

Product Order General Information

1. Subscriptions/Credit Cards

- 1.1. A Monthly Subscription order is optional.
- 1.2. Subscription orders: The first Subscription can be set up anytime in the month. Subsequent Subscriptions will generate on the same date thereafter. Mannatech reserves the right to process Subscriptions as early as the 26th of each month to ensure timely deliveries. Additionally, orders may be processed early to accommodate holidays. To avoid delays, modifications to existing Subscriptions that generate the last week of the month must be made prior to the 26th day of the month. Modifications to existing Subscriptions that have generated will not take effect until the following month.
 - A Customer or Associate may change or terminate their Subscription at any time without losing their discount. The request must be received five business days prior to a Subscription generation date.
 - A Customer or Associate will have their credit/debit card charged once each month and will continue until Mannatech corporate office receives a Subscription termination notification. Forward the written termination notice: by fax to 800-825-6584; or by mail to 1410 Lakeside Pkwy #200, Flower Mound, TX 75028; or verbal notification by calling 800-281-4469.
- 1.3. Credit Card: Customers may only use Company-accepted credit cards belonging to them or for which they are an authorized user. Any Customer found to process orders without the consent of the cardholder is in violation of federal and state laws and will be subject to immediate termination.

2. Satisfaction Guarantee

Mannatech stands behind the quality of its products and your satisfaction. If for any reason you try our product and are not completely satisfied, you may return it within 180 days of purchase for an exchange or refund of the product price and applicable tax.

- 2.1. The MAXIMUM refund amount for product refunds is \$1,000 plus tax. Mannatech will not refund or return any additional product received in excess of \$1,000 unless approved.
- 2.2. **To return used product for a refund submit a request online at mannatech.com.**
 - Comply with instructions found on the Return Authorization Request Form.
 - Enclose bottles (empty or unused portions) in the package. **(After Approval)**
 - You are responsible for return shipping costs, any insurance and tracking your return shipment package should it become necessary.

3. Product Exchanges

For a period of 180 days from the date of purchase, the Company will exchange for equal value any unopened, undamaged product (i.e., clean bottles).

- Contact Customer Care for Assistance.
- All exchanges will be done on a one-for-one, equal value basis.
- The Company will pay the return postage for the product going back to the customer for an exchange.

4. Product Replacement of Defective Product/Quality Control

Determination of defective products is at the Company's discretion. The Company will replace any defective product with same or similar goods for reasons of quality control or within thirty (30) days of purchase with the same or similar goods. All product returns require prior approval from Mannatech. Customers must comply with the instructions outlined in section 3 above. Upon receipt and verification of the product, the Company will ship replacement product or issue a refund to you.

5. Termination of the Agreement by the Company

The Company reserves the right to terminate a Customer or Associate Account who is found in violation or has excessive return.