



## IT WORKS! LOYAL CUSTOMER PROGRAM RULES

1. The It Works! Loyal Customer Program allows a customer to enjoy Loyal Customer pricing on all orders.
2. There are two different ways to become a Loyal Customer. (1) You can make a three consecutive month minimum commitment to a monthly auto-shipment order. (2) You can enroll by making a \$50 Membership Fee payment and placing a single order for product.
3. The auto-shipment order or initial order under the \$50 Membership fee option must consist of any It Works! products that contain Bonus Volume (BV). Auto-shipment orders may be changed online by using the Customer ID and password or by calling Customer Service (see below) at least two business days prior to the customer's next shipment.
4. The customer may order products in addition to their auto-shipment order at any time and receive Loyal Customer pricing.
5. After three continuous months on auto-shipment, the Loyal Customer shall receive free standard U.S. shipping on the fourth consecutive auto-shipment and all subsequent auto-shipments. **Available to U.S. Loyal Customers only.**
6. For U.S. Loyal Customer orders greater than \$125 USD (not including taxes and shipping), the Loyal Customers shall receive free standard U.S. shipping.
7. The customer may cancel the auto-shipment program at any time after the three-month commitment has been fulfilled. The customer is still considered a member of the It Works! Loyal Customer Program and will receive Loyal Customer pricing on all future orders.
8. The auto-shipment will continue to run every month until the customer contacts It Works! to change or end their auto-shipment. To end participation in the It Works! Loyal Customer Program after the three-month commitment has been fulfilled, please cancel online by logging in to your account at [www.itworksglobal.com](http://www.itworksglobal.com) or contact Customer Service at the numbers listed below.
9. Loyal Customers who cancel their membership before the three-month minimum commitment has been fulfilled will be charged a \$50 USD membership fee and this customer is still considered a member of the It Works! Loyal Customer Program and will receive Loyal Customer pricing on all future orders unless the \$50 USD membership fee was purchased at enrollment. Completion of this three (3) month period waives the \$50 USD membership fee.
10. If a Loyal Customer wishes to upgrade to a Distributor and has completed the Loyal Customer Agreement or the Loyal Customer has paid the \$50 USD Membership fee, then the Loyal Customer is free to enroll as a Distributor under whomever he or she chooses. If a Loyal Customer wishes to upgrade to a Distributor and has **NOT** completed the Loyal Customer Agreement and they want the Membership fee to be waived, the Loyal Customer must enroll under the same Distributor their Loyal Customer account is under.

## IT WORKS! PRODUCT REFUNDS AND RETURNS POLICY

1. Because our products produce different results for different people, we do not guarantee specific results nor offer a money back guarantee. Please follow the directions with each product you receive.
2. To receive a refund, all products must be post-marked within thirty (30) days of the ship date and all items must be in an unopened, "new" condition. The customer is responsible for all return shipping costs.
3. In the case of Distributor resignation or termination, the Distributor has sixty (60) days (or longer where required by law) from the ship date to return products for a refund.
4. When making a return, the customer or Distributor must use a traceable shipping method. It Works! is not liable for the shipping costs of returned products or any return shipments that may be lost in the return shipping process.
5. Refused orders are defined as orders that are refused upon delivery, marked return to sender, are undeliverable, or that have an insufficient address. In the U.S., a refused order is assigned a \$5 refusal fee that is deducted from the refund. Internationally, (Australia, Canada, and the European Union), a refused order is assigned a \$20 USD 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 center.



6. International returns will not have any taxes refunded. VAT, GST, HST, and PST taxes are paid at the border upon entry and cannot be recovered; therefore, these taxes are not reimbursed for international returns.
7. Loyal Customers that select the auto-shipment membership option at enrollment must complete the Loyal Customer agreement. If an order is returned at any time causing the total completed orders on the account to be less than three (3), It Works! will deduct a \$50 USD membership fee from the refund on the returned order. If the full amount of the membership fee cannot be deducted from the return, the Loyal Customer account will be canceled. Loyal Customers that select the \$50 USD membership fee option at enrollment will never incur a membership fee for returning an order.
8. Returning an order to It Works! will not automatically cancel your monthly auto-shipment. To cancel an auto-shipment call the market-specific Customer Service number assigned below or submit a support ticket in eSuite. All auto-shipment cancellation requests must be completed at least two (2) business days prior to the auto-shipment process date.
9. If only a portion of a stocked package (several products grouped under one item name/number) is returned, the full value and Bonus Volume (BV) of the item(s) kept will be deducted from the refund on the return order.
10. Once your order is received and inspected at our return processing center (usually within 10 business days), your refund will be processed to the credit card used to purchase your order. Depending on your credit card company, it may take an additional 2-10 business days after your refund is applied for monies to post to your account.
11. All returns must be accompanied with the original or a copy of the original packing slip.
12. To exchange products, please call Customer Service or submit a support ticket in eSuite to specify which product you would like to return and which products you would like to purchase in exchange. Please place your exchange order prior to returning your original items for refund to avoid interruption of your auto-shipment services.

***PLEASE NOTE: ALL APPLICATORS ARE COSMETIC PRODUCTS AND CANNOT BE RETURNED ONCE THE PLASTIC WRAPPER HAS BEEN OPENED. FOR ORDERS OUTSIDE THE U.S. THERE WILL BE NO REFUND OF TAXES PAID. PLEASE CONTACT CUSTOMER SERVICE FOR PRODUCT EXCHANGES.***

### **IT WORKS! LOYAL CUSTOMER PERKS POINTS PROGRAM**

1. Perks Points will be earned on all Loyal Customer orders.
2. Perks Points will be earned on the Loyal Customer price of the entire order excluding taxes & shipping. The Points earned will equal 10% of the pre-tax, pre-shipping cost of the order. For example, if the cost of the order before taxes & shipping was \$100.00 USD, the Loyal Customer would earn 10 Perks Points.
3. After six (6) consecutive months of receiving an auto-shipment order, the Loyal Customer will receive an additional 50 Perks Points. After twelve (12) consecutive months of receiving an auto-shipment order, the Loyal Customer will receive an additional 150 Perks Points.
4. Perks Points may be redeemed any time on non-auto-shipment orders.
5. Perks Points may not be used for taxes or shipping costs. Taxes and shipping costs will be based on the Loyal Customer price of the order.
6. Perks Points have no cash value.
7. Perks Points will be calculated on official orders only. Returned orders will subtract from the Perks Points total.
8. If a Loyal Customer cancels their auto-shipment after becoming eligible to redeem Perks Points, they have thirty (30) days to redeem any available Perks Points. All Perks Points remaining after the thirty (30) days will be lost.
9. Loyal Customers cannot earn Perks Points if living in the same household as the enrolling distributor.

***PLEASE NOTE: LOYAL CUSTOMERS MAY PURCHASE PRODUCT FOR PERSONAL USE ONLY AND MAY NOT RESELL THE PRODUCT FOR ANY REASON. 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.***



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## CORPORATE CONTACT INFORMATION

### **US/Canada Customer Service Hours:**

Monday - Friday 6:30 a.m. ET - 8:00 p.m. CT (GMT-6:00)  
Saturday - Sunday 8:30 a.m. ET - 5:00 p.m. CT (GMT-6:00)

### **US/Canada Customer Service Numbers:**

US Loyal Customers: 1-(800) 537-2395 or 952-540-5699  
US Distributors: 952-540-5700  
Canada: 1-855-560-1020

### **International Customer Service Hours:**

Monday - Friday 6:30 a.m. ET - 11:00 p.m. CT (GMT-6:00)  
Saturday - Sunday 8:30 a.m. ET - 5:00 p.m. ET (GMT-6:00)

### **International Customer Service Numbers:**

Australia: 1-(800) 750-398  
United Kingdom: 0-(800) 098-8925  
Belgium: +32-78480292  
Canada: 1-855-560-1020  
Ireland: 1-800-948-639  
Netherlands: +31-858880101  
Sweden: +46-770791808

***PLEASE NOTE: YOUR AUTO-SHIPMENT CANNOT BE CHANGED OR CANCELED ON THE SCHEDULED PROCESSING DAY. PLEASE CONTACT CUSTOMER SERVICE AT LEAST TWO BUSINESS DAYS PRIOR TO YOUR NEXT AUTO-SHIPMENT DATE TO MAKE ADJUSTMENTS TO YOUR ORDER FOR THAT MONTH.***