consumer is

domiciled.

#### LIMITATION OF LIABILITY:

It Works! products have a different impact mechanism on every user wherefore we do not guarantee specific results nor a money back guarantee. Please carefully follow the instruction manual for each product. It Works! excludes liability for any damage arising from, but not limited to, the improper usage and/or improper storage of the product. This limitation of liability has no aim to limit your statutory rights.

#### COMPLAINT:

Please contact Customer Support at the numbers listed below or by e-mail to [compliance@itworks.com](mailto:compliance@itworks.com) to have your questions or complaints handled. As always, we value your feedback and would like for you to express any concerns with us. We will do our best to provide you a complaint response within thirty (30) days.

You may also file a complaint directly with an ADR provider (an out-of-court dispute handling service). It Works! Does not agree to its consumer complaints being handled by ADR providers which can be accessed via the EU Online Disputer Resolution (ODR) platform: <http://ec.europa.eu/odr>. Instead, the Direct Selling Association (the DSA) offers an out-of-court dispute handling service which is specific to direct selling companies such as It Works! who are members of the DSA. DSA members agree to abide by the DSA's Codes of Practice. For details of the DSA's Codes of Practice and its out-of-court complaint handling arrangements, contact DSA, Unit 14, Mobbs Miller House, Christchurch Road, Northampton NN1 5LL, tel 01604 625700, email: [info@dsa.org.uk](mailto:info@dsa.org.uk) or visit the DSA website: [www.dsa.org.uk](http://www.dsa.org.uk). Complaints can be submitted to the DSA either online (by email) or by post.



It Works! is a member of the Direct Selling Association of the UK and requires its Distributors to comply with the codes of the DSA.

#### CUSTOMER SUPPORT:

Please call the local or freephone number available to your country/region for all Customer Support inquiries.

**United Kingdom:** 0800 098 8925

#### DATA PROTECTION:

The Retail Customer agrees that any personal data provided by him/her shall be processed in accordance with the [It Works! Data Protection Notice](#) in order to register the It Works! Retail Customer, to complete and fulfil orders and process invoices, and to send him/her information on products or services that we believe may be of his/her interest.

The website is owned and operated by It Works! Marketing International Unlimited Company, 45-46 James Place East, Dublin 2, Ireland. Please see the [Privacy Policy](#) for more information.

#### RIGHT OF CANCELLATION:

You can cancel your contract declaration within 14 days without giving reasons in writing (e.g. letter, fax,

e-mail). Notice of cancellation sent by post or email takes effect when posted or sent. To exercise your right of cancellation, you must communicate to us a clear statement of your decision to cancel. For example, you can use the cancellation form at the end of this document or you can write to us at [euinfo@itworksglobal.com](mailto:euinfo@itworksglobal.com).

#### EFFECTS OF EXERCISING THE WITHDRAWAL RIGHT:

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest. You shall send back the goods or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired. You will have to bear the direct cost of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

**PLEASE NOTE: ONLY IT WORKS! INDEPENDENT DISTRIBUTORS ARE AUTHORIZED TO SELL PRODUCT. CUSTOMERS FOUND TO BE SELLING IT WORKS! PRODUCTS WILL IMMEDIATELY HAVE THEIR RIGHTS TO BUY PRODUCTS TERMINATED.**

It Works! Marketing International Unlimited Company  
Commercial Registry in Ireland #535880  
VAT ID #3263610DH

MAY 2018

## CANCELLATION FORM

If you wish to cancel the contract, please fill in this form and return it to us.

**It Works! Marketing International UC**  
45-46 James Place East  
Dublin 2, Ireland

I, \_\_\_\_\_, hereby cancel the contract concluded by

me for the purchase of the following articles: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Ordered on/Order Number: \_\_\_\_\_

Name of the consumer(s): \_\_\_\_\_

\_\_\_\_\_

Address of the consumer(s): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature of the consumer(s): \_\_\_\_\_

*Only on printed form*

Date: \_\_\_\_\_