



NEW SPIRIT NATURALS

POLICIES & PROCEDURES

ORDER INFORMATION

Orders Processed by Mail

Please send your order to:
New Spirit Naturals
ATTN: ORDER DEPARTMENT
615 W. Allen Avenue
San Dimas CA 91773

Orders Processed by Phone

Our Customer Care Team is waiting for your call!
New spirit's order line: (800) 922-2766
New Spirit Naturals does not accept collect phone calls.

Orders Processed via website: www.newspirit.com

All Customer Service requests and product questions should be directed to New Spirit Naturals' Corporate Office Number: (909) 592-4445.

ORDER PROCESSING

New Spirit Naturals makes sure that your order is properly processed and shipped within a timely manner. Any order processed by 12 noon on any business day will be shipped out the same day. Any order processed after 12 noon on any business day will be shipped out either the same day or next business day depending on shipping department volume. New Spirit Naturals ships packages via UPS and through the US Mail. It is recommended that you choose to have your order shipped via UPS as you are able to track your package. Please note that shipping through US Mail, New Spirit Naturals does not accept responsibility for any lost or damaged items. Any customer that chooses to have their package shipped via US Mail does so at their own risk.

No order will be processed unless payment is received in full. New Spirit Naturals will not release any order without full payment. Customers have **15 days** to pay any order in full. After 15 days, the order will be voided.

New Spirit Naturals accepts cash, money order, Visa, MasterCard, Discover, American Express and checks as payment.

Personal Checks

Personal Checks are accepted by New Spirit Naturals when a customer meets the following criteria:

1. Customer must be a wholesale Distributor.
2. Customer must have a completed and signed Distributor application on file.

In the event of a returned check, New Spirit Naturals assesses a \$25 service charge per returned check. Until payment is collected on the order and the service charge, the customer account is marked as in violation of New Spirit Naturals policies and is deemed inactive. No further orders can be made and no bonus checks will be issued. **NO EXCEPTIONS.** If New Spirit Naturals is unable to contact you within 15 days of notification of a returned check, your account will be automatically referred to an Independent Collection Service, which will assess the amount of check PLUS service charges PLUS any collection expense.

IF THERE IS AN ERROR IN YOUR ORDER

It is the policy of the entire New Spirit Naturals team that all orders be repeated back to our customers to guarantee accuracy. However, if there is an error with your order please following these easy instructions. We are happy to make all necessary corrections. You have 15 days upon shipping date to report any error in your order. If there is an error with the product you received, New Spirit Naturals will gladly send you the product at no additional cost to you. We also offer the opportunity to keep the product sent to you in error by purchasing it at 50% the retail cost. Should you choose to keep this product, you will be charged the appropriate amount. If you choose not to keep this product, a member of the New Spirit team will instruct you on how to return the product at no cost to you. If you discover a discrepancy on your charge, please call New Spirit immediately and we will happily correct any error that is validated by our Customer Service Team. Should this error result in an overage, you will receive a credit which may be applied to your next order.

BACK ORDERS

New Spirit Naturals does everything possible to avoid back orders. Should a product that you order be placed on backorder, our procedure is very simple.

1. You will be notified of any back ordered product on your packing receipt.
2. Once the products) become available, they are automatically shipped with a copy of your original packing receipt.

Should there be any unusual delay, you will be contacted via email or phone of the expected delivery date.

DAMAGED OR DEFECTIVE MERCHANDISE

New Spirit Naturals will replace or issue a credit to your account for any damaged products. This policy does not apply to products that have been intentionally damaged or mis-used. Nor does it apply to 3rd party sales.

If your package is damaged in transit, each customer is to notify New Spirit Naturals immediately and follow this procedure:

1. If you discover damage at time of delivery, have the delivery driver note damage.
2. If you discover damage after delivery, please call New Spirit and provide your customer ID number, the order number and list of damaged goods with a brief description of the damage. Hold the damaged product until your customer service representative advises action. If you dispose of the damaged product before speaking with a New Spirit team member, you may be responsible for costs to ship new product to you. You may be asked to return the product to the New Spirit Manufacturing facility for inspection. It is required by law that we keep records on defective and returned merchandise. Call our order desk or e-mail us at Customer Service to obtain a return authorization. Upon receipt of the product, New Spirit will send you new product.
3. New Spirit will submit a report of damage claim with UPS and ship you new product immediately.
4. All damaged or defective product must be reported with proof of purchase within **30 days** of your purchase order date. Please reference your receipt.



NEW SPIRIT NATURALS

PRODUCT EXCHANGES

You are responsible to verify the accuracy of your orders. While the New Spirit team will always confirm your order, you are ultimately responsible for order accuracy. When you feel an exchange is necessary, note the following policies and procedures:

1. New Spirit will not accept any discontinued item or any item that has been purchased more than 30 days past the purchase order date.
2. Notify New Spirit of your request to exchange a product and obtain a purchase order number to authorize an exchange.
3. When a product is accepted for an exchange, it is at the discretion of the customer care member to determine the value of the product. (Example: When a product is exchanged within the 30 days from the date of request of exchange and the purchase order date, 100% of the value of the product can be applied to the exchange. However, if the product has been opened, you forfeit the opportunity to receive full value of the product. NO Exceptions.)
4. Customers may return product via US Mail or UPS. All freight charges are the responsibility of the customer.
5. Once the exchanged product is received, New Spirit will ship your new order to you. All freight charges are the responsibility of the customer

All product exchanges and product credits do not carry bonus value.

Whenever products are authorized for exchange, please forward all packages to:

New Spirit Naturals
Customer Service Exchange Department
615 West Allen Avenue
San Dimas, California 91773

REFUND POLICY TO WHOLESALE DISTRIBUTOR

New Spirit Naturals guarantees each product for its quality and workmanship. If the product you have purchased is found unsatisfactory, it may be returned to New Spirit Naturals within 30 days from date of purchase. New Spirit does not refund monies for returned product. Instead, we offer a product credit to be used within 90 days of the issue date of the credit. If you request a cash refund for your order, you will forfeit your distributorship and will be classified as a retail customer.

WHOLESALE ACCOUNT INFORMATION

DISTRIBUTORS PURCHASE AT WHOLESALE

Distributors receive a 25% Discount. Sales Directors, Sr. Directors and Executive Directors receive a 30% Discount.

In order to maintain your Distributor level you must have a signed Distributor Application on file.

In order to maintain your Sales Director, Senior Director or Executive Director level you must:

1. Have a signed Distributor Application on file
2. Have a signed Advancement Application on file for every level you achieve in the New Spirit Naturals Marketing Plan.

ADVANCEMENT APPLICATION

To become eligible for bonuses, a New Spirit Distributor must first qualify by meeting volume requirements as outlined in the Marketing Plan. To complete the qualifications, New Spirit Naturals must receive an Advancement Application each time you Advance.

ACTIVE STATUS

To be considered active, you must purchase a minimum of \$70 wholesale value within a 90 day period. Should you become inactive, a purchase order of \$70 Wholesale Value will re-establish your active status. As an active Distributor with New Spirit Naturals, you are eligible to receive all mailers including notice of our monthly specials and special events. You are also able to view catalogs, newsletters and product information online by logging in to your active account.

CHANGE IN SPONSORSHIP

Your Sponsor refers to the person who enrolled you in New Spirit's Marketing Plan. Any request for a change in sponsorship must be agreed to by both Sponsor and Applicant and must be approved by New Spirit Naturals. A written request must be directed to New Spirit's Board of Directors along with a \$100 Accounting Fee. NOTE: Because of the numbers of distributors involved, both upline and downline, New Spirit is extremely reluctant to authorize a sponsor change for established distributors.

AUTHORIZED USERS ON YOUR ACCOUNT

New Spirit Naturals offer the opportunity for your family the ability to purchase using your personal account. If you wish to add an authorized user to your account, you must complete the Authorized User Form and submit it to New Spirit Naturals for approval. Please note that you are responsible for all purchases made on your account.

AUTO SHIP OPTION

New Spirit Naturals offer the opportunity for you to have your order shipped automatically each month. If you wish to participate in our AutoShip program, please call New Spirit and request an Auto Ship form.



NEW SPIRIT NATURALS

QUALIFYING FOR YOUR BONUS

Bonuses are calculated from the Bonus Value (bv) of personal and group volume in one calendar month.

New Spirit Naturals issues bonus checks on the 20th of every month for the bonus earned the previous month. (Example: January Bonus is received on February 20th)

All bonuses are paid on Bonus Value (bv). Bonus Value equals 100% of Wholesale on the majority of New Spirit Products. Any exceptions are noted on your price list.

All that is required to collect your Personal Volume Bonus is your personal volume of \$70 Bonus Value during each calendar month.

To qualify for Generation (3) Bonuses, an Executive Director must:

1. Personally purchase \$70 Bonus Value.
2. Accumulated \$350 Group Volume (BV) within the calendar month.
3. Maintain Active Distributor Status for the previous 90 days.

In order to receive a bonus check from New Spirit Naturals a Distributor must have:

1. A signed advancement application on file (confirming your participation in the Marketing Plan)
2. A valid Social Security or Business Tax ID number on file (for accounting purposes) New Spirit must have a valid Social Security Number on file before any bonus checks are issued. When your bonus earnings exceed \$600 a year, your earnings are reported to the appropriate state and federal agencies via form 1099

Bonus checks will not be issued unless both documents are submitted to New Spirit.

BONUS PROCESSING

Bonuses are computed from Purchase Orders received from the first to the last day of the month. All orders receive bonus credit in the month payment is received. Payments received after the last day of the month will be credited the following month (including COD orders). It is the responsibility of each New Spirit Distributor to keep track of monthly personal and group volume. New Spirit Naturals does not alter the purchase order date of any order to force a qualification for a particular month. New Spirit Naturals will not issue bonus checks to anyone who does not make their qualifier. No Exceptions.

Any bonuses totaling less than \$10 will receive a bonus credit in lieu of a cash payment. This bonus credit can be used on any future orders within 90 days of the issue date. Bonus credits must be used within 90 days of being issued and must be used in one order. New Spirit does not permit use of partial bonus credits. If you fail to use your bonus credit within 90 days of the issue date, your credit is void.

If you fail to cash a bonus check within 90 days of the issue date, your check is void. However, you are encouraged to call New Spirit and have a Bonus Credit posted to your account in the amount of the check. A 4% accounting fee will be deducted from your bonus check to issue this credit. New Spirit will only offer bonus credits for checks within 3 months of issue date.

Should you have questions on your bonus report, please following the procedure below so that we may best assist you.

1. Please study your bonus report carefully before contacting the Corporate Office.
2. Determine, if possible, any discrepancies that appear on your report. Make notes.
3. Report your questions via email or phone to New Spirit within 14 days of receipt of your Bonus Report. All discrepancies must be reported within 14 days. If an adjustment is requested after 14 days, New Spirit may assess an accounting fee (depending on time required to substantiate adjustment). If it is necessary to call with your questions, please have all facts and questions at hand for customer service.

Unless customer service advises you otherwise, all adjustments will appear on the following month's Bonus Statement.

All bonus checks returned to New Spirit Naturals will be applied as Bonus Credits. It is the responsibility of each Distributor to make sure their contact information is current.

All policies and procedures are subject to change without notice.