

Renova Worldwide
POLICIES AND PROCEDURES
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SECTION 1-PURPOSES OF POLICIES AND PROCEDURES

Renova Worldwide™ (hereafter referred to as Renova Worldwide, Renova, or Company) has developed the following guidelines to assist in the success of the Company and its Distributors. These Policies and Procedures will help provide the following benefits:

- Protect the rights of all Distributors by providing a framework within which each Distributor may work in an ethical, effective, and secure manner.
- Provide an equal and level playing field of opportunity to all Renova Worldwide Independent Distributors.
- Define the contractual relationship between Renova Worldwide and its Distributors.
- Inform Distributors regarding compliance issues and regulatory requirements. Renova Worldwide requires that all Distributors understand and abide by these Policies and Procedures as we work together in promoting the Renova Worldwide products and opportunity.

SECTION 2-INTRODUCTION

2.1 Policies and Procedures Plan Incorporated into Distributor Agreement

These Policies and Procedures, in their present form and as amended at the sole discretion of Renova Worldwide, are incorporated into, and form an integral part of, the Renova Worldwide Independent Distributor Agreement. Throughout these Policies, when the term “Agreement” is used, it collectively refers to the Renova Worldwide Independent Distributor Enrollment Form, these Policies and Procedures, Terms and Conditions, and the Renova Worldwide Compensation Plan. These documents are incorporated by reference into the Renova Worldwide Independent Distributor Agreement. It is the responsibility of each Distributor to read, understand, adhere to, and ensure that he or she is aware of and operating under the most current version of these Policies and Procedures.

2.2 Purpose of Policies

Renova Worldwide is a direct sales company that markets products through Distributors. It is important that all Distributors understand that their success is dependent upon the integrity of all men and women who market Renova Worldwide products. To clearly define the relationship that exists between Distributors and Renova Worldwide, and to explicitly set standards for acceptable business conduct, Renova Worldwide has established the Agreement. Renova Worldwide Independent Distributors are required to comply with all the Terms and Conditions set forth in the Agreement, as well as all federal, state, and local laws governing their business and their conduct. It is very important that all Distributors read and abide by the Agreement. Please review this document carefully. It explains and governs the relationship between Distributors and the Company. Any questions regarding any policy or rule should be directed to Renova Worldwide at (866) 217-5806 or corporate@renovaworldwide.com.

2.3 Changes to the Agreement

Because federal, state, and local laws, as well as the business environment periodically change, Renova Worldwide reserves the right to amend the Agreement (including the Distributor Enrollment Form, Terms and Conditions, Policies and Procedures and Renova Worldwide Compensation Plan) and its prices at its sole and absolute discretion. The Company shall provide or make available to all Distributors a complete copy of the amended provisions by one or more

of the following methods: (1) posting on the Company's official website; (2) posting on the Company's official social media channels; (3) email; (4) inclusion in Company periodicals; (5) inclusion in product orders; or (6) special mailings. The most current and only definitive version will be located at <https://renovaworldwide.com>. It is the responsibility of all Distributors to regularly review <https://renovaworldwide.com> for the most recently published amendment. Unless otherwise provided, amendments shall be effective upon publication on the Company's website. Once the amendment(s) are published, the Distributor(s) can elect to accept the amendment(s) or reject them. If the Distributor rejects them, their Agreement will be terminated immediately and may be subject to non-renewal. If the Distributor continues to enroll and/or accept Commissions or Bonuses from Renova Worldwide, such actions shall be deemed acceptance of the amendments.

2.4 Delays

Renova Worldwide shall not be responsible for delays or failures in performance of its obligations when performance is made commercially impracticable due to circumstances beyond its reasonable control. This includes, without limitation, strikes, labor difficulties, riot, war, fire, death, curtailment of a party's source of supply, or government decrees or orders.

2.5 Policies and Provisions Severable

If any provision of the Agreement, in its current form or as may be amended, is found to be invalid or unenforceable for any reason, only the invalid portion(s) of the provision shall be severed and the remaining terms and provisions shall remain in full force and effect and shall be construed as if such invalid or unenforceable provision never comprised a part of the Agreement.

2.6 Waiver

The Company never gives up its right to insist on compliance with the Agreement and with the applicable laws governing the conduct of a business. No failure of Renova Worldwide to exercise any right or power under the Agreement or to insist upon strict compliance by a Distributor with any obligation or provision of the Agreement, and no custom or practice of the parties at variance with the terms of the Agreement, shall constitute a waiver of Renova Worldwide's right to demand exact compliance with the Agreement. A waiver by Renova Worldwide can only be approved in writing/email by an authorized officer of the Company. Renova Worldwide's waiver of any particular breach by a Distributor shall not affect or impair Renova Worldwide's rights with respect to any subsequent breach, nor shall it affect in any way the rights or obligations of any other Distributor. Nor shall any delay or omission by Renova Worldwide to exercise any right arising from a breach affect or impair Renova Worldwide's rights as to that or any subsequent breach. The existence of any claim or cause of action of a Distributor against Renova Worldwide shall not constitute a defense of Renova Worldwide's enforcement of any term or provision of the Agreement.

SECTION 3-BECOMING A DISTRIBUTOR

3.1 Rules of Conduct

Each Distributor promises to:

- Conduct themselves and their business dealings honestly, morally, legally, and professionally to help protect the Renova Worldwide opportunity for all.
- Speak well of Renova Worldwide, as well as competitors.

- Honestly present the product in keeping with what is set forth in the Renova Worldwide literature, including references to health claims and benefits.
- Explain the Compensation Plan honestly and completely as set forth in the Renova Worldwide Corporate materials. Each Distributor will respect the privacy of others and keep their personal earnings and the earnings of others private.
- Take their enroller responsibilities seriously, including readily training, aiding, and supporting those on their Team.
- Respect the professional relationships between Renova Worldwide and any of its advisors, endorsers or Distributors by speaking of them appropriately as set forth in the Renova Worldwide Policies and refraining from contacting them.
- Adhere to the Agreement between themselves and Renova Worldwide as set forth in all Renova Worldwide policies.

3.2 Requirements to Become a Renova Worldwide Independent Distributor

To become a Renova Worldwide Independent Distributor, each applicant must:

- Be the age of majority in his/her state or country of residence;
- Have a valid Social Security or Federal Tax ID number if Distributor lives in the US; and
- Enroll as a Distributor for a Membership Fee of \$25 by completing an online Distributor Enrollment Form. A potential new Distributor may also enroll by calling Renova Worldwide Support at (866) 217-5806 during regular business hours Monday through Friday from 8:00 a.m. to 5:00 p.m. Mountain Time. The applicant must be able to provide all necessary Distributor Agreement information over the telephone.

3.3 Renewal of Distributor's Renova Worldwide Business

The term of the Distributor Agreement is one year from the date of enrollment. A renewal fee of \$25.00 will be required and billed each successive year on the yearly anniversary date of the Distributor Agreement. Once the annual renewal fee has been collected, the Agreement will be renewed provided the Distributor is in good standing and the Agreement has not been terminated as provided herein.

SECTION 4-STRUCTURE OF YOUR RENOVA WORLDWIDE BUSINESS

4.1 Rights and Responsibilities

Renova Worldwide Distributors understand and agree:

- Distributors may operate or have an ownership interest, legal or equitable, as a sole proprietorship, partner, shareholder, trustee, member, owner, or beneficiary in only one Renova Worldwide business.
- Distributors must adhere to the terms of the Renova Worldwide Compensation Plan as set forth in official Renova Worldwide materials.
- Distributors shall not offer the Renova Worldwide opportunity through, or in combination with, any other system, program, or method of marketing other than that authorized and endorsed by Renova Worldwide.
- Distributors shall not require or encourage other current or prospective Distributors to execute any agreement or contract other than official Renova Worldwide agreements and contracts in order to become a Renova Worldwide Independent Distributor.

- Similarly, Distributors shall not require or encourage other current or prospective Distributors to make any purchase from, or payment to, any individual or other entity to participate in the Renova Worldwide Compensation Plan other than those purchases or payments identified as recommended or required by Renova Worldwide.

4.2 Business Entities

A corporation, limited liability company, partnership or trust (collectively referred to in this section as a “Business Entity”) may enroll as a Renova Worldwide Independent Distributor by completing the online Enrollment Form or calling Renova Worldwide Support. A Renova Worldwide business may change its status under the same enroller from an individual to a business by logging into their Team Office.

4.3 Renova Worldwide Business(es) in Same Household

Husbands and wives or common-law couples (collectively “spouses”) may operate or have an ownership interest, legal or equitable, as a sole proprietorship, partner, shareholder, trustee, member, owner, or beneficiary in only one Renova Worldwide business. Dependent children, at the age of majority or older, living at that same address may own one Renova Worldwide business.

4.3.1 Actions of Household Members or Affiliated Individuals

If any member of a Distributor’s immediate household engages in any activity, which if performed by the Distributor, would violate any provision of the Agreement, such activity will be deemed a violation by the Distributor, and Renova Worldwide may take disciplinary action pursuant to the Policies and Procedures against the Distributor. Similarly, if any individual associated in any way with a corporation, partnership, limited liability company, trust or other entity (collectively “affiliated individual”) violates the Agreement, such action(s) will be deemed a violation by the entity, and Renova Worldwide may take disciplinary action against the entity.

4.4 Independent Contractor Status

Distributors are independent contractors and are not purchasers of a franchise or a business opportunity. The agreement between Renova Worldwide and its Distributors does not create an employer/employee relationship, agency, partnership, or joint venture between the Company and the Distributor.

4.5 Enrolling/Placing

All active Distributors in good standing have the right to enroll others into their Renova Worldwide Team. Each prospective Retail Customer, Preferred Customer, or Distributor has the ultimate right to choose his or her own Enroller. If two Distributors claim to be the Enroller (immediate upline) of the same new Distributor, Preferred Customer or Retail Customer, the new Team Member decides which Team they wish to join.

4.6 Changes to a Renova Worldwide Business

Each Distributor must immediately update all changes to the information contained in his or her Distributor Account. This can be done by logging into the Team Office or contacting Renova Worldwide Support at (866) 217-5806 or emailing support@renovaworldwide.com.

4.6.1 Change of Placement

Renova Worldwide allows 10 days from enrollment to place new Personally-Enrolled Distributors and Preferred Customers elsewhere in the Enroller's Team. This can be done in the Team Office or by emailing Renova Worldwide Support. If a placement change is desired after 10 days, the Distributor must request the changes using the requisite forms located in the Team Office.

If a Distributor wishes to place a Personally-Enrolled Distributor or Preferred Customer under another Team Member after 10 days, they must:

- Complete the Change of Placement Form located in the Document Library of their Team Office.
- Obtain the signature of the 6 Direct Upline Placement Distributors and return the form(s) to corporate@renovaworldwide.com.
- Allow 48-72 hours after receipt of all requisite signatures for the change to be implemented.

Any changes must be approved by Corporate. Ultimately, the disposition of the request will be determined by Corporate.

4.6.2 Change of Enroller

Changes of Enroller are taken very seriously and are rarely considered. If, however, a Distributor has reason to request such a change, they must:

- Complete the Change of Enroller Form located in the Document Library of their Team Office, including reason for desired Enroller change.
- Obtain the signature of the Distributor on whose team they desire to be moved and their 3 Direct Upline Enrollers and return the form(s) to corporate@renovaworldwide.com.
- Allow 48-72 hours after receipt of all requisite signatures for the change to be implemented.

Any changes must be approved by Corporate. Ultimately, the disposition of the request will be determined by Corporate.

4.6.3 Termination and Re-Enrollment

A Distributor may change Teams by voluntarily terminating his or her Renova Worldwide business and remaining inactive, i.e., no purchases of Renova Worldwide products for resale, no sales of Renova Worldwide products, no enrolling, no attendance at any Renova Worldwide functions, no participation in any other form of Distributor activity or operation of any other Renova Worldwide business for six (6) full calendar months. Following the six-month period of inactivity, the former Distributor may reapply under a new Enroller. Such requests for waiver must be submitted to Renova Worldwide in writing/email.

4.7 Roll-up of Team

When an enrollment vacancy occurs in a Team due to the termination of a Renova Worldwide business, each of the Terminated Distributor's Personally-Enrolled Team Members will be moved to the team of the terminated Distributor's Enroller on the date of termination.

4.8 Sale, Transfer or Assignment of a Renova Worldwide Business

Although a Renova Worldwide business is a privately owned, independently operated business, the sale, transfer or assignment of a Renova Worldwide business is subject to certain limitations. If a Distributor wishes to sell his or her Renova Worldwide business, the following criteria must be met:

- If the buyer is an active Renova Worldwide Independent Distributor, he or she must first terminate his or her Renova Worldwide business simultaneously with the purchase, transfer, assignment, or acquisition of any interest in the new Renova Worldwide business.
- The selling Distributor must be in good standing and not in violation of any of the terms of the Agreement in order to be eligible to sell, transfer, or assign a Renova Worldwide business.
- Prior to selling a Renova Worldwide business, the selling Distributor must notify Renova Worldwide, in writing/email, of his or her intent to sell the Renova Worldwide business. No changes in line of enrollment can result from the sale or transfer of a Renova Worldwide business.
- The selling Distributor must wait a period of six (6) months from the date of the sale, transfer, or assignment of their Renova Worldwide business before he or she will be eligible to enroll again as a Renova Worldwide Independent Distributor.

4.9 Separation of a Renova Worldwide Business

Renova Worldwide Independent Distributors sometimes operate their Renova Worldwide businesses as spouse partnerships, regular partnerships, corporations, limited liability companies, or trusts. At such time as a marriage ends, or a business entity dissolves, arrangements must be made to ensure that any separation or division of the business is accomplished so as not to adversely affect the interests and income of other businesses up or down the line of Enrollment/Placement. If the separating parties fail to provide for the best interests of other Distributors and the Company, Renova Worldwide will involuntarily terminate the Distributor Agreement and roll up their entire team pursuant to [Section 4.7](#).

Under no circumstances will the Team of divorcing spouses or a dissolving business entity be divided. Similarly, under no circumstances will Renova Worldwide split commission and bonus checks between divorcing spouses or members of dissolving entities. Renova Worldwide will recognize only one Team and will issue only one commission check per Renova Worldwide business per commission cycle. Commission earnings shall always be issued to the same individual or entity. If parties to a divorce or dissolution proceeding are unable to resolve a dispute over the disposition of commissions and ownership of the business, commissions will continue to be paid to the primary member on the account.

If a former spouse or a former entity Distributor has completely relinquished all rights in their original Renova Worldwide business, they are thereafter free to enroll under any Distributor of their choosing, so long as they meet the waiting period requirements set forth in [Section 4.8](#). In such case, however, the former spouse or partner shall have no rights to any Distributors, Preferred or Retail Customers on their former team. They must develop the new business in the same manner, as would any other new Distributor.

SECTION 5-RESPONSIBILITIES OF DISTRIBUTORS

5.1 Change of Address or Telephone

To ensure timely delivery of products, support materials, and commission checks, it is critically important that a Distributor's account information in their Renova Worldwide Team Office is current.

5.2 Ongoing Training

A Distributor (the 'Enroller') who enrolls a new Distributor is encouraged to provide* help and training to increase their Team's growth and success. This can be accomplished by:

- Communicating through telephone, voice mail, email, meetings, training sessions.
- Sharing product knowledge, effective sales techniques, and Compensation Plan information.
- Helping Team Members understand the Company's policies and qualifications in order to receive all possible Bonuses and Commissions.

*Before reaching out, confirm the Team Member has authorized communications by reviewing the applicable reports in Team Office.

SECTION 6-CONFLICTS OF INTEREST

Distributors may participate in other direct selling or network marketing or multilevel marketing ventures (collectively "network marketing ventures"), and Distributors may engage in selling activities related to non-Renova Worldwide products and services if they desire to do so. If a Distributor elects to participate in another network marketing venture, in order to avoid conflicts of interest, Distributors must adhere to the following:

6.1 Non-solicitation

During the term of this Agreement, a Distributor may only engage his or her Personally-Enrolled Distributors in another network marketing business venture and shall not engage any other Renova Worldwide Independent Distributor in recruitment or enrollment. This includes presenting or assisting in the presentation of another network marketing venture to any other Renova Worldwide Independent Distributor.

6.2 Cross Placement

Actual or attempted Cross Placement is strictly prohibited. "Cross Placement" is defined as the enrollment of an individual or entity who already has a current Customer or Distributor Agreement on file with Renova Worldwide, or which has had such an agreement within the preceding six (6) calendar months, within a different line of Placement. The use of a spouse's or relative's name, trade names, DBAs, assumed names, corporations, partnerships, trusts, federal ID numbers, or fictitious ID numbers to circumvent this policy is prohibited.

Distributors shall not demean, discredit or defame other Renova Worldwide Independent Distributors to entice another Distributor to become part of the first Distributor's Team. This policy shall not prohibit the transfer of a Renova Worldwide business in accordance with [Section 4.8](#).

If Cross Placement is discovered, it must be brought to the Company's attention immediately. Renova Worldwide may act against the Distributor who changed teams and/or those Distributors who encouraged or participated in the Cross Placement. Renova Worldwide may also move all or part of the offending Distributor's team to his or her original team if the Company deems it equitable and feasible to do so. However, Renova Worldwide is under no obligation to move the

Cross-Placement Distributor's team, and the ultimate disposition of the team remains at the sole discretion of Renova Worldwide. Distributors waive all claims and causes of action against Renova Worldwide arising from or relating to the disposition of the Cross-Placement Distributor's team.

SECTION 7-COMMUNICATION AND CONFIDENTIALITY WITHIN A RENOVA WORLDWIDE BUSINESS

7.1 Team Activity Reports

Team Activity Reports are available for Distributor access and viewing in their Team Office. Distributor access to their Team Activity Reports is password protected. All Team Activity Reports and the information contained therein are confidential and constitute proprietary information and business trade secrets and are owned exclusively by Renova Worldwide. Team Activity Reports are provided to Distributors in strictest confidence and are made available to Distributors for the sole purpose of assisting Distributors in working with their respective Teams in the development of their Renova Worldwide business. Distributors should use their Team Activity Reports to assist, motivate, and train their Distributors. The Distributor and Renova Worldwide agree that, but for this agreement of confidentiality and nondisclosure, Renova Worldwide would not provide Team Activity Reports to the Distributor. A Distributor shall not, on his or her own behalf, or on behalf of any other person, partnership, association, corporation or other entity:

- Directly or indirectly disclose any information contained in any Team Activity Report to any third party.
- Directly or indirectly disclose the password or other access code to his or her Team Activity Report.
- Use the information to compete with Renova Worldwide or for any purpose other than promoting his or her Renova Worldwide business.
- Recruit or solicit any Distributor, Preferred Customer or Retail Customer of Renova Worldwide listed on any report, or in any manner attempt to influence or induce any Distributor, Preferred Customer or Retail Customer, to alter their business relationship with Renova Worldwide.

7.2 Web Access Protection

Renova Worldwide will allow a Distributor to create or purchase third-party websites to enhance their business. A Distributor may use such a website provided the website is in strict compliance with [Section 8.2](#) below. Renova Worldwide has a policy of not giving any of these third-party companies or websites direct access to the information collected during the enrollment process or anytime that a Distributor is registered as a Distributor with Renova Worldwide.

It is a violation of these Policies and Procedures for a Distributor or a third party to access this data via reverse engineering, keystroke monitoring, or by any other means.

Distributor also understands and agrees that Distributor is prohibited from sending or otherwise transmitting an unsolicited message or messages of any kind to any other Renova Worldwide Independent Distributor or Preferred Customer, unless (1) Personally-Enrolled Team Member by said Distributor and (2) Team Members have authorized communications, which can be verified in Team Office. A Distributor will be able to contact his or her upline Distributors for help but

for a Distributor to contact their team, their team has to opt-in to receive information. An exception to this policy would be contacting their immediate Enroller and Corporate.

SECTION 8-ADVERTISING

8.1 General

All Distributors shall safeguard and promote the good reputation of Renova Worldwide and its products. The marketing and promotion of Renova Worldwide, the Renova Worldwide opportunity, the Compensation Plan, and Renova Worldwide products shall be consistent with the public interest, and must avoid all discourteous, deceptive, misleading, unethical or immoral conduct or practices. The Company has carefully designed its products, product labels, Compensation Plan, and promotional materials to ensure that the presentation of each aspect of Renova Worldwide is fair, truthful, substantiated, and complies with the vast and complex legal requirements of federal and state laws.

To promote both the products and the tremendous opportunity Renova Worldwide offers, Distributors must use and display the Renova Worldwide Independent Distributor logos and verbiage, so their content isn't confused with official Renova Worldwide documents and materials. Distributors are also encouraged to use the sales aids and support materials produced by Renova Worldwide. All marketing materials must be approved by Renova Worldwide in writing/email.

8.2 Distributor Websites

If a Distributor desires to utilize an Internet web page to promote his or her business, he or she may do so through the Company's replicated website program.

No Distributor may independently design a website that uses the name, logos, trademarks, copyrights, or product descriptions of Renova Worldwide or otherwise promote (directly or indirectly) Renova Worldwide products or the Renova Worldwide opportunity without using the approved marketing materials and the Renova Worldwide Independent Distributor logos and verbiage.

A Distributor shall not use "blind" ads on the internet that make product or income claims which are ultimately associated with Renova Worldwide products, the Renova Worldwide opportunity, or the Renova Worldwide Compensation Plan.

8.3 Domain Names and Email Addresses

Distributors may not use or attempt to register "Renova Worldwide" or any other product or individual name connected with the Company for use in any Internet domain name.

8.4 Social Networking

Renova Worldwide Independent Distributors are permitted to use Social Networking sites for the promotion of their Renova Worldwide business. However, while promoting the Renova Worldwide Opportunity using Social Networking sites, Distributors must comply with all applicable Terms of Use and other policies and use approved marketing materials and the Renova Worldwide Independent Distributor logos and verbiage.

8.5 Use of Celebrity Names

No names of celebrities may be published by Distributors in association with Renova Worldwide without prior written approval of Renova Worldwide.

8.6 Mass Media, General Advertising, and Media Interviews

Distributors may place generic opportunity advertisements in locations allowing that type of advertisement, but only in accordance with the Policies and Procedures of the Company.

8.6.1 Promotions Utilizing Mass Media Prohibited

Distributors may not use any form of media or other mass communication advertising to promote the products, including mass communication advertising on the Internet. This includes news stories or promotional pieces on TV shows, newscasts, entertainment shows, Internet ads, etc.

8.6.2 General Advertising

Products may be promoted by personal contact or by literature and images produced and distributed by the Company or that include the Renova Worldwide Independent Distributor logos and verbiage.

8.6.3 Media Interviews

Distributors may not speak to the media on the Company's behalf. Doing so may result in the immediate termination of the Distributor's Agreement.

8.7 Spamming and Unsolicited Communication

Distributors may not use or transmit unsolicited faxes, mass email distribution, or "spamming" relative to the operation of their Renova Worldwide businesses.

8.8 Telemarketing

The Federal Trade Commission and the Federal Communications Commission each have regulations that restrict telemarketing practices. Both federal agencies (as well as several states) have "do not call" regulations as part of their telemarketing laws. Therefore, Distributors must not engage in telemarketing in the operation of their Renova Worldwide business.

8.9 Unauthorized Claims and Actions

A Distributor is fully responsible for his or her verbal and written statements made regarding Renova Worldwide products and the Compensation Plan, which are not expressly contained in official Renova Worldwide materials.

8.9.1 Indemnification

Distributors agree to indemnify Renova Worldwide and Renova Worldwide's directors, officers, employees, and agents, and hold them harmless from any and all liability including, but not limited to, judgments, civil penalties, refunds, attorney fees, court costs, or lost business incurred by Renova Worldwide as a result of the Distributor's unauthorized representations or actions. This provision shall survive the termination of the Distributor Agreement.

8.9.2 Product Claims

No Distributor may make any claim that Renova Worldwide products are useful in the cure, treatment, diagnosis, mitigation, or prevention of any diseases or signs or symptoms of disease. Not only are such claims violations of Renova Worldwide policies, they potentially violate

federal and state laws and regulations, including the Federal Food, Drug, and Cosmetic Act and Federal Trade Commission Act.

8.9.3 Income Claims

In their enthusiasm to enroll prospective Distributors, some Distributors are occasionally tempted to make income claims or earnings representations to demonstrate the inherent power of network marketing. This is counterproductive because new Distributors may become disappointed very quickly if their results are not as extensive or as rapid as the results others have achieved. At Renova Worldwide, we firmly believe that the Renova Worldwide income potential is great enough to be highly attractive, without reporting the earnings of others. Moreover, the Federal Trade Commission and several states have laws or regulations that regulate or even prohibit certain types of income claims and testimonials made by persons engaged in network marketing. While Distributors may believe it beneficial to provide copies of checks, or to disclose the earnings of themselves or others, such approaches have legal consequences that can negatively impact Renova Worldwide as well as the Distributor making the claim unless appropriate disclosures required by law are also made contemporaneously with the income claim or earnings representation. Because Renova Worldwide Independent Distributors do not have the data necessary to comply with the legal requirements for making income claims, a Distributor, when presenting or discussing the Renova Worldwide opportunity or Compensation Plan to a prospective Distributor, may not make income projections, income claims, or disclose his or her Renova Worldwide income (including the showing of checks, copies of checks, bank statements, or tax records). Hypothetical income examples that are used to explain the operation of the Compensation Plan, and which are based solely on mathematical projections, may be made to prospective Distributors, so long as the Distributor who uses such hypothetical examples makes clear to the prospective Distributor(s) that such earnings are hypothetical, and the Distributor provides the prospect with a copy of the most current income disclosure chart prepared by the Company. Until such time as Renova Worldwide publishes an official income disclosure statement, Distributors may not use hypothetical income examples in the promotion of their Renova Worldwide businesses.

8.10 Governmental Approval or Endorsement

Neither federal nor state regulatory agencies nor officials approve or endorse any direct selling or network marketing companies or programs. Therefore, Distributors shall not represent or imply that Renova Worldwide or its Compensation Plan has been “approved,” “endorsed” or otherwise sanctioned by any government agency.

SECTION 9-RULES AND REGULATIONS

9.1 Identification

Correct and truthful information shall be provided by each new enrolling Preferred Customer and Distributor.

9.2 Income Taxes

Every year, Renova Worldwide will provide an IRS Form-1099 MISC (Non-employee Compensation) earnings statement to each U.S. distributor who: 1) had earnings of over \$600 in the previous calendar year; or 2) made purchases during the previous calendar year in excess of \$5,000.

9.3 Product Liability Insurance Coverage

Renova Worldwide maintains insurance to protect the Company and Distributors against product liability claims. Renova Worldwide's insurance policy extends coverage to Distributors so long as they are marketing Renova Worldwide products in the regular course of their business and in accordance with Company Policies and applicable laws and regulations. Renova Worldwide's product liability policy may not extend coverage to claims or actions that arise as a result of a Distributor's misconduct in marketing the products.

9.4 International Marketing

Distributors are authorized to sell Renova Worldwide products and enroll Retail Customers, Preferred Customers, or Distributors only in countries in which Renova Worldwide is authorized to conduct business, as announced in official Company materials.

9.4.1 International Marketing Definitions

Pre-Market: Prior to the official opening of a country, permissible Distributor activity is limited to providing business cards and conducting, organizing, or participating in meetings with no more than five (5) attendees, including the Distributor. Other attendees must be personal acquaintances or acquaintances of personal acquaintances. These meetings may be held in a home or a public establishment but may not be held in a private hotel room. All cold-calling techniques (soliciting persons who are not prior personal acquaintances of the contacting Distributor) are strictly prohibited in unopened countries.

Not for Resale ("NFR"): Countries where residents of the country are allowed to import products for personal use only on a "not-for-resale" basis, but where the re-selling of those products is prohibited.

9.4.2 Authorized Countries

Renova Worldwide will maintain the list of authorized countries on their corporate website and in Distributors' Team Office.

9.5 Adherence to Laws and Ordinances

9.5.1 Local Ordinances

Many cities and counties have laws regulating certain home-based businesses. In most cases, these ordinances are not applicable to Distributors because of the nature of their business. However, Distributors must obey those laws that do apply to them. If a city or county official tells a Distributor that an ordinance applies to him or her, the Distributor shall be polite and cooperative, and immediately send a copy of the ordinance to the Renova Worldwide Compliance Department. In most cases, there are exceptions to the ordinance that may apply to Renova Worldwide Independent Distributors.

9.5.2 Compliance with Federal, State, and Local Laws

Distributors shall comply with all federal, state, and local laws and regulations in the conduct of their businesses.

SECTION 10-RETAILING AND SELLING

10.1 Commercial Outlets

Renova Worldwide strongly encourages the retailing and selling of its products through person-to-person contact. In an effort to reinforce this method of marketing and to help provide a standard of fairness for its Distributor base, Distributors may not display or sell Renova Worldwide products or literature in any retail establishment. Distributors may, however, sell Renova Worldwide products from service establishments that see customers/clients on an appointment basis only. Renova Worldwide will permit Distributors to solicit and make commercial sales upon prior written approval from the Company. The term “commercial sale” means the sale of products to a third-party who intends to resell the products to an end consumer. If approval is granted, Distributor agrees to list products at a minimum of \$10 USD above current Renova Worldwide Retail Pricing.

10.2 Trade Shows, Expositions, and Other Sales Forums

Distributors may display and/or sell Renova Worldwide products, at their own expense, at trade shows and professional expositions as long as there are no other Distributors with a display or selling products at the event. Renova Worldwide expects its Distributors to present and conduct themselves professionally in all forums of business.

10.3 Discount or Auction Websites

The use of any third-party discount or auction Internet website or web page (including, without limitation, auction sites such as Amazon or eBay) to in any way promote the sale of Renova Worldwide products, the Renova Worldwide Opportunity, or the Compensation Plan is a breach of the Agreement and may result in termination and a fine of up to \$10,000. Distributors that are found in violation of this policy are not eligible to receive a refund on any of the products purchased.

10.4 Excess Inventory Purchases

Distributors are not required to carry inventory of products or sales aids. Distributors who do so may find making retail sales and building a Team somewhat easier because of the decreased response time in fulfilling customer or new Distributor’s orders. Each Distributor must make his or her own decision regarding these matters. To ensure that Distributors are not encumbered with excess inventory that they are unable to sell, such inventory may be returned to Renova Worldwide upon the Distributor’s termination pursuant to the terms of [Section 13.2](#).

Renova Worldwide strictly prohibits the purchase of products in unreasonable amounts primarily for the purpose of qualifying for commissions, bonuses or advancement in the Compensation Plan. Distributors may not purchase more inventory than they can reasonably resell or consume in a month nor may they encourage others to do so.

10.5 Bonus Buying Prohibited

Bonus buying is strictly and absolutely prohibited. “Bonus buying” includes: (a) the enrollment of individuals or entities without the knowledge of and/or execution of a Distributor Enrollment Form by such individuals or entities; (b) the fraudulent enrollment of an individual or entity as a Distributor, Preferred Customer, or Retail Customer; or (c) the enrollment or attempted enrollment of non-existent individuals or entities as Distributors, Preferred Customer, or Retail Customers.

10.6 Repackaging and Relabeling Prohibited

Distributors may not repackage, relabel, refill or alter the labels on any Renova Worldwide products, information, materials or programs in any way. Renova Worldwide products must be sold in their original containers only. Such relabeling or repackaging would violate federal and state laws, which could result in severe criminal penalties. Distributors should also be aware that civil liability can arise when, as a consequence of the repackaging or relabeling of products, the persons using the products suffer any type of injury or their property is damaged.

SECTION 11-SALES REQUIREMENTS

11.1 Advertised Product Price

Distributors may not advertise Renova Worldwide products at a price less than the suggested minimum retail price of one (1) unit of the Renova Worldwide product. Distributors also agree that all advertising regarding the price of products will be truthful and will not contain misleading statements (e.g., “lowest price available” which infers that a Distributor is able to sell the products at a price lower than other Distributors, etc.). Any violation of this Section by a Distributor shall constitute a breach of the Agreement and may result in any of the actions set forth in [Section 14.1](#).

The Distributor must comply with the 70% Sales Rule as set forth in [Section 11.2](#).

There are no exclusive territories granted to anyone. No franchise fees are required.

11.2 Seventy-Percent (70%) Sales Rule

By placing a new product order, a Distributor is deemed to have certified that he or she has sold or consumed at least 70% of all products purchased in prior orders. Each Distributor that receives Commissions and orders additional products agrees to retain documentation that demonstrates compliance with this policy, including evidence of retail sales, for a period of at least four (4) years. A Distributor agrees to make this documentation available to the Company at the Company’s request. Failure to comply with this requirement or falsely representing the amount of product sold or consumed in order to advance in the Compensation Plan constitutes a breach of the Agreement and is grounds for termination. Furthermore, a breach of this requirement entitles the Company to recover any Commissions paid to the Distributor for any period of time during which such documentation is not maintained or for which this provision has been breached.

11.3 Sales Receipts

All Distributors must provide their retail customers with two copies of an official Renova Worldwide sales receipt at the time of the sale. These receipts set forth consumer protection rights afforded by federal or state law. Distributors must maintain all retail sales receipts for a period of four (4) years and furnish them to Renova Worldwide at the Company’s request. Records documenting a Distributor’s Retail Customer purchases will be maintained by Renova Worldwide.

Distributors must ensure that the following information is contained on each sales receipt: (1) The date of the transaction; (2) Reference to the Refund Policy and Terms of Sale; and (3) Name and address of the selling Distributor. Remember that customers must receive two copies of the sales receipt. In addition, Distributors must verbally inform the buyer of the terms of sale. (See also [Section 11.4](#).)

11.4 Retail Customer Product Returns

Distributors who purchase product at wholesale and resell to customers* are obligated to honor Renova Worldwide's Return Policy. If a customer purchases product from Distributor and desires to return the product, the customer must notify the Distributor within 30 days of purchase. Once the customer returns the product to the Distributor, a refund is to be issued to the customer for the cost of the product minus shipping. The Distributor may then follow the procedure outlined in [Section 13.1](#) *with the inclusion of copies of receipts and communications substantiating the transactions* to return the product to Renova Worldwide to be reimbursed.

*Returns of products purchased by Retail Customers through a Distributor's Replicated Website are managed by Renova Worldwide directly as outlined in [Section 13.1](#).

SECTION 12-BONUSES AND COMMISSIONS

12.1 Bonuses and Commission Qualifications

The Renova Worldwide Compensation Plan is based upon the sale of Renova Worldwide products to end consumers. Distributors must fulfill personal and team sales requirements (as well as meet other responsibilities set forth in the Agreement) to be eligible for bonuses, commissions, and advancement to higher levels of achievement. Distributors must satisfy the Personal Volume (PV) and Team Volume (TV) requirements to fulfill the requirements associated with their rank as specified in the Renova Worldwide Compensation Plan.

12.2 Payment of Bonuses and Commission

So long as a Distributor complies with the terms of the Agreement, Renova Worldwide shall pay financial distributions to such Distributor in accordance with the Compensation Plan. A Distributor agrees that he or she will not rely on existing Team Volume (TV) at the close of a commission period, as returns may cause changes to rank and/or commission payouts.

If a Distributor chooses to terminate their Renova Worldwide business contract within the first 30 days of enrollment and also chooses to return the product that they have ordered, a refund will be issued for the full amount paid less any bonuses that were issued in accordance to [Section 13.1](#).

SECTION 13-PRODUCT GUARANTEE AND RETURNS

13.1 Product Guarantee and Returns

Products purchased from Renova Worldwide are backed by a 30-day, 100% Satisfaction, Money-Back Guarantee. The original shipping costs on returned products are not refunded. If dissatisfied with purchase, consumer must:

- Obtain a Return Merchandise Authorization (RMA) number by contacting Support at (866) 217-5806 or emailing support@renovaworldwide.com. Consumers are responsible for returning product to the company within 10 business days of receipt of the RMA, or the product will not be eligible for return.
- Return the product in its original container.
- Return the Product through a traceable delivery system (e.g. UPS or USPS Priority Mail).

It is the responsibility of the party returning a product to track the shipment. The Company is not responsible for product lost or damaged during shipment.

When a product is returned for a refund, the financial distributions attributable to the returned product(s) will be deducted in the month in which the refund is given.

13.2 Inventory Returns

A Distributor who resigns (which resignation must be in writing, not emailed) may return product purchased within the last 12 months prior to resignation, subject to the 70% rule (see [Section 11.2](#)), and subject to the same provisions set forth in [Section 13.1](#). Product must be in resellable and restockable condition in order to be eligible for a refund. Any product that is expired, partially consumed, or that is within 3 months of expiration, will not be eligible for a refund. Upon compliance with all applicable requirements, a full refund, less a 10% restocking fee and shipping costs, will be issued by the Company. Allow up to twenty (20) days from the time that the product is received by the Company to receive funds.

13.3 Exceptions to the Refund Policies

Previously paid financial distributions (as described in [Section 12](#)) may be reversed or adjusted as a result of the exceptions and at the sole discretion of the Company. Any Commissions paid to the Distributor and his or her Upline for the Product returned by the Distributor or Customer may be debited from the respective Upline Distributor's account or withheld from present or future Commission payments.

13.4 Montana Residents

Montana residents may terminate their Distributor Agreement within 15 days from the date of enrollment and may return their initial order for a full refund within such time period.

SECTION 14-DISPUTE RESOLUTION AND REMEDIES

14.1 Remedies

Any breach of the Agreement, including these Policies and Procedures, or any illegal, fraudulent, deceptive or unethical business conduct by a Distributor may result, at Renova Worldwide's discretion, in one or more of the following actions:

- Issuance of a verbal or written warning or admonition;
- Issuance in writing/email directing the Distributor to take immediate corrective measures;
- Loss of rights to one or more bonus and commission checks, in whole or in part;
- The withholding from a Distributor's financial distributions (as described in [Section 12](#)) during the period that Renova Worldwide is investigating any conduct that allegedly violates the Agreement;
- Suspension of the individual's Distributor Agreement for one or more pay periods;
- Termination of the Distributor Agreement;
- Termination of any other household members/affiliates Distributor Agreement which is in association with the breaching Distributor;
- Any other measure expressly allowed by the Agreement of which Renova Worldwide deems necessary to implement and appropriate in order to provide a remedy for injuries caused partially or exclusively by the Distributor's breach; or
- The commencement of legal proceedings for monetary or equitable relief or both.

14.2 Grievances and Complaints

When a Distributor has a grievance or complaint with another Distributor regarding any practice or conduct in relationship to their respective Renova Worldwide businesses, the complaining Distributor should first report the problem to his or her Enroller, who should review the matter

and try to resolve it with the other party's upline Enroller. If the matter cannot be resolved, it must be reported in writing/email to corporate@renovaworldwide.com. Renova Worldwide will review the facts and attempt to resolve it.

14.2.1 Governing Law; Resolution of Disputes; Jurisdiction and Venue

The interpretation and enforcement of this Agreement is governed by and shall be construed and interpreted in accordance with the laws of the State of Idaho, without giving effect to conflicts of interest principles.

Except as provided for below, all disputes between the parties that in any way are connected to or that arise out of this Agreement shall be resolved by arbitration only. Unless both parties agree otherwise, arbitration shall be conducted only by and before the American Arbitration Association (the "AAA"), and only in Ada County, Idaho, pursuant to the Commercial Arbitration Rules of the AAA.

All arbitration shall be conducted by a panel of three arbitrators, with one arbitrator being selected by each party and the two arbitrators so selected jointly choosing the third arbitrator.

As a condition precedent to the filing of any claim to initiate an arbitration proceeding, the party who believes that a dispute exists, or that a breach (i.e., a default) of this Agreement has occurred, shall provide notice of the dispute or breach to the other and 15 calendar days opportunity to cure that breach or otherwise convince the complaining party that no claim is necessary. If the party giving the notice is not satisfied with the explanation or cure and believes that a dispute still exists, that party may then file an arbitration claim. The notice shall be in sufficient detail to fairly and reasonably apprise the other of each alleged dispute or default.

If either party to this Agreement believes that it will suffer irreparable damage as a result of the actions of the other party, it may seek injunctive relief, but only injunctive relief, in any state or federal court as follows:

If the party asserting the dispute or claim is the Distributor, a judicial application for injunctive relief must be filed in a state or federal court in Gem County, Idaho;

If the party asserting the dispute or the claim is Renova Worldwide, a judicial application for injunctive relief must be filed in a state or federal court in Gem County, Idaho.

Each party shall bear its own attorneys' fees and the costs and expenses charged by the AAA and its arbitrators, or by a court or both, without regard to the outcome.

An arbitration award shall contain a narrative explanation of the basis for the award, including, if appropriate, references to the applicable provisions of the Agreement, the relevant law, and conduct of the parties.

14.2.2 Louisiana Residents.

Notwithstanding the foregoing, Louisiana residents may bring an action against the Company with jurisdiction and venue as provided by Louisiana law.

SECTION 15-ORDERING

15.1 Retail Customers and Preferred Customers

Distributors are encouraged to share Renova Worldwide products with Retail and Preferred Customers. Retail and Preferred Customers purchase their products directly from Renova

Worldwide through the Distributor's replicated website or by calling Renova Worldwide and providing the Distributors name and/or Distributor ID. Renova Worldwide will send the ordered products directly to the customer. To ensure that Distributors receive the appropriate commission, Retail and Preferred Customers may not place an order without a username or ID number.

15.1.1 Retail Customers

Retail customers purchase Renova Worldwide products at retail prices. There is no order frequency requirement.

15.1.2 Preferred Customers

Preferred Customers purchase products at wholesale prices when they create a monthly autoship order. As long as Preferred Customers purchase product through an autoship order every month, they enjoy wholesale pricing. If an autoship order is not processed, their status will be changed to Retail Customer and they will no longer have access to wholesale pricing.

15.2 Receiving PV for Products Purchased

Each Distributor should purchase his or her products directly from Renova Worldwide. If a Distributor purchases product from another Distributor or any other source, the purchasing Distributor will not receive the Personal Volume that is associated with that purchase.

15.3 General Order Policies

On orders with invalid or incorrect payment, Renova Worldwide may attempt to contact the Distributor by phone and/or email to obtain another payment method. No cash-on-delivery (COD) orders will be accepted. Renova Worldwide maintains no minimum order requirements. Orders for products and sales aids may be combined.

15.4 Shipping and Back-Order Policy

Renova Worldwide will expeditiously ship any part of an order currently in stock. Consumer will receive a separate email that includes tracking information when the order is shipped. If, however, an ordered item is out of stock, it will be placed on back order and sent when Renova Worldwide receives additional inventory. Renova Worldwide will notify Distributors, Preferred Customers, and Retail Customers if items are back ordered and given an estimated shipping date.

Consumers will be charged (and Distributors and Preferred Customers given Personal Volume) on back ordered items unless notified that the product has been discontinued. Retail Customers, Preferred Customers, and Distributors may request a refund, credit on account, or replacement merchandise for discontinued items.

Back-ordered items may be canceled upon receipt of written request. If a refund is requested, the Distributor's Personal Volume will be decreased by the amount of the refund in the month in which the refund is issued.

15.5 Confirmation of Order

A Distributor and/or recipient of an order must confirm that the product received matches the product listed on the shipping invoice and is free of damage. Failure to notify Renova Worldwide of any shipping discrepancy or damage within thirty (30) days of shipment waives a recipient's right to request a correction.

SECTION 16-PAYMENT AND SHIPPING

16.1 Deposits

No monies should be paid to or accepted by a Distributor for a sale to a personal Retail Customer except at the time of product delivery. Distributors should not accept monies from Retail Customers to be held for deposit in anticipation of future deliveries.

16.2 Insufficient Funds to Place Autoship Order

Distributors are not required to maintain a monthly autoship. If Distributors choose to have an autoship, it is the responsibility of each Distributor to ensure that there are sufficient funds or credit available to cover the autoship order.

Renova Worldwide is not obligated to contact Distributors and Preferred Customers in regard to autoship orders canceled due to insufficient funds or credit. This type of order cancellation may result in a Distributor's failure to receive product or to meet his or her PV requirements for the month. Preferred Customers who fail to place a monthly autoship order will have their status changed to Retail Customer and they will no longer be able to purchase product at wholesale prices.

16.3 Sales Taxes

By virtue of its business operations, Renova Worldwide is required to charge sales taxes on all purchases made by US Distributors, Preferred Customers, and Retail Customers, and remit the taxes charged to the respective states. Accordingly, Renova Worldwide will collect and remit sales taxes on behalf of Distributors, based on the suggested retail price of the products, according to applicable tax rates in the state to which the shipment is destined. If a Distributor has submitted, and Renova Worldwide has accepted, a current Sales Tax Exemption Certificate, sales taxes will not be added to the invoice and the responsibility of collecting and remitting sales taxes to the appropriate authorities shall be on the Distributor. Exemption from the payment of sales tax is applicable only to orders that are shipped to a state for which the proper tax exemption papers have been filed and accepted. Applicable sales taxes will be charged on orders that are drop-shipped to another state. Any sales tax exemption accepted by Renova Worldwide is not retroactive.

SECTION 17-INACTIVITY AND TERMINATION

17.1 Effect of Termination

So long as a Distributor remains active and complies with the terms of the Distributor Agreement, including these Policies and Procedures, Renova Worldwide shall pay financial distributions to such Distributor in accordance with the Compensation Plan. A Distributor's financial distributions constitute the entire consideration for the Distributor's efforts in generating sales and all activities related to generating sales (including building a Team). Following a Distributor's non-renewal of his or her Distributor Agreement, termination for inactivity, or voluntary or involuntary termination of his or her Distributor Agreement (all of these methods are collectively referred to as "termination"), the former Distributor shall have no right, title, claim or interest to the Team which he or she operated, or any commission or bonus from the sales generated by the team. A Distributor whose business is terminated will permanently lose all rights as a Distributor and shall not represent himself or herself as a Renova Worldwide Independent Distributor, nor have the right to sell Renova Worldwide products.

Same Distributor shall receive commissions and bonuses only for the last full pay period he or she was active prior to termination (less any amounts withheld during an investigation preceding an involuntary termination).

17.2 Termination Due to Inactivity

A Distributor has the responsibility to lead his or her Team with the proper example in personal production of sales to end consumers. Distributors who personally generate less than 100 in Personal Volume for any pay period will not receive a commission for the sales generated through his or her Team for that pay period. If a Distributor fails to conduct any business for a period of one (1) calendar year, their Distributor Agreement will be subject to termination.

17.3 Involuntary Termination

A Distributor's breach of any of the terms of the Agreement may result in any of the actions in [Section 14.1](#), including the involuntary termination of his or her Distributor Agreement. Unless otherwise provided for in the termination notice, termination shall be effective on the date on which written notice is mailed or delivered via an express courier to the Distributor's last known address, or to his/her attorney, or when the Distributor receives actual notice of termination, whichever occurs first.

17.4 Voluntary Termination

A Distributor has the right to terminate the Agreement at any time. Termination must be submitted in writing and mailed to the Company at its mailing address: 521 E. Main St. #331, Emmett, ID 83617 or via email to corporate@renovaworldwide.com. The written/emailed notice must include the Distributor's signature, printed name, address, and Distributor Number. However, if a Distributor is not in good standing with the Company at the time Renova Worldwide receives notice of termination, the consequences of an involuntary termination may take effect (as per [Section 14](#)).

17.5 Non-Renewal

A Distributor may voluntarily terminate his or her Distributor Agreement by sending written/emailed notice within 30 days of the anniversary date. The Company may also elect not to renew a Distributor's Agreement upon the Agreement's anniversary date.

SECTION 18-DEFINITIONS

Active Distributor: A Distributor who satisfies the minimum Personal Volume (PV) requirements, as set forth in the Renova Worldwide Compensation Plan, to ensure that he or she is eligible to receive bonuses and commissions.

Agreement: The contract between the Company and each Distributor includes the Distributor Enrollment Form, the Renova Worldwide Policies and Procedures, and the Renova Worldwide Compensation Plan, all in their current form, collectively referred to as the "Agreement."

Breach: "Breach," "Default," and "Violation" mean an actual or alleged transgression or violation of any part of the Agreement.

Business Center: Upon enrollment, a Distributor acquires a Business Center (BC) for a \$25 fee which includes a Replicated Website, Online Team Office, and Wholesale Pricing.

Commissionable Products: All Renova Worldwide products on which financial distributions are paid. Sales aids are not commissionable products.

Company: The term “Company” as it is used throughout the Agreement means Renova Worldwide™.

Commission Week: Commission Week begins on Sunday 12:00 a.m. and runs through Saturday 11:59:59 p.m. Mountain Time. Weekly Bonuses, if earned, are released to Distributor’s PayHub in the Team Office on the following Friday.

Commission Month: Commission Month begins the 1st day of the Calendar Month and ends the last day of the Calendar Month. Distributors are paid monthly Commissions and Bonuses by the 10th day of the following month.

Compression: Compression skips any Distributor who does not meet the qualification to earn Commissions or Bonuses and seeks the next upline Distributor who does meet the qualification.

End Consumer: A person who purchases Renova Worldwide products for the sole purpose of personal consumption which includes Retail and Preferred Customers and some Distributors.

Enroller: An Enroller is a Distributor who directly enrolls a new Distributor or Preferred Customer into Renova Worldwide. The Enroller may “place” the new Distributor under another Distributor in the Enroller’s Team. The person under whom the new Distributor is placed is referred to as the “Placement Distributor.” See the definition of “Placement Enroller” below.

Fast Start Bonus: A Bonus calculated on the PV of the initial Fast Start Order of all newly-enrolled Distributors during the prior week.

Fast Start Pack: Discounted packs of products offered to a new Distributor upon Enrollment.

Immediate Household: Heads of household and dependent family members residing in the same house.

Level: Distributors are at the top of their Unilevel team. Distributors and Preferred Customers (Team Members) placed directly under them are on their First Level. Team Members placed under Team Members on their First Level are considered Second Level to the Distributor at the top, etc.

Line: Each one of the individuals enrolled immediately underneath a Distributor and their respective Teams represent one “line” in the Distributor’s Team.

Membership Fee: The \$25 Membership Fee includes a Replicated Website, an Online Team Office, and Wholesale Pricing.

Personal Volume (PV): (1) A Point Value assigned to each product upon which commissions are paid. (2) The sum total of the sales PV sold through a Distributor’s Business Center in a calendar month, (a) to the Distributor for personal consumption and (b) to the Distributor’s Preferred and Retail Customers.

Placement Enroller: A Distributor under whom an Enroller places a new, Personally-Enrolled Distributor.

Preferred Customer: A customer who has completed a Renova Worldwide Enrollment Form and purchases products at Wholesale prices on a recurring monthly basis.

Rank: The “title” that a Distributor has achieved pursuant to certain qualifying criteria identified in the Renova Worldwide Compensation Plan.

Renova Worldwide Material: Literature, audio or video files, and other materials developed, printed, published and distributed by Renova Worldwide to Distributors.

Retail Customer: A customer who purchases products from a Distributor or directly from a Distributor’s Replicated Renova Worldwide website at retail prices and who is not a Preferred Customer or a Distributor.

Retail Profit: The difference between the wholesale price of products and the retail price a Distributor receives for products when they are resold.

Roll-Up: The method by which a vacancy is filled in a Team left by a Distributor whose Distributor Agreement has been voluntarily or involuntarily terminated.

Suggested Retail Price (SRP): The price at which Renova Worldwide suggests Distributors sell a particular product or materials to Retail Customers.

Team (Team Members): The network of Personally-Enrolled Distributors, Preferred Customers, Retail Customers, and the Distributors and Preferred Customers who have been placed in your organization pursuant to the Agreement. Any similar reference is only used for simplicity purposes.

Team Activity Report: Renova Worldwide makes available a series of reports that provide critical data relating to the identities of Distributors, sales information, and enrollment activity of each Distributor’s Team. These reports contain confidential and proprietary information, regarded as such by Renova Worldwide and Renova Independent Distributors.

Team Volume (TV): The commissionable value of Renova Worldwide products generated by a Distributor’s Team, including the Distributor’s Personal Volume (PV).

Termination: The termination of a Distributor’s business. Termination may be either voluntary or involuntary through non-renewal or inactivity.

Upline: The Distributors above a particular Distributor in a Placement line up to the Company. Conversely stated, it is the line of Placements that links a Distributor to the Company.

Wholesale Price (Wholesale): The price of the products paid to the Company by Distributors and Preferred Customers.