



NU SKIN<sup>®</sup>  
DISCOVER THE BEST YOU<sup>™</sup>

# TERMS AND CONDITIONS OF SALE



These terms and conditions (“Terms of Sale”) shall only apply to online purchases/ transactions made by Nu Skin Brand Affiliates with Nu Skin Enterprises Philippines, LLC. (“Nu Skin”)

## 1. Payment

All payments can only be made via internet banking.

Nu Skin accepts the following methods of payment:

- i) BDO, Metrobank, HSBC Installment\*
- ii) Credit / Debit Card (Mastercard & Visa)
- iii) GCash
- iv) Grab Pay (eWallet)

\*Minimum worth of PHP 5,000 to avail the 3 months installment, 6 months installment available for TR90 package only.

Please note that by adding item(s) into your cart, it does not signify you have successfully purchased the item(s). This sales transaction is completed upon successful confirmation of online payment.

All product prices are quoted in Philippine Peso (“PHP”). If your credit/debit card or other method of payment is not denominated in Philippine currency, the final price will be converted into PHP based on the exchange rate charged by your card issuer or payment method provider. Your card issuer or payment method provider may also apply other international bank charges. Nu Skin has no control over these charges and cannot predict the amount. Please contact your issuing bank for further information before placing your order.

If you are a non-Philippine Brand Affiliate, products purchased should be for personal use only. **Products should not be used for resale outside the Philippines.** You should be personally responsible for complying with all applicable import and customs regulations and laws and personally liable for any customs duties, tax, any other costs, fees and expenses and/or any licensing requirements that may arise. In the event that Nu Skin and/or its affiliated companies are required to pay any customs duties, tax, any other costs, fees in relation to the import/export of the products purchased, you hereby agree and authorize Nu Skin and/or its affiliated companies to charge such customs duties, tax, any other costs, fees and expenses to the credit card previously provided by you.

If you are a Philippine Brand Affiliate, you agree that you will not purchase more products than are reasonably necessary to meet the demands and orders of your retail customers. You understand and agree that products are purchased with the intent of retail in the Philippines. Philippine Brand Affiliates’ purchases are assumed to be for retail resale.

## 2. Product Refunds and Exchanges

### 2.1 Refund Policy

2.1.1 Unless otherwise required by applicable law, Nu Skin will refund to you, 90 percent of the price, less VAT and applicable Bonuses (plus applicable tax if prepaid), on unopened and resalable Products and Business Support Materials sold by Nu Skin to you that are returned within 12 months (in case of Products) or 30 days (in case of Business Support Materials) of the order date.

2.1.2 You may only return the Products or Business Support Materials you personally purchased from Nu Skin.

2.1.3 Nu Skin does not refund the original shipping costs on products that you return.

2.1.4 In order for Nu Skin to correctly back out the applicable Bonuses on returned products, you must keep the sales order number from the invoice. You must provide the sales order number to Nu Skin at the time you request a refund.

2.1.5 You may also return individual products that are purchased as part of a kit or package.

2.1.6 The form of the refund will be based on the original form of payment such as a bank transfer or credit card charge back. Additionally, instead of a refund, Nu Skin may choose other alternatives such as a credit voucher.

2.1.7 The return of Products may affect your eligibility to receive Bonuses and your pin level, and if Bonuses have already been paid on the returned products, then Nu Skin will recoup your bonuses in accordance with Nu Skin's refund policy.

2.1.8 Nu Skin does not provide refunds for Products or Business Support Materials and services purchased from another Brand Affiliate. You must seek a refund directly from the Brand Affiliate who sold you such Products or Business Support Materials and Services.

### 2.2 Exchange Policy for Products Purchased Directly from Nu Skin

2.2.1 Unless otherwise required by applicable law, Nu Skin will exchange products purchased directly from Nu Skin that were incorrectly sent, or are defective, if you notify Nu Skin within 30 days of the date of purchase.

2.2.2 If an exchange is not feasible, Nu Skin may issue:

- i) Nu Skin credit voucher for the amount of the exchanged products, which may be used to purchase other products, or
- ii) a full refund of the purchase price

2.3 Procedures for Obtaining a Refund or Exchange

2.3.1 You must comply with the following procedures to obtain a refund or exchange for all products you purchase through the Site:

- i) You must receive approval for the return in the form of a Return Merchandise Authorization (“RMA”) number before you ship the return to Nu Skin. This approval must be obtained either by telephone or in writing, and the actual return shipment must be accompanied by the RMA number (Shipping Inquiries at +632-8866-7277);
- ii) Nu Skin will provide you with the correct procedures and location for returning the products.
- iii) Nu Skin will not refund the original shipping costs on products that you return. All return shipping costs must be paid by you;
- iv) Products sent to Nu Skin without an RMA number will not qualify for a refund or exchange and will be returned to you at your expense.

### 3. Cancellation Policy

To cancel an order, you must inform Nu Skin directly by calling our Call Center Hotline at +632-8866-7277 during business hours or email Nu Skin at [nsorder@nuskin.com](mailto:nsorder@nuskin.com)

Every effort will be made to accommodate the cancellation of your order, PROVIDED THAT you have notified the company during business hours on the same day upon purchase and your order has not been shipped out.

If your credit card has been charged for the purchase and your order has been shipped out, Nu Skin is unable to process your cancellation request. In this case, you can request for a refund in accordance with Nu Skin’s refund policy as set out in our Policies and Procedures.

When contacting our Call Center Hotline to cancel an order, please be ready to provide your name, the order number, and your contact information.

#### 4. Delivery Policy

4.1 Items/Products offered on Nu Skin Site will be delivered to the address provided by you at the time of your order checkout. Nu Skin does not offer international shipping to any other countries. Product purchased from the Site can only be shipped to an address within the Philippines.

4.2 Shipping and delivery estimates shall be as follows:

- Metro Manila : 3 – 5 Calendar Days (as defined below)
- Provincial Areas : 5 – 14 Calendar Days (as defined below)

“Calendar Days” shall mean Monday to Sunday (including public holidays).

The delivery timeframe is an estimate of when the product/item will be delivered to your shipping address once Sales Order Number has been generated.

4.3 Unless there are exceptional circumstances, Nu Skin will make every effort to deliver your order within the stipulated timeframe as indicated above. However, if there is an unexpected demand for a product/item, the shipment could be delayed.

In addition, delivery times may vary due to carrier shipping practices, location, method of delivery and products availability.

#### 4.4 Delivery Fees

| Purchase Order                | Delivery Fees |
|-------------------------------|---------------|
| Between PHP 1 to PHP 4,999.99 | PHP 250.00    |
| PHP 5,000 and above           | Free          |

\*Additional shipping surcharge will apply for orders of one to three (1-3) bottles of G3, one to four (1-4) bottles of EcoSphere Multi-Purpose Cleaner or one (1) bag of VitaMeal Consumption.

The following surcharge rates will apply if the goods are shipped to the following areas:

|              |            |
|--------------|------------|
| Metro Manila | PHP 250.00 |
| Luzon        | PHP 260.00 |
| Visayas      | PHP 310.00 |
| Mindanao     | PHP 360.00 |

#### 4.5 Incorrect or Damaged Items

Upon receipt of the shipment or item, you are advised to check that the item has been received in good order. If you received the wrong product or it was damaged during shipping, please contact Nu Skin immediately at +632-8866-7277, between 9:00 A.M. to 6:00 P.M. on Monday to Friday (closed on public holidays) or email Nu Skin at [nsorder@nuskin.com](mailto:nsorder@nuskin.com)

#### 4.6 Policy for Uncollected Products

You acknowledge that administrative time and costs will be incurred by Nu Skin to retain Products and/or Business Support Materials purchased but remain uncollected by and/or undelivered to you.

Accordingly, you agree that:

- i.) When collection is to be made by you and you fail or neglect to collect any Products and/or Business Support Materials purchased from Nu Skin within seven (7) days from the date of purchase, Nu Skin will deliver the purchased Products and/or Business Support Materials to the address provided by you at reasonable delivery charges and if such Products and/or Business Support Materials cannot be successfully delivered to you and you fail or neglect for any reason to collect the products from Nu Skin within three (3) months from the date of purchase; or
- ii.) Where you have requested for Nu Skin and Nu Skin has agreed to deliver any Products and/or Business Support Materials to you but Nu Skin is unable to deliver such Products and/or Business Support Materials to you due to an incorrect or incomplete delivery address or the unavailability of the named recipient at the address provided by you, and you fail or neglect to collect the Products and/or Business Support Materials from Nu Skin within three (3) months from the date of purchase,

Then upon the expiry of the aforesaid three (3) months period, Nu Skin shall, without further reference, notice or account to you, cancel your order of such Products and/or Business Support Materials and refund to you the amount paid for such Products and/or Business Support Materials in accordance with Nu Skin's policies and procedures.

#### 4.7 Questions

If you have any questions about the delivery and shipment or your order, please call Nu Skin at +632-8866-7277, between 9:00 A.M. to 6:00 P.M. on Monday to Friday (closed on public holidays) or email Nu Skin at [nsorder@nuskin.com](mailto:nsorder@nuskin.com)

#### 5. Amendments

Nu Skin reserves the right to update or modify the Terms of Sale from time to time. Any modification to the Terms of Sale shall be effective immediately once posted on the Site.

6. Severability

If any provisions of these Terms of Sale are held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of these Terms of Sale and the remainder of the provision in question shall not be affected.

7. Inconsistency

In case of any conflicts or inconsistency between the terms and conditions herein and the Policies and Procedures of Nu Skin Enterprises Philippines, LLC, the Policies and Procedures shall prevail.

8. Governing Law

These Terms of Sale shall be governed by and construed in accordance with the laws of Philippines.