

Order Form

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Today's Date (DD / MM / YYYY)

1. DISTRIBUTOR INFORMATION

		MY
Name (as I.C)		Member ID
Phone Number		<input type="checkbox"/> Package Order <input type="checkbox"/> Purchase Order

Order	<input type="checkbox"/> Counter <input type="checkbox"/> Online <input type="checkbox"/> Phone <input type="checkbox"/> Fax
Payment	<input type="checkbox"/> Cash <input type="checkbox"/> Bank Deposit <input type="checkbox"/> Merchant <input type="checkbox"/> E-Wallet <input type="checkbox"/> Other

Ship To	Name:	Phone:
	Address:	
	City/Prov.:	
	State:	Zip/Postal Code:

2. PRODUCTS SPECIFIED

Code	Product Description	Unit	Retail	Distributor Member	BV	Qty	Amount	
SM-101	ImmNuPlus Susu tepung skim (30g*30/box)	BOX	RM 405	RM 368	60			
SM-111	ImmNuPlus Susu tepung skim (3boxes/CTN)	CTN	RM 1,215	RM 1,100	180			
SM-102	VigorPlus Flavoured drink (20g*33/box)	BOX	RM 316	RM 288	45			
SM-112	VigorPlus Flavoured drink (2boxes/CTN)	CTN	RM 632	RM 576	90			
							Total :	

3. PAYMENT INFORMATION

<input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD	EXPIRY DATE: ____/____/____	Verification Code (Last 3 digit at the back of card): ____
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Credit Card Number
I hereby agree and authorize STOLLE(M) Sdn. Bhd. to monthly auto-debit my credit card for the above order.

Name on Card: _____

New IC No.: _____ **Signature of Card Holder:** _____

Note : STOLLE(M) reserves the right to cancel your order if your card is declined.
For any card that is declined for 2 consecutive months then your product order will be permanently deleted.
You must advise STOLLE of any changes to your credit card information.

I clearly understand and agree that this authorization is governed by terms and conditions.

APPLICANT'S SIGNATURE

DATE

Please complete a new form for any changes of card information, address and payment method.

Note :

1. Direct shipping, if total price is under RM 300 in your order, you need to pay RM 12 Delivery Fee additionally.
2. If you find any defective products, please change them within 30 days in the place of your order, overdue will not be accepted.
The products must be stored in a cool, ventilated place, do not place in a humid place.
3. This contract is subject to a cooling-off period of ten working days.
Kontrak ini adalah tertakluk kepada tempoh bertenang selama sepuluh hari kerja.

4. OFFICE USE

Received by: _____

Date: _____

AutoShip Order

		/			/	2	0		
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Today's Date (DD / MM / YYYY)

1. DISTRIBUTOR INFORMATION

	MY
Name (as I.C)	Distributor ID Number

	<input type="checkbox"/> New Order <input type="checkbox"/> Change Request <input type="checkbox"/> Termination
Phone Number	

Payment	<input type="checkbox"/> E-Wallet <input type="checkbox"/> Bank Deposit <input type="checkbox"/> Credit Card		
Ship To	Name:	Phone:	
	Address:		
	City/Prov.:		Zip/Postal Code:
	State:		

2. PRODUCTS SPECIFIED

Code	Product Description	Unit	Retail	Distributor Member	BV	Qty	Amount
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SM-112	VigorPlus Flavoured drink (2boxes/CTN)	CTN	RM 632	RM 576	90		
Total :							

Note :

- For the first time to sign the automatic order or change the debit method, you must fill in the "Automatic Transfer Payment Authorization".
- The products and quantity can be combined and matched according to the needs. All the main products of the company can be included in the purchase. The minimum agreed amount must not be lower than 60 BV.
- If the order product and quantity, delivery options, and data items are changed, the change order will be sent by the person, by phone, by post or by fax to the company, and will take effect after 30 days.
- Monthly delivery date, cannot be changed according to the original application date.
- The "Automatic Transfer Payment Authorization" must be sent to the bank for review. It will take effect after the approval of the bank.

I clearly understand and agree that this authorization is governed by terms and conditions.

APPLICANT'S SIGNATURE

DATE

Please complete a new form for any changes of card information, address and payment method.

3. OFFICE USE

Received by: _____

Date: _____

Stolle Membership Agreement

All members are expected to maintain the highest standards of integrity, honesty, and responsibility in dealing with the company, consumers and other members. Members must present Stolle products in a truthful and sincere manner and uphold the Company's reputation from damages and any unfavourable repercussions.

1. Promotion of Stolle Business

- 1.1 All members are obliged to promote and sell Stolle products to end consumers. The selling of Stolle products for profit only is prohibited.
- 1.2 The display of and sale of Stolle products in retail outlets, service establishments, private properties, offices, restaurants, event halls, exhibitions, promotional booths, vehicles (including aircraft) and any other public places is strictly prohibited. Members are also not allowed to offer, encourage or persuade others to display or sell Stolle product at the above mentioned properties.
- 1.3 All members must protect the Stolle trademarks and trade name and obtain the company's written permission prior to use in any advertisement (including but not limited to) on internet, literatures other than company-published, logos, images, and other marketing promotional devices. The display of Stolle trademarks and trade name on a business signage, outside of a building, private properties and vehicles (including aircraft) is against Stolle Member Rules and Regulations.
- 1.4 All business activities including the selling of products and marketing plans must be presented in compliance with Stolle's official plans as such and also in compliance with Stolle's membership agreement.
- 1.5 Members are not allowed to advertise company products using mass communication medias which include news channels, written articles, radio and television channels, internet and other public channels as such. Without prior permission from the company, members are prohibited to represent the company in terms of promotional activities such as interviews, news coverage or other public forums.
- 1.6 Members are not allowed to copy or set up Stolle websites for their own use, i.e. for selling products or recruiting members.
- 1.7 Members may share Stolle's links on their personal websites with condition that their websites do not contain any trademarks, trade name, company product, business contents and photos of Stolle's staff. The company

introduction and member's activities with the company can be shared by members via their personal websites and social media networks such as forums, blogs, Wiki, Facebook, Twitter, Flickr, etc... So long as the information regarding the Stolle business and products shared is not constituted as the main contents of their website.

- 1.8 Members are not allowed to print their own materials which include leaflets, brochures, catalogues, banners and other printed materials for their business purposes.
- 1.9 The registration of phone numbers which correspond to letters that form the Stolle name is forbidden.

2. Purchasing with the Company

The company's products can only be purchase through the official website. All orders submitted to the company through the website must be accompanied by a credit card, debit card, or such other methods as may be acceptable to the company. Members must understand that all orders placed are subject to acceptance by the company and the terms of this agreement.

3. Member's Self- Responsibilities

- 3.1 Members are not allowed to be part of a joint venture, franchisee, partner, agent or employee of the company. Members have no power or authority to incur any debt, obligation or liability on behalf of the company.
- 3.2 Members, as self-employed independent contractors, are responsible for operating their own business, making their own decisions with regard to buying and selling products available through the company in using their own account.
- 3.3 The company shall bear no legal responsibility for the actions taken by members. Furthermore, both the company and its members must acknowledge that members are not employee of the company hence will not be treated as employees with respect to their agreement for local tax purposes, or otherwise.
- 3.4 Members will be responsible for payment of any self-employment and other income taxes where applicable. It will be Members' sole responsibility to account for such income on his/her individual income tax returns.

4. Changes Made by Company

- 4.1 The Company may implement changes at any point in time with regards to:
- A. Contest rules and active status requirements.
 - B. Retail prices and shipping and transportation charges.
 - C. Standard discounts and commission schedules.
- * Members will be notified by postings on the company's website.

5. Investigation of Member Activities

The Company reserves the right to investigate all members' activities. Members are required to fully cooperate during the investigation process.

6. Dispute Resolution

- 6.1 In a case where there is a dispute between members, the company encourages both parties to seek support and assistance from sponsor to resolve the dispute. If the dispute is still unresolved, the parties concerned may write to the company to request for arbitration settlement.
- 6.2 In the event that the dispute case is unresolved by the company, the parties concerned may bring the case to a court of law for arbitration decision. The arbitration award shall be final and binding. Malaysia Arbitration Act shall govern the interpretation and enforcement of the arbitration rules and arbitration proceedings. Parties are expected to cooperate fully with the Dispute Resolution Procedures during the arbitration process, e.g. providing all necessary facts and material evidences.

7. Termination of Agreement

Members may terminate the Agreement at any time and for any reason by giving thirty (30) days written notice to the company. The company may also terminate any membership without prior notice and with immediate effect as a result of breach of any of the provisions herein. In determining what actions to take in the event of breach of the Agreement, the company may consider without limitation the nature and severity of the breach. If members do not agree with the action taken by the company, supporting evidence may be submitted to appeal for the company to decide.

8. Direct Sales Code of Conduct

You are expected to conduct your business in accordance to the rules stipulated in the Direct Sales Code of Conduct and the Direct Sales Contract.

Code of Ethics

In order to establish a respectful business culture and to ensure fair and honest business activities among members, Stolle (M) Sdn. Bhd., hereafter stated as the "Company", sets forth the Code of Ethics, and hereby requests all members to follow through accordingly.

All Members are subject to compliance of the Code of Ethics. This is an inevitable process to prevent any unwanted disadvantages, and to encourage long-term growth of business based on mutual trust and respect between members. Hence, there will be strict enforcement of various penalties in violation of the following Code of Ethics, depending on severity of breach.

1. False/Illegal/Duplicate Registration

- 1.1 This offence includes registering a person without his/her consent, registering false information, or duplicate registration of one person and/or spouses being registered together which is against the company's membership registration rules. A person and/or spouse are only eligible for one Stolle membership ID. Memberships will be terminated immediately upon confirmation of this breach.

2. False/Exaggerated Advertisement

- 2.1 The company forbids members to mislead other people by providing false or exaggerated information about the company. Members shall not mislead anyone with false information regarding the company's products, marketing plans, product quality, price, etc.
- 2.2 In the event the Company receives any complaint from the public or the Malaysian Government, the individual Member will be held solely responsible to remedy the complaints and to indemnify the Company of any loss or damage due to the complaint. In more serious cases the Company reserves its right temporary freeze the individual Member's account or permanent termination of the individual Member's account.

3. Personal Websites and Promotional Material Regulation

- 3.1 The company forbids members to sell Stolle products through personal websites (bidding sites, blog, homepage, café, etc.) and/or internet shopping malls and other portal sites. It is also illegal to use the company logo and/or

name on personal websites or business tools/materials without the company's consent.

4. Voluntary Product Regulation

- 4.1 Members are prohibited from forcing their down-lines or consumers to purchase products. There should not be any sort of monetary/materialistic dealings for the purpose of membership registration or withdrawal, and unreasonable purchasing or unwanted selling of products for reasons other than pure consumption. The practice of “product hoarding” is disallowed.

5. Product Packaging Violation

- 5.1 Changing of Stolle’s original product packaging and labels is prohibited.
- 5.2 Members are not allowed to remove, add or change any contents in the set/package.

6. Inducing Sponsor Line Changes

- 6.1 The company strictly prohibits recruiting between lines, abnormal changes of sponsors and/or affiliated centers, and any other personal connection based dealings which destroy mutual trust between members.

7. Monetary and Product Exchange

- 7.1 The company strictly prohibits monetary or product dealings between members which involve the illicit use of credit cards or financial dealings. These dealings include joining fees, education/training fees, selling of starter kits/business tools, etc. Members shall not enter into transactions that are unauthorized by the company.

8. Maintenance of Members' Dignity

- 8.1 Unethical behaviour of Stolle members, such as personal issues between members, violence, reckless slandering and defaming of other members that damage their character are forbidden by the company.

9. No Abuse of Power Against Member

- 9.1 Members are not allowed to abuse their power against other members or partners with their position level in the Stolle business. Forcing members to make any form of contribution or to do things that the members may feel uncomfortable about is strictly prohibited.

10. No Abusive or Inappropriate Language

- 10.1 Members are not allowed to use abusive or inappropriate language against other members or customers.

11. Information Sharing to Prospective Members

- 11.1 Members should not email or send mail to any persons should they opt not to receive information about company or products.

12. Responsibilities of a Sponsor

- 12.1 A sponsor should maintain contact, provide training, give guidance, and encouragement to all down-line members. It is the responsibility of a sponsor to ensure that the business activities conducted by down-lines are in accordance with Stolle's rules and regulations, local laws, ordinances, and regulations. If any disputes arise between customer and down-lines, a sponsor should help by intervening and resolving promptly and amicably.

13. Participating in Other MLM Business

- 13.1 Members who have achieved certain level of distributorship are forbidden to participate in other MLM businesses. Members are also banned from recommending other MLM companies, advertising or selling other MLM products to existing Stolle members or customers. Membership will be terminated if such activities are ascertained.

14. Protection of Personal Information

- 14.1 Members must thoroughly protect the personal information of other members and consumers and/or keep confidential other member's and consumers' information collected through Stolle business, and may not use, copy, store, or disclose their information without the individual's prior consent.

15. Obeying Laws and Regulations

- 15.1 Stolle members must fully understand and adhere to the relevant laws concerning their business, as well as the company's regulations. Rules and regulations will be in accordance within the jurisdiction provided by the respective company.
- 15.2 The above mentioned Code of Ethics must be obeyed in order to protect the members' business and for long-term growth of all parties involved. The company has the right to impose penalties on any member in violation of

these regulations, such as suspension or termination of membership, depending on severity of violation.

- 15.3 In addition, all connection with the company will cease upon termination of membership, and terminated member is not allowed to continue practice of business as member of the company.

16. Politics

- 16.1 STOLLE MALAYSIA is an apolitical organisation and it is not linked to any political party locally or overseas.
- 16.2 STOLLE MALAYSIA Members shall not use the name Stolle to participate in any local or overseas political activities.
- 16.3 STOLLE MALAYSIA Members shall not represent STOLLE MALAYSIA to support any local or overseas political party.

17. Religion

- 17.1 STOLLE MALAYSIA is a non-religious organisation. It recruits members from all faiths and does not promote any religion whatsoever.
- 17.2 STOLLE MALAYSIA Members shall not use the name Stolle to participate in any local or overseas religious activities.
- 17.3 STOLLE MALAYSIA Members shall not represent as STOLLE MALAYSIA to support any local or overseas religious activities.

General Terms and Conditions

The purpose of this agreement is to establish a business relationship between Stolle (M) Sdn. Bhd. ("the Company") and Members (including "distributors" and "consumers") by observing the mutual understanding of rules in selling the goods of the company.

All matters regarding the member administration of the company shall follow these Terms and Conditions. These rules and regulations shall be applicable to all Members.

1. Qualification for Membership

- 1.1 Anyone can register as a member regardless of age, gender, education, race, religion, or status. However, subject to the following instructions:
- A. A person is restricted from joining a multi-level marketing in accordance with Malaysia laws and regulations.

- B. Officers and Employees of the company and its subsidiaries.
- C. Persons are under 18 years of age.

Failure to observe the restriction by the registrant, the company may cancel the membership immediately and will have no obligation whatsoever.

2. Registration Process

- 2.1 Successful membership enrolment will only take effect upon the company's review of all the information and documents provided by the registrant.
- A. All members must use their legal name and IC number for registration purpose.
 - B. Member must provide document such as MyKad or MyPR card as required by company.
 - C. Member must certify that all of the information provided is complete and accurate, including the information of the sponsoring member.

The company reserves the right to review for any duration after registration. Access to website after registration does not warrant acceptance by the Company. Once the membership registered, members are not allowed to make any changes to their name and IC/PR card number.

3. Membership Duration

- 3.1 An initial duration of membership period begins from the date of the approved registration and continues until the last day of the twelve (12) month. If a member has records of purchase during this period, the membership will be extended for twelve (12) months, from the month member has made purchase.

4. Termination of Membership and Re-joining

- 4.1 Members may withdraw their membership at any point in time and for any reason whatsoever. Membership will be withdrawn upon receipt and verification of the completed termination form from member. Re-joining can only be considered one year after the withdrawal from the termination date.
- 4.2 The company reserves the right to terminate or impose a penalty on members who have infringed any one of the rules as per Atomy membership agreement and the Malaysian government rules or MLM membership.
- **For rejected memberships, members may file an appeal within 7 days, however, decision by the company will be deemed final thereafter.**

5. Changes to Contact and Bank Account Details

- 5.1 Members must inform the company if there are any changes to their bank account and contact details. The company will not bear any responsibility if members fail to receive commission or any other notices.

6. Inheritance

- 6.1 Upon the death of a member, the member's interest may be passed on to their spouse, children or designated family members as such, subject to acceptance of company, company's Rules and Regulations and Malaysia government laws and regulations.

TERMS AND CONDITIONS: Stolle (M) Sdn. Bhd., (herein, "STOLLE") is a direct selling company organized under the laws of Malaysia. The products and services it supplies are Stolle's Series and go Join series of natural health products, and such other products or services as STOLLE may market from time to time (the "Products"). Sales of these Products are made by independent distributors.

I understand that I am contracting with STOLLE MALAYSIA for the purchase of its products as described herein, and upon acceptance of the Agreement (as defined hereinafter) by STOLLE and in consideration of STOLLE granting to me the non-exclusive right and privilege to purchase and resell STOLLE Products and promote the STOLLE business opportunity, I (including any co-applicant) hereby agree to the following terms and conditions):

1. I have carefully read and agree to comply with the Policies and Procedures and the Compensation Plan, both of which are incorporated into and made a part of these Terms and Conditions (these three documents shall be collectively referred to as the "Agreement").
2. I understand that I must not be in violation of the Agreement to be eligible for bonuses or commissions from STOLLE.
3. My rights as a Distributor are set forth in the Agreement.
4. I agree to present the Compensation Plan and Products and services as required in the Policies and Procedures.
5. I agree that as a STOLLE Distributor, I am an independent contractor and the term of this Agreement is one year.
6. I may return or exchange product according to the policies set forth in Appendix A of the Policies and Procedures.

7. The parties consent to jurisdiction and venue before any competent court in Kuala Lumpur, for purposes of enforcing an award by an arbitrator or any other matter not subject to arbitration.
8. This Agreement will be governed by and construed in accordance with the laws of Malaysia
9. You may cancel this Agreement within 10 business days after the day it was concluded.
Please see Annexure 1.
10. For every purchase of Product made by a Distributor, STOLLE will issue a sales receipt which shall contain the following information:
 - A. detailed description of the Products sold;
 - B. the total amount to be paid or provided by the Distributor, or if amount is not ascertainable at the time the contract is made, the manner in which it is to be calculated;
 - C. the time, place and method for payment to be made;
 - D. the time and place for delivery of Products; and
 - E. a notice in such form as may be prescribed informing the Distributor of his right to rescind the contract before the cooling off period. The rescission notice should substantially be in the form as set out in Annexure 1.
 - F. A sample of the notice is attached below for your ease of reference.
11. A faxed copy of the Agreement shall be treated as an original in all respects.

ANNEXURE 1
NOTICE OF RIGHT OF RESCISSION
BEFORE THE EXPIRY OF THE COOLING-OFF PERIOD

Take notice that you have the right to rescind the contract before the expiry of the cooling-off period, that is, before the end of the period of 10 working days commencing on the day after the date of the making of this contract by giving a notice in writing in the Form as set out in Part II below.

Date:

Signed:

Name:

Address:

(Please Detach Here)

PART II

Take notice that I _____ of

_____ hereby rescind the contract made by me on the _____ day of _____, 20__ to become a distributor of Stolle /or to purchase Stolle products. (insert concise description of the goods):

Dated this _____ day of __, 20__.

(Insert signature, name, and address of prospective Distributor)

APPENDIX A—RETURN POLICIES—MALAYSIA

A. Return Procedure

Every Distributor, or online or Preferred Customer, as the case may be, must comply with the following procedures when returning Products for a replacement, exchange, or refund.

- A.1 Contact Customer Service by submitting a ticket through the Distributor's JOffice or calling Customer Service at 60-3-7729-8101 to obtain a Return Merchandise Authorization (RMA) number prior to returning the Product.
- A.2 Pack and ship the Products to Stolle. Proper shipping carton(s) and packing material are to be used and the best and most economical means of shipping is suggested. Any package received without the RMA clearly visible on the package exterior may be refused.

B. Retail Customer Returns

- B.1 **Guarantee.** Stolle offers a thirty (30) day, one hundred percent (100%) unconditional money back guarantee on Products sold to all Retail Customers. Each Stolle Distributor shall extend this guarantee to their Retail Customers for sales made directly to their Retail Customer (face-to-face and not online).
- B.2 **10-Day Cooling-Off Period.** Your Retail Customer has the right to cancel the order without penalty within 10 working days of the transaction. This law covers sales made in the home and or temporary locations. For such direct sales, the Distributor shall complete three (3) copies of an official Stolle sales receipt and provide two (2) to the Retail Customer before concluding the transaction (one (1) for the Customer to send to the Distributor if she cancels the sale). The sales receipt should be dated and show the Distributor's name and address. The sales receipt must be in the same language that is used in the sales presentation. The following cancellation notice appears on the sales receipt and must be given verbally by the Distributor when making a retail sale to a Retail Customer. The Distributor must comply with its terms:

NOTICE OF CANCELLATION

Date of transaction: / /

You may CANCEL this transaction, without any penalty or obligation, within TEN WORKING DAYS from the above date.

If you cancel, any payments made by you under the sale will be returned within TEN WORKING DAYS following receipt by the seller of your Cancellation Notice. If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale, or you may,

if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk.

If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this Cancellation Notice or any other written notice, to:

[Name of seller]:

[Seller's address]

NOT LATER THAN 10 WORKING DAYS FROM THE DATE OF THE SALE [insert date]
. I HEREBY CANCEL THIS TRANSACTION.

(Date)

(Customer signature)

B.3 Procedures for Refund.

B.3.1. Submit to Stolle a copy of the Retail Receipt used for the purchase and the Retail Customer's notice of cancellation. It must be completed and the refund portion must be signed by the

Retail Customer.

B.3.2. Return the Product to Stolle within fifteen (15) days of receiving the Products from their Retail Customer.

B.4 **Costs.** Stolle will pay the cost of shipping replacement Product(s) to the Distributor.

B.5 **Compliance.** Stolle will not replace the Product to the Distributor for such retail sales by him/her if these policies are not followed.

C. Returns for Online Sales Made to All Customers and Distributors

C.1 **Guarantee.** Stolle offers an unconditional thirty (30) day money back guarantee for the initial Product order and Starter Kit to Distributors and Customers. If for any reason they are dissatisfied with any Stolle Product, he/she may return the Product to Stolle within thirty (30) days for a replacement, exchange or full refund of the purchase price (less shipping).

C.2 Procedures for Refund.

C.2.1. The Distributor on whose account the sale was made must pay the shipping costs for returning the Product;

C.2.2. The Product must be received by Stolle within ten (10) calendar days from the date the RMA is issued.

C.2.3. Orders made after thirty (30) days are subject to D.1 and D.2

D. Resignation Returns and Refunds

When terminating the Agreement, a Distributor may return Currently Marketable Product for a refund

If purchased within six (6) months prior to the request for refund.

D.1 **“Currently Marketable”** means that the Products to be returned are in a resalable condition. Additionally, excluded from Currently Marketable Products are those Products whose commercially reasonable shelf life period has passed as well as Products for which Stolle disclosed prior to purchase as being seasonal, discontinued, or special promotion Products and not subject to the repurchase obligation.

D.2 **Restocking Fee.** A ten percent (10%) restocking fee shall be charged for authorized returns. The refund amount shall be ninety percent (90%) of

the original net purchase price.

D.3 Shipping Costs. The Distributor shall assume the costs of returning the Products to Stolle. The shipping and handling charges incurred by the Distributor when the Products were purchased will not be refunded.

D.4 Non-Compliance. In the event that the returned Products do not meet the conditions for return, such merchandise will be held for up to thirty (30) days, during which time the Distributor should comply with the return procedures in order to receive the refund. If after the thirty (30) days the conditions have not been met or a return has not been requested, Stolle may destroy such inventory without further compensation to that Distributor.

D.5 Resignation. Any request for refund of Products shall be deemed a voluntary resignation of the Agreement.

E. Refusal of Delivery

Should a Distributor refuse delivery of a Stolle shipment that is the Distributor's first order, Stolle will follow its one hundred percent (100%) guarantee policy in section C.1. For all other orders from Distributors, Stolle will treat the refusal as a Resignation Return per section E above.

COMPANY REFUND POLICY / SATISFACTION GUARANTEE

If for any reason you are not completely satisfied with any Stolle (M) Sdn Bhd product that you have ordered, you may receive a full refund, credit or exchange if you return the product(s) and proof of purchase within 30 days of the original invoice date to Stolle (M) Sdn Bhd, or to the applicable Associate on a retail basis.

Commission previous paid for the sale of such products will be deducted from future commission payments to those who received such commissions. Literature and other non-consumable items are not returnable under this policy unless otherwise required by law.

Shipping and handling costs are not refundable. Stolle (M) Sdn Bhd will be generous in its application of this policy, but reserves the right to reject returns and abuses of this satisfaction guarantee by excessively returning products and in cases involving fraud or manipulation of the Compensation Plan.

Buy back policy-for members who have been terminated

Upon cancellation of membership, the company shall buy back any marketable goods sold to the members within 6 months at a price not less than 90% (after taking consideration of commission paid + handling charges).

COOLING-OFF PERIOD AND RESCISSION

Goods or services not to be delivered or performed during cooling-off period

Except in a case where subsection (2) applies, no goods shall be delivered and no services shall be performed under a contract in respect of a direct sale until the cooling-off period has lapsed.

Where a purchaser, who has entered into a contract in respect of a direct sale, has served on the vendor a notice in writing requiring the vendor to deliver the goods or to perform the services at any time before the expiry of the cooling-off period, he shall be deemed to have waived his right to rescind the contract under section 26.

Notwithstanding subsection (2), no notice under that subsection shall be served on the vendor before the expiry of seventy-two hours from the time the contract was concluded.

No vendor or other person shall accept any money or other consideration from a purchaser under a contract made under this Act before the expiry of the cooling-off period.

Any vendor or other person who contravenes this section shall be guilty of an offence.

Rescission of contract

A purchaser who has entered into a contract in respect of a direct sale may rescind the contract by serving on the vendor a notice in such form as may be prescribed at any time before the expiry of the cooling-off period indicating his intention to rescind or withdraw from the contract.

1. A notice referred to in subsection (1) shall be served by delivering it personally to the vendor or by sending it by registered post addressed to such vendor at the address specified in the contract.
2. Where a notice is posted in accordance with subsection (2), the notice shall be deemed to have been served on the vendor on the expiry of three days from the date it is posted.

Effect of rescission

Where a notice of rescission is given pursuant to section 26 –

- a. The contract to which it related shall be deemed to have been rescinded by mutual consent and never to have had effect; and
- b. Any contract of guarantee relating to the contract shall be deemed never to have had effect.

Privacy and Security

The company is committed to protecting member's privacy. The purpose of this Privacy Policy is to inform members as to what information may be collected whenever the member visits company website ("the Site") or when the member become a distributor, how such information will be used by the company and/or other persons or entities, with whom such information may be shared, choices regarding the collection, use and distribution of such information, ability to edit, update, correct or delete such information and the security procedures that the company has implemented to protect member's privacy.

1. Notice Collection of Information

- 5.1 In instances where member may be asked for certain types of personal information (e.g., first and last name, NRIC number, mailing address, postal code, telephone number, email address, credit card number, bank information, etc.) and the member refuses to disclose such personal information to the company, this does mean that in some cases, the company may not be able to provide service requested and the potential member will not enable successful registration.

2. Use of Information

2.1 The company uses the information that is collected about members for a variety of purposes. In such cases members will be informed about these purposes at the time of collection. For instance, information about distributors will be used to provide services, calculate earnings and bonuses and ensure compliance with the company's regulations. In compliance with the Personal Data Protection Act 2010 and its requirements to maintain records, the company may need personal information for confirmation and reporting.

3. Customer Information Sharing

3.1 The company may employ vendors to perform functions on their behalf, such as fulfilling orders, delivering packages, processing credit card payments, and providing customer service. As such, these vendors are under a contractual obligation to use confidential data received from Stolle (M) Sdn. Bhd. only for purposes that fall within the functions for which they are hired. However, when the company has reason to believe that the confidential data is necessary to identify, contact or bring legal action against persons or entities that may be harming the member, company or others, the company may also disclose information as required by the law.

3.2 Lineage report is report where information on members and members' down-lines, including, but not limited to, name, identification number, level or rank and sales statistics. The reports provided to members in the strictest confidence and for the sole purpose of supporting the members to further develop their membership.

4. Security

4.1 The company takes reasonable steps to ensure that the personal information collected remains accurate, timely and secure. Unfortunately, no data transmission over the internet can be guaranteed to be 100% secure. While the company strives to protect member's personal information, complete security cannot be guaranteed or warranted. Hence the company shall not be responsible for any harm that member or any persons may suffer as a result of a breach of confidentiality in respect of the use of the company website or any information transmitted to the company website.

5. Data Integrity

- 5.1 Personal information will be kept in active files or systems as long as needed to meet the purposes for which it is collected or as required to perform the contractual relationship with the members, and the commercial relationship with the customer.

6. Access or Alterations to Member's Information

- 6.1 If the member identifies any inaccurate personal information and needs to make a change or would like to verify such information, please contact the company so that the information may be updated in the system records or the member may go online to one of Stolle Malaysia's websites and update their own information.
- 6.2 Stolle Malaysia membership is considered for only persons above the age of 18. Hence, if the company become aware that personal information regarding a person under the age of 18 has been collected at the Site, reasonable efforts will be made to delete it from the company's records.

7. Use of Cookies

- 7.1 "Cookies" are small pieces of information that are stored on computer hard drives. The Company may use cookies to recognize the member whenever the member returns to the Site in order to provide better user experience. The Company may allow third parties to use "cookies" on the website. The company does not control the use or contents of third party cookies. If the member elects to block cookies, please note that full advantage of the features and functions of the site may be omitted.

8. Third-Party Links

- 8.1 The Site may contain links to websites operated and maintained by third parties over which the company has absolutely no control, e.g. logistic partner. Any information provided to third party websites will be governed under the terms of each websites' privacy policy and members are encouraged to investigate and ask questions before disclosing any information to the third party operators' websites. The company has no responsibility or liability whatsoever for the content, actions or policies of third party websites.

PDPA Form

In order to continue performing the contractual agreements entered between you and Stolle (M) Sdn Bhd [Company No: 1318266-U], we may need to disclose your personal data to other entities within Stolle (M) Sdn Bhd, including its branches in Malaysia and in other countries as well as its local and overseas subsidiaries or, as the context may require, any of them and other external parties. The external parties to whom we may disclose your personal data include but not limited to

1. Governmental and regulatory bodies such Bank Malaysia, Malaysia and Securities Commission;
2. Our business strategic partners such as Stolle Group. “Stolle Group” refers its branches in Malaysia and in other countries as well as its local and overseas subsidiaries or, as the context may require, any of them and/or
3. Any third party service provider, agent or contractor who has been appointed by us or its related associated or affiliated companies to provide products/services in relation to their businesses; insurance companies/takaful operators, third-party claims adjusters, fraud detection and prevention services, reinsurance/takaful companies and regulatory authorities; any credit reference agencies or, in the event of default, any debt collection agencies, any credit rating organizations that collect information about credit history, accident fault, injury description and amounts paid and share it to other insurance companies or takaful operations and others and others entitled to see it; any assignee, nominee and such other third parties of our rights or business; any person to whom we are under an obligation to make disclosure under the requirements of any law, rules, regulations, court order, codes of practice or guidelines binding on us (collectively (2) and (3) referred to as “External Parties”). These External Practice may locate, store, maintain and/or process your personal data within or outside of Malaysia.

Under the Personal Data Protection Act (PDPA) 2010, we are required to obtain your explicit consent when we collect and process your sensitive personal data. We collect your sensitive personal data in order to assess your application and to administer the products and services that you have signed up for and to respond to respond to your enquiries to your enquires and complaints, and to resolve disputes. Declaration By agree this form, I am declaring and I am expressly consenting to and authorizing Stolle (M) Sdn Bhd and any External Parties to collect, hold, use, delete, disclose, transfer, administer and process in any other way, all my personal data

(including sensitive personal data and personal data of other party provided by me) (hereinafter referred to as ‘Personal Data’ given now or that is subsequently obtained from time to time for the purposes below. I understand that if I do not provide the Personal Data requested, Stolle (M) Sdn Bhd will not be able to carry out the purposes below:

To continue performing the contractual agreements entered with and all other purposes which are required in relation to any products and services offered by Stolle (M) Sdn Bhd

To respond to your enquiries and complaints and to resolve disputes.

To support Stolle Group in respect of internal functions such as evaluating the effectiveness of marketing, market research, statistical analysis and modelling, reporting, audit and risk management and to prevent fraud from time to time.

For any purpose required by law or regulations.

By signing this form, I further confirm that all personal data (including sensitive personal data) that I have provided are all true, up to date and accurate. Should there be any changes to any of any personal data, I shall notify Stolle (M) Sdn Bhd immediately.

Note: From time to time, Stolle (M) Sdn Bhd may release your personal data (including sensitive personal data) to External Parties for marketing and promotional purposes that may be of interest to you. To receive such as information, your consent is required.