

**NU SKIN THAILAND**  
**DELIVERY SERVICE, REFUND AND EXCHANGE POLICY AND POLICY FOR**  
**UNCOLLECTED/UNDELIVERED PRODUCTS**

**DELIVERY SERVICE**

| <b>Order Amount*</b> | <b>Delivery Charges*</b> |
|----------------------|--------------------------|
| Less than 1,600 THB  | 70 THB                   |
| 1,600 and above      | Free of charge           |

\*Nu Skin may revise the Order Amount and Delivery Charges without any prior notice.

**PRODUCT REFUND, EXCHANGE POLICY AND POLICY FOR UNCOLLECTED/UNDELIVERED PRODUCTS**

The primary purpose of Nu Skin Enterprises (Thailand), Ltd and Nu Skin International Inc. (collectively, “**Nu Skin**”) and its Brand Affiliates is to sell high quality products to customers. If a customer or Brand Affiliate desires to return a Nu Skin product (“**Product**”), then the following refund policy will apply to Nu Skin Brand Affiliates, Members and Retail Customers respectively.

**A. Brand Affiliates**

1. Nu Skin will provide a Brand Affiliate a refund as follows:
  - (a) Unless otherwise required by applicable law, Nu Skin after deducting an administrative fee equivalent to 10% of the purchase price, will refund ninety percent (90%) of the purchase price, less VAT and applicable Bonuses (plus applicable tax if prepaid), of the Product and Business Support Materials sold by Nu Skin to the Brand Affiliate if the returned Product and Business Support Materials are unopened and resalable and returned at the Brand Affiliate’s cost within (i) twelve (12) months in the case of Nu Skin Products; or (ii) 30 days in the case of Business Support Materials, from the order date.
2. Unless otherwise required by applicable law, Nu Skin will exchange Products purchased directly from Nu Skin that were incorrectly sent, or are defective, provided that the Brand Affiliate notify Nu Skin within 30 days of the date of purchase. If an exchange is not feasible, Nu Skin may issue (i) Nu Skin credit for the amount of the exchanged Products, which may be used to purchase other Products, or (ii) a full refund of the purchase price.
3. You may only return the Products you personally purchased from Nu Skin. Nu Skin does not refund the original shipping costs on Products that you return. 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 also provide the sales order number to Nu Skin at the time you request a refund. You may also return individual Products that are purchased as part of a kit or package. The form of the refund will be based on the original form of payment such as a bank transfer or a credit card charge. Instead of a refund, Nu Skin may choose other alternatives such as a product credit. 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 as set forth in the Policies and Procedures. 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.

4. To the extent permitted by applicable law and regulations, a different product refund policy may be adopted for special promotion package and discounted products.
5. **Uncollected/Undelivered Products:** As a Brand Affiliate, if you purchase Products directly from Nu Skin, you acknowledge that administrative time and costs will be incurred by Nu Skin to retain the Products and/or Business Support Materials purchased but remain uncollected by and/or undelivered to you. Accordingly, you agree that **IN THE EVENT THAT:**
  - (a) 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 as provided by you at reasonable delivery charges charged to you and if such Products cannot be successfully delivered to you and you fail or neglect for whatsoever reason to collect the Products from Nu Skin within three (3) months from the date of purchase; or
  - (b) where you have requested 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 due to an incorrect or incomplete delivery address or the unavailability of the named recipient at the address as 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 period of three (3) months, Nu Skin shall, without further reference, notice or account to you, cancel your order of such Products and/or Business Support Materials and after deducting an administrative fee equivalent to 10% of the purchase price, refund to you 90% of the purchase price less the delivery charges in (a) above if applicable (plus applicable tax if prepaid).

6. For further details regarding Nu Skin's return and refund policy please see the Policies and Procedures at Chapter 2, Section 4, which are found at [https://www.nuskin.com/content/dam/TH/regulatory/2022/Policies\\_and\\_Procedures\\_AUG\\_2022\\_EN.pdf](https://www.nuskin.com/content/dam/TH/regulatory/2022/Policies_and_Procedures_AUG_2022_EN.pdf).

## **B. Members**

1. Nu Skin will provide a Member a refund as follows:
  - (a) Unless otherwise required by applicable law, Nu Skin after deducting an administrative fee equivalent to 10% of the purchase price, will refund ninety percent (90%) of the purchase price of the Product sold by Nu Skin to the Member if the returned Product is unopened and resalable and returned at the Member's own cost within twelve (12) months from the order date.

2. Unless otherwise required by applicable law, Nu Skin will exchange Products purchased directly from Nu Skin that were incorrectly sent, or are defective, provided that the Member notify Nu Skin within 30 days of the date of purchase. If an exchange is not feasible, Nu Skin may issue (i) Nu Skin credit for the amount of the exchanged Products, which may be used to purchase other Products, or (ii) a full refund of the purchase price.
3. You may only return the Products you personally purchased from Nu Skin. Nu Skin does not refund the original shipping costs on Products that you return. You must also provide the sales order number to Nu Skin at the time you request a refund. You may also return individual Products that are purchased as part of a kit or package. The form of the refund will be based on the original form of payment such as a bank transfer or a credit card charge. Instead of a refund, Nu Skin may choose other alternatives such as a product credit. Nu Skin does not provide refunds for Products and Services purchased from a Brand Affiliate. You must seek a refund directly from the Brand Affiliate who sold you such Products and Services.
4. To the extent permitted by applicable law and regulations, a different product refund policy may be adopted for special promotion package and discounted products.
5. **Uncollected/Undelivered Products:** As a Member, if you purchase Products directly from Nu Skin, you acknowledge that administrative time and costs will be incurred by Nu Skin to retain the Products purchased but remain uncollected by and/or undelivered to you. Accordingly, you agree that **IN THE EVENT THAT:**
  - (a) when collection is to be made by you and you fail or neglect to collect any Products purchased from Nu Skin within seven (7) days from the date of purchase, Nu Skin will deliver the purchased Products to the address as provided by you at reasonable delivery charges charged to you and if such Products cannot be successfully delivered to you and you fail or neglect for whatsoever reason to collect the Products from Nu Skin within three (3) months from the date of purchase; or
  - (b) where you have requested Nu Skin and Nu Skin has agreed to deliver any Products to you but Nu Skin is unable to deliver such Products due to an incorrect or incomplete delivery address or the unavailability of the named recipient at the address as provided by you, and you fail or neglect to collect the Products from Nu Skin within three (3) months from the date of purchase,

THEN upon the expiry of the aforesaid period of three (3) months, Nu Skin shall, without further reference, notice or account to you, cancel your order of such Products and after deducting an administrative fee equivalent to 10% of the purchase price, refund to you 90% of the purchase price less the delivery charges in (a) above if applicable (plus applicable tax if prepaid).

### **C. Retail Customers**

1. If a Brand Affiliate's retail customer purchases a Nu Skin Product directly from Nu Skin, then unless otherwise required by applicable law or a specific product guarantee, Nu Skin will (i) provide the retail customer with a 100% refund of the purchase price if the retail customer makes the request for refund within seven (7) business days from the date of purchase and returns the unused portion of Product; or (ii) provide the retail customer with a 100% refund

on unopened and resalable product if the Product is returned within the period of 30 days from the date of purchase.

2. Unless otherwise required by applicable law, Nu Skin will exchange Products purchased directly from Nu Skin that were incorrectly sent, or are defective, provided that the retail customer notify Nu Skin within 30 days of the date of purchase. If an exchange is not feasible, Nu Skin may issue (i) Nu Skin credit for the amount of the exchanged Products, which may be used to purchase other Products, or (ii) a full refund of the purchase price.
3. You may only return the Products you personally purchased from Nu Skin. Nu Skin does not refund the original shipping costs on Products that you return. You must also provide the sales order number to Nu Skin at the time you request a refund. You may also return individual Products that are purchased as part of a kit or package. The form of the refund will be based on the original form of payment such as a bank transfer or a credit card charge. Instead of a refund, Nu Skin may choose other alternatives such as a product credit. Nu Skin does not provide refunds for Products and Services purchased from a Brand Affiliate. You must seek a refund directly from the Brand Affiliate who sold you such Products and Services.
4. To the extent permitted by applicable law and regulations, a different product refund policy may be adopted for special promotion package and discounted products.
6. **Uncollected/Undelivered Products:** In the event that:
  - (a) when collection is to be made by you and you fail or neglect to collect any Products purchased from Nu Skin within seven (7) days from the date of purchase, Nu Skin will deliver the purchased Products to the address as provided by you at reasonable delivery charges charged to you and if such Products cannot be successfully delivered to you and you fail or neglect for whatsoever reason to collect the Products from Nu Skin within three (3) months from the date of purchase; or
  - (b) where you have requested Nu Skin and Nu Skin has agreed to deliver any Products to you but Nu Skin is unable to deliver such Products due to an incorrect or incomplete delivery address or the unavailability of the named recipient at the address as provided by you, and you fail or neglect to collect the Products from Nu Skin within three (3) months from the date of purchase,

THEN upon the expiry of the aforesaid period of three (3) months, Nu Skin shall, without further reference, notice or account to you, cancel your order of such Products and refund to you 100% of the purchase price less the delivery charges in (a) above if applicable (plus applicable tax if prepaid).