

PT NUSA SELARAS INDONESIA (NU SKIN INDONESIA) PRODUCT REFUND AND EXCHANGE POLICY

In accordance with Nu Skin Indonesia policy and procedure, Brand Affiliate are allowed to submit a request of product refund and exchange for Nu Skin product that have been purchased directly from the Company in Indonesia market. Nu Skin Indonesia will provide a Brand Affiliate's product refund and exchange as follows:

A. Refund Policy

Unless otherwise required by applicable law, the Company will:

- a. Refund ninety percent (90%) of the price, less value added tax and applicable Bonuses (plus applicable tax if prepaid) on unopened and resalable Business Support Materials sold by the Company that are returned within 30 days of the order date by the Brand Affiliate who purchased the Business Support Materials from the Company; or
- b. After deducting an administrative fee equivalent to 10% of the purchase price, refund ninety percent (90%) of the price, less value added tax and applicable Bonuses (plus applicable tax if prepaid) on unopened and resalable Products (except Business Support Materials) sold by the Company that are returned within twelve (12) months of the order date by the Brand Affiliate who purchased the Products from the Company.

The Company does not refund the original shipping costs on Products that you return.

B. Exchange Policy for Products Purchased Directly from the Company

Unless otherwise required by applicable law, the Company will exchange Products purchased directly from the Company that were incorrectly sent, or are defective, if you notify the Company within 30 days of the date of purchase. If an exchange is not feasible, the Company may issue (i) a Company 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.

For further information on product refund and exchange policy , we invite you to review Chapter 2 Section 4 of Nu Skin Indonesia Policy and Procedure regarding product refund and exchange policy, that you able to find in https://www.nuskin.com/content/dam/sea/id/document/compliance_legal/2020_08_Policies_and_Procedures_Details_English.pdf#page=21