

True Love Skincare, LLC

Policies & Procedures for Independent Mavens

UPDATED, JULY 5, 2018

- 1. Policies & Procedures, and the Compensation Plan Incorporated into the Independent Maven Agreement.**

These Policies and Procedures and the Compensation Plan as well as any other written agreements in their present form or as amended by the Company, between the Mavens and the Company are by this reference incorporated into the Independent Maven Agreement, collectively referred to as the Agreement. Independent Mavens will be referred to as Mavens. The company has the right to amend the Agreement at its sole discretion. All amendments shall be effective 30 days after notice is published and posted in the Maven's Back Office. These changes shall not be retro-active. A Maven may cancel their agreement at any time for any reason.

- 2. Term and Renewal of the Agreement.**

The term of this Agreement is one year from the date the Agreement is submitted and accepted by the Company. There is a renewal fee of \$99 per year. Once the renewal fee has been paid and processed, the Maven will receive a retail credit in their Back-Office equal to the yearly renewal fee. Failure to pay their renewal fee within 30 days of the due date will result in the cancellation of their Agreement with True Love Skin Care, LLC.

- 3. Policies and Provisions Severable.**

If any provision of the Agreement is found void or unenforceable, in its current form or as amended, only the void or unenforceable portion of the provisions will be severed from the Agreement and the remaining provisions will remain in effect. The severed provision will be reformed so it is in compliance with the law and reflects the purpose of the original provision. The existence of any claim or cause of action of a Maven against True Love Skin Care, LLC will not constitute a defense to True Love's enforcement of any term or provision of the Agreement.

- 4. Independent Contractor Status.**

Mavens are Independent Contractors and not employees, officers, managers, or owners of True Love Skin Care, LLC and must represent themselves as such at all times in all of their correspondence, both written and digital.

- 5. Code of Ethics and Conduct**

True Love Skin Care, LLC is committed to running an ethical and fair business for all involved. As a Maven, you agree to protect the good reputation of the Company and its products at all times. Mavens agree to be truthful in their representation of the Products and make no Product claim that is not supported by official Company publications. Mavens also agree to

refrain from using disparaging comments about the Company, it's Mavens, Officers, and Staff, or Competitors and their products. Mavens agree not to make any health claims regarding any True Love product other than the statement that "nutrition supports proper health".

6. Social Media Policies

As a Maven we encourage and promote the use of Social Media to grow your business. When utilizing Social Media, it is important that you agree to the following policies:

- (a) All Social Media posts shall be done in a respectful manner and you will refrain from posting or linking and material that is profane, threatening, harmful, libelous, offensive or discriminatory.
- (b) You are free to form a private group page for the purposes of training and motivating members of your team.
- (c) You will not engage in any personal attacks on any group, entity or individual, including any disparaging remarks.
- (d) You will not be engaged in any act that is in violation of any intellectual property rights of the Company or any third party.
- (e) You will responsibly post to Social Media sites based on the site's terms of use.
- (f) You will use Company approved photos.
- (g) If you are involved in another direct selling opportunity you agree to keep those opportunities completely

separate from your True Love Skin Care business page/posts.

7. Maven Websites and Blogs

Due to the regulations unique to the Direct Selling Industry, at this time, True Love Skin Care does not allow the creation of a personal website or Blog other than the company sponsored replicated website. A Company Replicated Website is required to remain an active Maven. Currently, the Company Replicated Website is included with a Maven's \$99 renewal fee.

8. Third Party Sites including but not limited to eBay, Etsy, Craigslist, Amazon, Zulilly and other online auctions and classified listings websites.

True Love Skin Care products may be sold only through the Company's official website, the Maven's official replicated websites, one-on-one presentations, third-party events, and through the home party model.

9. Advertising/Marketing Guidelines

All advertising and marketing materials you use to promote or advertise your business must be approved by the Home Office. As a Maven, you will have access to approved advertising and marketing tools in your Back Office. You may use the official "Independent Maven" Logo provided in your online banners, business cards, etc. as a mean to identify yourself and your business. This policy is in effect to protect both our Mavens and the Company. Using an unapproved version of the True Love Skin Care logo is strictly prohibited, and

may result in immediate cancellation of this agreement.

10. Trade Shows, Vendor Events, Conventions, and Expositions

Mavens may display and sell products in a non-permanent or temporary location such as Trade Shows, Vendor Events and Expositions provided they agree to follow these guidelines:

- You may not register with an event unless your are Paid As Rank is currently Yellow Gem (or higher) and you have received explicit permission from your Upline Leader.
- When you register for the event you must identify yourself as an Independent True Love Skin Care Maven. The contract between you and the vendor holding the event must contain your name and identify you as an Independent Maven.
- Your booth must contain True Love Skin Care only and cannot be shared with another business.
- The first Maven registered with the event has the right to conduct the event. Before you register for the event, you should be sure there is not another Maven registered. Cooperation of multiple Mavens is encouraged, but is at the sole discretion of the first registered Maven.
- You are responsible for all permits, fees, licenses, equipment, supplies, and insurance that may be required to participate in the event.

11. Sponsoring other Mavens

To sponsor someone into True Love Skin Care you must be a Maven in good standing with the Company and have a clear understanding of the following and agree to follow these guidelines:

- Cross Sponsoring another Maven is strictly prohibited. Under no circumstances are Mavens allowed to entice or encourage an existing Maven to re-sign under a new Sponsor, nor may a Sponsor entice or encourage a prospective Maven to enroll under a Maven other than the one they are currently engaged in conversation with.
- Recruiting or Sponsoring Incentives are strictly prohibited. You may not offer free products or gifts to a prospective Maven. You may not offer financial assistance to a prospective Maven and you may not purchase or reimburse the cost of a prospective Maven's starter kit.
- It is illegal to make income claims about your personal True Love business or that of any True Love Leaders. It is important that when recruiting others into the business you make it clear to prospects that financial success is relative, and depends entirely on sales, effort, and long-term commitment.

12. Joining True Love as a Business Entity

You may join True Love Skin Care as a Business Entity provided you have a valid EIN. Please contact the home office to process this change.

13. One Maven per Household

To protect the integrity of the company and your business True Love Skin Care allows only one Maven per household with the exception of a Spouse Team and/or a single Parent / Child Sponsorship per household.

14. Change of Sponsors

In an effort to respect the integrity of the genealogy, change of sponsors are not allowed. Should you voluntarily cancel your True Love business and remain inactive for six (6) full calendar months you may re-apply under a new Sponsor.

15. Buy Back Policy for a Starter Kit

When your Agreement is terminated, you may return any business supplies you personally bought from the company during the previous year. We will refund you 75% of the net cost of the original price as long as the returned items are “resalable,” which means:

- They are returned unopened and unused.
- The packaging and labeling have not been altered.
- It’s expiration date has not passed.
- It was not identified as nonreturnable, discounted or seasonal when it was purchased.

And any physical items included with the Starter Kit may also be returned for their equivalent value. The shipping and handling fees you paid to have your starter kit and business supplies shipped to you or to return these items to the company are not eligible for a refund. Should you return any items that we commissioned, we will

deduct the amount of the commission previously paid from your refund. All return shipping costs are the responsibility of the returner.

16. Montana Residents

A resident of Montana may cancel their Agreement within 15 days from the date of enrollment and may return their starter kit within such time period and is entitled to a full refund for their starter kit and for any other consideration they are paid in that time period to participate in the program.

17. Return Policy & Product Guarantee

True Love Skin Care firmly stands behind all its products. The company has a strict “no hassle” 60 return policy. If a customer is unhappy, for any reason, within 60 days of purchase they are entitled to replacement at no cost, or a full refund of the purchase price, provided they return the unused portion to the Home Office. In the case of replacement, this has no effect on a Maven’s Personal Sales Volume (PSV) or earnings. However, a refund will result in a corresponding reduction in PSV and earnings. If earnings have already been paid on a refunded purchase, a corresponding debit will be applied to the current month. While a Maven must always seek to maximize customer satisfaction and resolve a customer’s dissatisfaction, Mavens are not to harass, bully, hassle, or otherwise discourage a customer from requesting a refund.

18. Auto-Ship Cancellation

Due to the extreme discount associated with our Auto-Ship program. Customers are required to participate for at least 3 months. Cancellation before the

requisite three months have elapsed is not allowed. However, past three months, and customer may cancel future installments at any time. Auto-ship purchases will not be refunded, but they may be replaced in cases of defect or damage during transit.

19. Customer Right to Cancel

Federal and state law requires that Mavens notify their retail customers that they have three business days (five business days for Alaska residents, 15 days for residents of North Dakota age 65 and over) within which to cancel their purchase and receive a full refund upon return of the products in substantially as good condition as when they were received. (Saturday is a business day, Sundays and legal holidays are not business days.) Maven must verbally inform their customers of this right and shall provide them with two copies of a retail receipt at the time of the sale, and shall point out this cancellation right stated on the receipt.

20. Participating in other Direct Selling Companies

Your participation in another Direct Selling company is allowed provided you are not selling a competing product (ie - skincare). Once a Maven has reached a Leadership Rank at True Love Skin Care, in order to maintain your Leadership status you may no longer participate in another Direct Sales Company. Should you choose to participate in another Direct Sales Company past 30 days of first achieving Rose Quartz Leader rank, any and all active downline will be rolled up to your 1st upline Sponsor.

Should you or the company cancel your Agreement for any reason, you are prohibited from recruiting your personally sponsored Maven(s) for six (6) months following your termination.

21. Bonus Buying

Bonus Buying activities are fraudulent and strictly prohibited. This includes the enrollment or attempted enrollment of a prospect as a Maven without their knowledge or consent. You may not purchase True Love Skin Care products directly or through another with the sole intent of qualifying for a Rank advancement or to achieve an award, or any form of recognition.

22. Sales Tax

As a Maven with True Love Skin Care, it is your responsibility to collect the appropriate sales tax from your retail customers and Hosts as deemed necessary by the laws where the product is being delivered. The tax shall then be remitted with their order to True Love Skin Care and the company will remit that sales tax on behalf of their Mavens.

23. Leave of Absence

Personal & Maternity Leaves of Absence can be requested for review provided:

- You have been an active Maven with True Love Skin Care for a minimum of 1 year.
- You have achieved the Rank of Blue Gem Maven or higher.

All leaves are at the sole discretion of the Company, however we do have a 30-Day no questions asked policy that allows a Maven

meeting the above criteria to be paid their override provided all qualifications for their title are met with the exception of the Personal Sales requirement.

24. Safeguarding Personal Information

It is the responsible of each Maven to safeguard the personal information of all customers and downline Mavens. You must destroy the personal information of others once you no longer need it. This includes addresses, email addresses, phone number, credit card information, social security, or tax identification information and other such information associated with those details.

25. Payment of Personal Commissions, Bonuses, and Overrides

A monthly earnings report will be posted on the first Business Day of each month. Mavens then have 4 Business Days to claim any changes. Modifications to the stated earnings report is at the sole discretion of the Company. All earnings, such as commissions, bonuses, overrides, etc., are paid on the 10th (or the next business day if the 10th is on a Non-Business Day) of each month for the previous month's activities. Once payment is made to the Maven, no changes will be made to that months earnings report. All payments are currently made through PayPal™ and a Maven must have a PayPal™ account to receive payment. Funds will be held for 30 days until a PayPal™ is acquired and then be paid retroactively. Any funds held beyond 30 days are forfeit.

26. Indemnification

All Mavens are responsible for all written and verbal statements made

regarding True Love Skin Care, it's products, services, and Compensation Plan. You will indemnify and hold True Love Skin Care harmless from any and all liability resulting from your actions while under Agreement with True Love Skin Care or following your termination.

27. Governing Law and Jurisdiction

Jurisdiction and venue of any matter not subject to arbitration shall reside in Utah County, in the state of Utah, unless the laws of the state in which you reside expressly requires the application of its laws, in which case that state's law shall govern all issues related to jurisdiction and venue. The Federal Arbitration Act shall govern all matters relating to arbitration. The laws of the state of Utah shall govern all other matters relating to or arising from the Agreement unless the laws of the state in which a Maven resides expressly require the application of its laws.