

# ASEA<sup>®</sup>

Terms of delivery and  
return for associates  
and customers



## Delivery costs (as per February 2022)

Shipping rates incl. VAT

Europe Market	Heavy Product Class ASEA®	Light Product Class ASEA® VIA®, ASEA REDOX™ Performance and/or RENUAdvanced®	Any combination of Heavy + Light Products Combi Packs
1 Austria	€ 12,00	€ 3,50	€ 13,00
2 Belgium	€ 12,00	€ 3,50	€ 13,00
3 Croatia	€ 12,00	€ 3,50	€ 13,00
4 Czechia	€ 12,00	€ 3,50	€ 13,00
5 Denmark	90,00 kr	40,00 kr	100,00 kr
6 Finland	€ 12,00	€ 3,50	€ 13,00
7 France	€ 12,00	€ 3,50	€ 13,00
8 Germany	€ 12,00	€ 3,50	€ 13,00
9 Hungary	3.200 Ft	1.250 Ft	3.500 Ft
10 Ireland	€ 12,00	€ 3,50	€ 13,00
11 Italy	€ 12,00	€ 3,50	€ 13,00
12 Netherlands	€ 12,00	€ 3,50	€ 13,00
13 Norway	100,00 kr	35,00 kr	110,00 kr
14 Poland	€ 12,00	€ 3,50	€ 13,00
15 Portugal	€ 12,00	€ 3,50	€ 13,00
16 Romania	€ 12,00	€ 3,50	€ 13,00
17 Slovakia	€ 12,00	€ 3,50	€ 13,00
18 Slovenia	€ 12,00	€ 3,50	€ 13,00
19 Spain	€ 12,00	€ 3,50	€ 13,00
20 Sweden	110,00 kr	45,00 kr	120,00 kr
21 Switzerland	SFr. 14.00	SFr. 6.00	SFr 15.00
22 United Kingdom	£ 10.00	£ 3.00	£ 11.00

# Product guarantees and returns

## 1. Initial order returns

In addition to the statutory right of withdrawal (which are outlined in the Terms of Conditions for Sale), ASEA offers a 100% 30-day money-back guarantee to all Preferred Customers, Retail Customers, and Associates on their initial product order. "Initial product order" means the very first product order placed by the Associate or customer. If, for any reason an Associate or a customer is dissatisfied with their initial product order, the Associate or customer may return the unused portion of the product within 30 days, for a replacement, exchange or a full refund of the purchase price (less shipping costs) with a maximum of 2 used cases. When more than two cases are purchased, all products in addition to the two used cases must be in resalable condition to receive a refund. Products and Sales aids shall be deemed "Resalable" if each of the following elements is satisfied:

- a. they are unopened and unused;
- b. packaging and labelling have not been altered or damaged;
- c. they are in a condition such that, in accordance with commercially reasonable practice within the trade, the merchandise may be resold at full price; and
- d. they are returned to

ASEA within one year from the date of purchase. Any merchandise that is clearly identified at the time of sale as nonreturnable, discontinued, or as a seasonal item, shall not be Resalable.

If an Associate wishes to return their enrolment order exceeding \$240 (equivalent to app. GBP 170) the return will be deemed an inventory repurchase and the Company shall repurchase the inventory pursuant to the terms of the Associate's Agreement shall be cancelled.

All Associate, Preferred Customer and Retail Customer, enrolment orders purchased directly from ASEA Corporation must be returned to ASEA at the Associate's/customer's expense. All products refunded are subject to bonus withholdings and qualification recalculations based on the original purchase date. Withholdings and Refunds are based on enrolment package units, not individual units. Used or opened products are only available for return/refund within 30 days of purchase date.

## 2. General returns - requirements

All returns that are not initial product order purchases are subject to the follow conditions:

- a. Returns must have been personally purchased by the Associate from ASEA (Purchases from other Associates or third parties are not subject to refund).
- b. Returns must be in resalable condition (see Definition of "Resalable" above in Section 1).
- c. Returns in resalable condition and returned within 30-days of purchase will receive a 100% refund (less shipping costs).
- d. Returns in resalable condition and returned after 30-days, but within 90-days of purchase will receive a 90% refund (less shipping costs).
- e. Product and marketing materials returned after 90-days will not be refunded, except as an inventory repurchase.
- f. All returned Product exceeding \$240 in any 12-month period, will be deemed an inventory repurchase and the Company shall repurchase the inventory pursuant to the terms of the Associate's Agreement, and the Associate's agreement shall be canceled.

## 3. Subscription returns

In order to cancel a subscription order, Associates must contact Associate Support at least 3-business days before the subscription order is to go through. All other policies listed above also apply to returns for subscription orders.

## 4. Retail purchase return

If, for any reason, a retail customer is dissatisfied with their initial product order (see Definition of 'Initial product order' in Section 1), the retail customer may return the unused/used portion of the product to the Associate from whom it was purchased, within 30 days of the original purchase date, for a full refund of the purchase price (less shipping costs). All Associates agree to honour this refund policy for their retail customers. After the initial product order, retail customers may return product for a full refund within 30-days of the order (less shipping) as long as Product is in resalable condition (see Definition of "Resalable" in Section 1).

In the event that products are faulty this shall not affect an Associate or retail customer's full statutory rights. Note that the retail customer also has a statutory right to cancel their purchase agreement.

The relevant terms are included in the Terms and Conditions for Customers and on the Product Order Form/Sales Receipt.

## 5. Procedures for all returns

The following procedures apply to all returns for refund, repurchase, or exchange:

- a. All merchandise must be returned by the Associate or customer who purchased it directly from ASEA.
- b. Associates must reach out to Associate Support ([UK@aseaglobal.com](mailto:UK@aseaglobal.com)) to initiate a Return Material Authorization (RMA). Associate Support will provide an RMA number which must be written legibly on the box(es) of each returned product.
- c. Associates must return products to ASEA with the RMA number prominently displayed. Only returned product with an RMA number will be refunded.
- d. The Company accepts returns of full cases only. Individual bottles may not be returned (except products from the VIA Line) for refund, repurchase or exchange.
- e. Proper shipping carton(s) and packing materials are to be used in packaging the product(s) being returned for replacement, and the best and most economical means of shipping is suggested. All returns must be shipped to ASEA shipping pre-paid. ASEA does not accept shipping-collect packages. The risk of loss in shipping for returned product shall be on the Associate. If returned product is not received by the Company's Distribution Centre: Radial Unit 26 Broadgate Oldham Broadway, Business Park, Chadderton, OLDHAM, Lancashire OL9 9XA; it is the responsibility of the Associate to trace the shipment.
- f. If an Associate is returning merchandise to ASEA that was returned to him or her by a personal retail customer, the product must be received by ASEA within ten (10) days from the date on which the retail customer returned the merchandise to the Associate and must be accompanied by the sales receipt the Associate gave to the customer at the time of the sale.
- g. All commissionable and qualifying volume will be deducted from the Associate account in connection to the return. All volume generating returns may result in Associates having future commissions withheld.
- h. All payments are refunded to original form of payment to the original payee.
- i. No refund, exchange, or replacement of product will be made if the conditions of these rules are not met.

## 6. Inventory repurchase upon cancellation

Upon cancellation of an Associate's Agreement, the Associate may return Welcome Kits, Products and sales aids for a 90% refund.

In order to receive a refund from ASEA pursuant to this policy, the following requirements must be met:

- a. The items being returned must have been personally purchased by the Associate from ASEA (purchases from other Associates or third parties are not subject to refund);
- b. The items must be in Resalable condition (see Definition of "Resalable" above in Section 1); and
- c. The items must have been purchased from ASEA within one year prior to the date of cancellation.

If the purchases were made by credit card, the refund will be credited back to the same account. If an Associate was paid a bonus or commission based on a Product(s) that he or she purchased, and such Product(s) is subsequently returned for a refund, the bonus and/or commission that was paid to the Associate based on that Product purchase will be deducted from the amount of the refund.