

ONE Group's Replacement & Refund Policies

◆ RETURN AUTHORISATION NUMBER

ONE Group must authorise any product return (prior to the product being returned to the Company), by issuing a Return Authorisation Number (RAN). Representatives, Affiliates (Retailers, Health & Beauty Professionals) and Preferred Customers are required to forward a RAN request to the Corporate Office either by email (returns@onegrp.com) or by fax.

The product that has been authorised for return (RAN issued), must be received within 14 days from the RAN issue date together with proof of purchase (relevant ONE Group Invoice or original sales receipt showing date of purchase from a Representative or Affiliate) AND, for security reasons, the RAN must be displayed on the outside of the parcel within the Sender's details (eg G Smith, 1 Smith Street, Smithtown, Refer: RAN 123). If these requirements are not met, the goods will not be accepted and the RAN will be deemed null and void.

Only product included in the RAN will be accepted by ONE Group. Any unauthorised product shall be returned to the Sender.

◆ REPLACEMENT POLICY

Under ONE Group's Replacement Policy, the Company will only accept product for replacement where:

- (a) The product has been returned to a Representative or Affiliate (Retailer, Health & Beauty Professional) by a Retail Customer/Client and meets the 15-day, 100% money back guarantee;
- (b) The product has been damaged in transit (despatched by ONE Group);
- (c) The product has been despatched by ONE Group in error;
- (d) The product is faulty.

ONE Group must authorise all product that meet the criteria for replacement (prior to the product being returned to the Company), by issuing a RAN. (Forward a request by email to returns@onegrp.com or by fax.)

The product that has been authorised for return and replacement (RAN issued), must be received within 14 days from the RAN issue date together with proof of purchase (relevant ONE Group Invoice or original sales receipt showing date of purchase from a Representative or Affiliate) AND, for security reasons, the RAN must be displayed on the outside of the parcel within the Sender's details (eg G Smith, 1 Smith Street, Smithtown, Refer: RAN 123). If these requirements are not met, the goods will not be accepted and the RAN will be deemed null and void.

Only product included in the RAN will be accepted by ONE Group. Any unauthorised product shall be returned to the Sender.

Where a product has been returned to a Representative or Affiliate by a Retail Customer and subsequently authorised for return to ONE Group (RAN issued), the replacement product of the same will be forwarded to the Representative or Affiliate with their next order.

The freight costs for authorised replacement goods will be paid by ONE Group where:

- (a) The product has been damaged in transit (despatched by ONE Group);
- (b) The product has been despatched by ONE Group in error;
- (c) The product is faulty.

Broken parcels will need to be retained until authorised by ONE Group as the courier company may require them for insurance purposes. ONE Group must be notified **within 7 business days** of receiving the order of leaking products or product damaged in transit or products that that been despatched by ONE Group in error.

◆ REFUND POLICY

Retail Customers

ONE Group is committed to Retail Customer satisfaction on all of its products and backs them with a 15-day, 100% money back guarantee. All Representatives and Affiliates (Retailers, Health & Beauty Professionals) are required to honour the Retail Customer Refund Policy in a prompt and courteous manner. Failure to do so is a serious violation of Company Policy and may result in the cancellation of the offending Representative's or Affiliate's Account.

In the event that a Retail Customer wants to return product within 15 days of purchase, the Representative or Affiliate who sold the product to the Retail Customer must refund the full price paid. The Retail Customer must provide the Representative or Affiliate with a copy of the original sales receipt showing the date of purchase. The Representative or Affiliate is then required to forward a RAN request to the Corporate Office within 7 days of receiving the returned product from the Retail Customer, either by email (returns@onegrp.com) or by fax.

The product that has been authorised for return and replacement (RAN issued), must be received within 14 days from the RAN issue date together with proof of purchase (original sales receipt showing date of purchase from a Representative or Affiliate) AND, for security reasons, the RAN must be displayed on the outside of the parcel within the Sender's details (eg G Smith, 1 Smith Street, Smithtown, Refer: RAN 123). If these requirements are not met, the goods will not be accepted and the RAN will be deemed null and void.

Only product included in the RAN will be accepted by ONE Group. Any unauthorised product shall be returned to the Sender.

The replacement product of the same will be forwarded to the Representative or Affiliate with their next order and, unless where faulty goods applies, the cost of shipping is to be borne by the Representative or Affiliate.

If it is determined that product was returned by a Retail Customer because of misrepresentation of the product by the Seller, the Company will not replace the product.

Representatives

Representatives have the right to return any unused product that has **not been on-sold to a Retail Customer**, in a **resalable condition** and receive an 80% refund, if **returned within 15 days from receipt of purchase from ONE Group**. Any such request for a refund will be deemed to be a determination (cancellation) of the Membership. The cost of shipping is to be borne by the Representative and refunds will be issued within 30 days of the returned product being received by the Company.

ONE Group must authorise any unused product that meets the requirements in bold above (prior to the product being returned to the Company), by issuing a RAN. (Forward a request by email to returns@onegrp.com or by fax.)

The unused product that has been authorised for return (RAN issued), must be received within 14 days from the RAN issue date together with proof of purchase (relevant ONE Group Invoice) AND, for security reasons, the RAN must be displayed on the outside of the parcel within the Sender's details (eg G Smith, 1 Smith Street, Smithtown, Refer: RAN 123). If these requirements are not met, the goods will not be accepted and the RAN will be deemed null and void.

Only product included in the RAN will be accepted by ONE Group. Any unauthorised product shall be returned to the Sender.

A refund will not be issued for product that has been damaged in transit due to poor packaging by the Representative.

After the 15-day period has lapsed, ONE Group will only replace:

- (a) Product that is faulty.

Broken parcels will need to be retained until authorised by ONE Group as the courier company may require them for insurance purposes. ONE Group must be notified **within 7 business days** of receiving the order of leaking products or product damaged in transit or products that that been despatched by ONE Group in error.

ONE Group must authorise all product that meet the criteria for replacement (prior to the product being returned to the Company), by issuing a RAN. (Forward a request by email to returns@onegrp.com or by fax.) The freight costs in these cases will be borne by ONE Group.

The product that has been authorised for return and replacement (RAN issued), must be received within 14 days from the RAN issue date together with proof of purchase (relevant ONE Group Invoice) AND, for security reasons, the RAN must be displayed on the outside of the parcel within the Sender's details (eg G Smith, 1 Smith Street, Smithtown, Refer: RAN 123). If these requirements are not met, the goods will not be accepted and the RAN will be deemed null and void.

Only product included in the RAN will be accepted by ONE Group. Any unauthorised product shall be returned to the Sender.

Affiliates (Retailers, Health & Beauty Professionals)

Affiliates have the right to return any unused product that has **not been on-sold to a Retail Customer**, in a **resalable condition** and receive an 80% refund, if **returned within 15 days from receipt of purchase from ONE Group**. Any such request for a refund will be deemed to be a determination (cancellation) of the Membership. The cost of shipping is to be borne by the Affiliate and refunds will be issued within 30 days of the returned product being received by the Company.

ONE Group must authorise any unused product that meets the requirements in bold above (prior to the product being returned to the Company), by issuing a RAN. (Forward a request by email to returns@onegrp.com or by fax.)

The unused product that has been authorised for return (RAN issued), must be received within 14 days from the RAN issue date together with proof of purchase (relevant ONE Group Invoice) AND, for security reasons, the RAN must be displayed on the outside of the parcel within the Sender's details (eg G Smith, 1 Smith Street, Smithtown, Refer: RAN 123). If these requirements are not met, the goods will not be accepted and the RAN will be deemed null and void.

Only product included in the RAN will be accepted by ONE Group. Any unauthorised product shall be returned to the Sender.

A refund will not be issued for product that has been damaged in transit due to poor packaging by the Affiliate.

After the 15-day period has lapsed, ONE Group will only replace:

- (a) Product that is faulty.

Broken parcels will need to be retained until authorised by ONE Group as the courier company may require them for insurance purposes. ONE Group must be notified **within 7 business days** of receiving the order of leaking products or product damaged in transit or products that that been despatched by ONE Group in error.

ONE Group must authorise all product that meet the criteria for replacement (prior to the product being returned to the Company), by issuing a RAN. (Forward a request by email to returns@onegrp.com or by fax.) The freight costs in these cases will be borne by ONE Group.

The product that has been authorised for return and replacement (RAN issued), must be received within 14 days from the RAN issue date together with proof of purchase (relevant ONE Group Invoice) AND, for security reasons, the RAN must be displayed on the outside of the parcel within the Sender's details (eg G Smith, 1 Smith Street, Smithtown, Refer: RAN 123). If these requirements are not met, the goods will not be accepted and the RAN will be deemed null and void.

Only product included in the RAN will be accepted by ONE Group. Any unauthorised product shall be returned to the Sender.

Preferred Customers

In the event that a ONE Group Preferred Customer wants to return product within 15 days of purchase for a 100% refund on the full price paid, ONE Group must firstly authorise the return of the product by issuing a RAN. (Forward a request by email to returns@onegrp.com or by fax.) The cost of shipping is to be borne by the Preferred Customer.

The product that has been authorised for return (RAN issued), must be received within 14 days from the RAN issue date together with proof of purchase (relevant ONE Group Invoice) AND, for security reasons, the RAN must be displayed on the outside of the parcel within the Sender's details (eg G Smith, 1 Smith Street, Smithtown, Refer: RAN 123). If these requirements are not met, the goods will not be accepted and the RAN will be deemed null and void.

Only product included in the RAN will be accepted by ONE Group. Any unauthorised product shall be returned to the Sender.

After the 15-day period has lapsed, ONE Group will only replace (refund n/a):

- (a) Product that is faulty.

Broken parcels will need to be retained until authorised by ONE Group as the courier company may require them for insurance purposes. ONE Group must be notified **within 7 business days** of receiving the order of leaking products or product damaged in transit or products that that been despatched by ONE Group in error.

ONE Group must authorise all product that meet the criteria for replacement (prior to the product being returned to the Company), by issuing a RAN. (Forward a request by email to returns@onegrp.com or by fax.) The freight costs in these cases will be borne by ONE Group.

The product that has been authorised for return and replacement (RAN issued), must be received within 14 days from the RAN issue date together with proof of purchase (relevant ONE Group Invoice) AND, for security reasons, the RAN must be displayed on the outside of the parcel within the Sender's details (eg G Smith, 1 Smith Street, Smithtown, Refer: RAN 123). If these requirements are not met, the goods will not be accepted and the RAN will be deemed null and void.

Only product included in the RAN will be accepted by ONE Group. Any unauthorised product shall be returned to the Sender.

Note: Product from the USA, on the authority of the ONE Group Corporate Office, will be returned to the Nevada warehouse. For all other Countries, product will be returned to the ONE Group Corporate Office on the Gold Coast (Australia).

Note: Government regulations regarding refunds may vary. ONE Group will comply with all local laws pertaining to refunds regardless of the above policy.