



LIVIOON®

#### GENERAL PROVISIONS

1. The sales take place through the Internet, in the form of an agreement entered into between a party placing the order, hereinafter referred to as the Buyer, and Livioon International, hereafter referred to as the Online Store.
2. The Buyer is obliged to appraise himself of the Regulations, upon placing his order at the very latest.
3. The prices of all products in the Online Store are the gross prices, inclusive of VAT.
4. The Online Store reserves the right to have certain products withdrawn from its sales offer.
5. All products on offer in the Online Store are genuine and of full value.

#### TERMS OF PAYMENT AND SHIPMENT OF GOODS

In order to meet your needs we give you two options of payment. While you do your shopping you will be able to opt for the one that suits you best at the last stage of the transaction. Please note that once your shopping has exceeded the value specified in the table, we shall pay for the shipment of the goods you just purchased.

You can make your payment on-line, or upon placing your order - with the aid of bank transfer, or by a credit card.

All shipments are delivered by DHL Courier. Your phone number, as originally specified by yourself on the application form, will allow the courier to get in touch with you and agree the time of delivery. All shipments are securely packed and insured.

On-line payments are executed using the PAYPAL (Braintree) payment system.

Transactions handled by "PAYPAL" offer the highest level of security.

The latest data encryption methods in conjunction with the world-class hardware platform guarantee total reliability of all transactions

#### BLOCK/COMBINED ORDERS

Block/combined orders (i.e. coming from several consultants) may not be paid for with the aid of the LIVIOON VOUCHER.

#### QUALITY CLAIMS AND REFUNDS

Prior to receipting a shipment of the ordered goods, please check carefully if a cardboard box is not damaged in any way.

Should it turn out that the packaging is indeed damaged to an extent that Livioon products may also have sustained some damage, you are advised not to accept any such shipment and have us notified immediately either by phone or e-mail. After receipt of the delivery and signing off all forwarding documents in the presence of the courier, please open the package and check, if the contents are undamaged. If everything is OK, you may thank the courier and wish him a nice day.

Should the bottles prove damaged, however, please ask the courier to draw up a protocol of the damage (it is a statutory duty of a courier), whose scan should then be sent on to our company via e-mail (info@livioon.com), or a photocopy by post.

In the event when a courier should refuse to comply (e.g. says he has just run out of the appropriate damage forms and will make a recommendation to have the package sent back to our company, duly marked off as "declined to accept"), please call this number (0048 12) 352-22-20 immediately, and we shall then deal with the problem ourselves.

Upon receipt from yourselves of the above referenced protocol and its subsequent confirmation in the courier company, we shall pursue the statutory complaints procedure. Please kindly note that the "Protocol of damage" makes up the exclusive basis for upholding your claims regarding the goods damaged in transfer.

You will then have 7 days for filing in your claim, i.e. as of the receipt of the damaged package with the goods. It is therefore vital that the "Protocol of damage" should reach us within 4 days of the actual delivery of the goods, as afterwards no claims shall be upheld.

1. The Buyer has the right to withdraw from the present Agreement within 10 days of the receipt of the goods, without offering any reasons whatsoever. In the event when the Buyer should wish to exercise this right, the Buyer shall be required to submit a written statement on the cancellation, as well as have the received goods promptly sent back to the business address of Livioon International. The returned goods shall be accepted back only when their condition remains unaltered in any way, unless any such change proved necessary in the course of routine handling. The goods, suitably protected against any damage in transfer, should be sent back to the following business address: Livioon Polska, ul. Koralowa 10, 32-085 Modlniczka, Poland duly enclosed with an original invoice. Any returned goods should be well and securely packaged, so they would reach Livioon International intact. (Please do not have them returned in plastic envelopes, as they do not offer adequate protection in transfer). Only the natural persons shall be eligible to have the goods returned as individual customers. The right of returning the goods is not vested in the corporate bodies, or self-employed individuals, if the goods have been purchased for the benefit of the company (corporate body, self-employed individual). The amount due as a refund shall duly be debited to the Buyer's bank account via bank transfer. All return shipping costs shall be borne by the customer. Online Store does not accept a COD option.

2. A customer has the right to lodge a quality claim with the company within 2 years of the date of receipt of the goods, if within 2 months of spotting the discrepancy between the goods and the specification comprised in the Agreement the customer has notified Livioon Polska accordingly. Any such claim must be granted due consideration within 14 days. Should Livioon International fail to have any such claim addressed, it shall be deemed to have been upheld and endorsed. Any claims must be submitted in writing to the following business address: Livioon Polska, ul. Koralowa 10, 32-085 Modlniczka, Poland

#### PRIVACY POLICY

Making a purchase in the Livioon International Online Store in conjunction with the registration shall be deemed as granting an implicit consent to the acquisition and subsequent processing of personal data, as construed in compliance with the provisions of the Act of August 29, 1997, on the Confidentiality of Personal Data (Journal of Laws of 2002; No. 101, Item. 926, as subsequently amended), which remain under exclusive administration of Livioon International.

This information is to be made use of exclusively for the contractual purposes, including the issuance of a proof of sale (a receipt or VAT invoice) and the actual shipment of the goods. Livioon International Online Store is consequently vested with the right to grant access to any so acquired data to its trading partners, although exclusively for the purpose to efficient implementation of the orders. Each party has the right to inspect his/her personal data at any time and to apply for their update, if required.

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