

Customer Agreement Terms and Conditions

(please read carefully)

The Preferred Customer Backup Order Agreement

If I am enrolling as a Preferred Customer, I agree to purchase products totalling at least the specified Base Point value (35 or 75) which I selected in Section 6 on the front of this Agreement. I also agree to pay any and all applicable freight charges and local taxes. By enrolling as a Preferred Customer, I authorize Melaleuca to ship the Backup Order designated in this Agreement for any calendar month in which my product orders do not equal or exceed the Base Point total designated in the Backup Order selected in this Agreement. Melaleuca will not ship a Backup Order for any calendar month in which I place product orders with Base Points equaling or exceeding the amount I have selected. Melaleuca is under no obligation to ship any products if the authorized accounts have been overdrawn or closed.

Select Pack Backup Order Substitutions

In the event that any product I have selected on the Select Pack form below becomes unavailable, or if the Base Points for any products I have selected are reduced, I authorize Melaleuca to substitute another product or products of equal or greater value to ensure that I meet my Base Point commitment. I further authorize Melaleuca to charge my account for any price difference for the substituted product(s). If I am not satisfied with the substitute product(s), I may return it for an exchange and authorize Melaleuca to credit or charge my account for any price difference.

Payment Authorization

I authorize Melaleuca to withdraw payment for orders I place directly and for my Backup Order from my credit card or bank account as specified on the front of this Agreement. Melaleuca is authorized to withdraw payment equal only to the amount of the price of the products that I order, plus applicable sales tax and shipping, or the price of the Backup Order I have selected (plus additional amounts for substitute products if selected products become unavailable) plus applicable sales tax and shipping. I agree to pay a \$10.00 service fee in the event a check or charge is dishonored for any reason. After my account has been charged by my financial institution, I have the right to have the amount of any erroneous withdrawal immediately deposited to my account by my financial institution up to 15 days following issuance of my bank statement or 45 days after posting. I will hold Melaleuca, Inc. harmless for all special or consequential damages, whether direct or indirect, resulting from any wrongful debit to my account.

Convenience Certificate Redemption

Customers are encouraged to redeem product certificates promptly. If a Customer has a product certificate that remains unredeemed for more than six months after its date of issuance, Melaleuca will make an attempt to locate the Customer to remind him/her that he/she is holding an unredeemed product certificate, and will continue to make such attempt on a monthly basis. Melaleuca will charge \$10 U.S./\$15 CDN against the product certificate for each month's notification.

Changes

To change Backup Order selections, quantities, method of payment, or the authorized amount, a new Customer Agreement must be submitted to Melaleuca. If more than one Customer Agreement has been submitted, the most recent agreement will supersede all previous agreements. Melaleuca reserves the right to substitute products and/or change prices or Base Point allocations without notice. Substitutions on Select Packs will only occur if selected products become unavailable.

Enrollment Fee

The cost to enroll as a Customer is \$25.00 (plus applicable sales tax). I will receive a Melaleuca Portfolio and a subscription to Melaleuca's monthly catalogs to keep me updated on products and the latest in health and wellness as long as I remain an active Customer. If I enroll as a Melaleuca

Marketing Executive, the \$29.00 (plus applicable sales tax) for my Business Kit will include the Customer enrollment fee and the above items at no additional cost.

Renewal Fee For Preferred Customers

If I have enrolled as a Preferred Customer, I authorize Melaleuca to charge my account a total of \$12.00 (plus applicable sales tax) on an annual basis for the purpose of automatically renewing my Customer Agreement. This \$12.00 renewal fee also covers the annual renewal of my Independent Marketing Executive Agreement.

Cancellation Provision

I may cancel this Agreement for any reason at any time by giving written notice to Melaleuca bearing my original signature, printed name, address and Customer Number. Written cancellations will be effective upon receipt by Melaleuca. Cancellation notices must be mailed to: Melaleuca, Inc., 3910 S. Yellowstone Hwy., Idaho Falls, ID 83402-6003. Faxed cancellations cannot be accepted.

Term

This Customer Agreement will remain in effect until I: (1) Elect to alter or change my customer status with Melaleuca by submitting a new signed Customer Agreement, or (2) Cancel this Customer Agreement pursuant to the preceding paragraph.

100% Satisfaction Guarantee

If I am not completely satisfied with any product I purchase from Melaleuca, Melaleuca will replace it without charge or credit my account for the total purchase price of the product, or upon my written request, refund the total purchase price provided I return the unused portion of the product to Melaleuca, together with a copy of the invoice, within 60 days of the date of purchase.

Arbitration

All claims or disputes of any nature between current or former Preferred or Direct Customers and Melaleuca (or its officers or employees), if not resolved by mutual agreement, shall be resolved by binding arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules. Such arbitration shall take place in Bonneville County, Idaho and the laws of the State of Idaho shall govern. The arbitration shall be conducted by three (3) arbitrators, one appointed by each of the two parties, and the third appointed by the two party appointees. Discovery shall be permitted in such arbitration and shall be conducted in accordance with the Federal Rules of Civil Procedure and the local rules of the District of Idaho. The prevailing party in any proceeding between a Customer and Melaleuca (or its officers or employees) shall be entitled to an award of attorneys' fees and costs.

Melaleuca Advantage Rewards

Only 35, 39 or 75 Base Point Preferred Customers are eligible to participate in the Melaleuca Advantage Rewards program. Advantage dollars can only be used toward the purchase of Base Point products. No Base Points will be given for products purchased with Advantage dollars or as part of an Advantage order. At the time of cancellation or discontinuation of their preferred status, customers will forfeit all Advantage dollars in their account. Advantage dollars may only be redeemed after placing a minimum Base Point order for the calendar month, in conjunction with another order, and in amounts of no less than 20 Advantage dollars. Shipping & handling for all Advantage orders is \$1 plus 4%. Advantage dollars cannot be used towards the payment of sales tax, and shipping & handling. Applicable taxes may be assessed. Melaleuca reserves the right to discontinue the Advantage program without notice at any time. Credit for returned product purchased with Advantage dollars or as part of an Advantage order will only be given in Advantage dollars for future redemption.

“Select Pack” The Preferred Customer Backup Order you create with the products you want most!

Customer Name		Social Security Number	

BASE POINT COMMITMENT: (Your Select Pack Base Points must equal or exceed the commitment level selected below).

(Select One)	
<input type="checkbox"/> 35	Checking this commitment level entitles you to purchase any combination of Melaleuca, Vitality for Life or Nicole Miller Skin Care products at Preferred Customer prices on your Select Pack.
<input type="checkbox"/> 75	You will be sent the Select Pack Backup Order listed below any month that your total product purchases do not equal or exceed 35 or 75 Base Points.)
Note: You may change the items selected below at any time by contacting Melaleuca. Changes to your Base Point commitment require you to sign and submit a new Customer Agreement.	

Select Pack CONTENTS: Specials, discounted products or packs, and promotions are not available as Select Pack items. If a special or promotion is selected you will receive the product at full price with full base points.

Stock #	Qty.	Item Description	Unit Base Points	Total Base Points	Unit Price	Total Price
Shipping and handling plus applicable sales tax will be added to your order and reflected on the printed invoice included.			TOTAL BP		TOTAL PRICE	

If you have completed the “Select Pack” portion of this form, please remember to fax both sides of this document.

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iGlide.net Important Information

The cost for the iGlide.net enrollment CD-ROM will be charged to your primary form of payment listed. Additional CD-ROMs may be purchased through Melaleuca. Customers may also enroll free online at www.iGlide.net.

For each customer who signs up using your Referral Number,* you will receive one month's credit toward free internet service. The free internet credit is valid only if the new customer continues with iGlide.net service for 6 consecutive months. Only active Melaleuca Preferred Customers are eligible to earn credits.

Within one calendar month following the month of enrollment, referral credits for iGlide.net internet service will automatically be given to the Melaleuca Enroller. After the month following the month of enrollment, any Preferred Customer may receive credit.

Preferred Customers must pay for the first month of internet service. Credit for free internet service may be used beginning with the second month of service. iGlide.net accepts any major credit card.

You are not considered enrolled in iGlide.net until you have agreed to the iGlide.net terms and conditions found on the CD ROM or on the website, and you have paid for your first month of service. Additional terms and conditions may apply, see details on CD ROM or online at www.iGlide.net.

* Your referral number is your Melaleuca ID number.