



INTERNATIONAL



# Policies & Procedures

# POLICIES AND PROCEDURES

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# QUICK REFERENCE FOR DOING BUSINESS WITH GNLD

**MAILING ADDRESS (FOR CORRESPONDENCE):**

GNLD International  
P.O. Box 5012  
Fremont, CA 94537-5012

**SHIPPING ADDRESS (FOR PARCELS,  
OVERNIGHT/EXPRESS MAIL, RETURNS):**

GNLD International  
3500 Gateway Blvd.  
Fremont, CA 94538-6525

**DISTRIBUTOR SERVICES:**

Open Monday through Friday,  
8am – 5pm, Pacific Time  
End of Month, extended hours  
8am – 8pm, Pacific Time  
Nationwide USA (800) 432-5842  
Distributor Services Fax (510) 440-2818  
(Orders and Applications)

**ORDER ON-LINE AT: WWW.GNLD.COM**

24 hrs./7days a week. Requires Distributor  
ID # and PIN #. Order until 12 midnight  
on last day of sales months.

**DIRECT TELEPHONE TO  
GNLD CORPORATE OFFICE:**  
(510) 651-0405

**GNLD CORPORATE FAX  
(GENERAL CORRESPONDENCE,  
NO ORDERS OR APPLICATIONS):**  
(510) 657-7563

**GNLD WEB SITES**  
[www.gnld.com](http://www.gnld.com)  
[www.gr2control.com](http://www.gr2control.com)  
[www.carotenoidcomplex.com](http://www.carotenoidcomplex.com)

# POLICIES AND PROCEDURES

The GNLD Policies and Procedures and Code of Conduct illustrate important principles necessary in the development and maintenance of a GNLD distributorship. Together, they define the rights, duties and responsibilities of all GNLD Distributors. They protect the benefits available to all GNLD Distributors under the Marketing Plan as well as define the goals, values and advantages of operating a GNLD business while respecting the rights and opportunities of both our Distributors and the consumers

they serve. All Distributors agree to abide by these Policies and Procedures as well as the Code of Conduct and any modifications made from time to time when they have signed the Independent Distributor Agreement

GNLD reserves the right to modify all or part of its Policies and Procedures, Code of Conduct or Marketing Plan. Any change will be made only after careful consideration and review of its impact upon GNLD distributorships.



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## GNLD DISTRIBUTOR CODE OF CONDUCT

The GNLD Distributor Code of Conduct is based on our foundation values that guide everything we do and every decision we make. These values of *absolute integrity, putting people first, producing products that work, providing equal opportunity for all and having a clear long-range vision* are a heritage that must be preserved, supported and upheld by every GNLD Distributor. All Distributors who join GNLD are required to abide by this Code of Conduct and to uphold the Policies and Procedures as stated in this document.

1. I will conduct myself in a friendly and professional manner at all times and with complete courtesy, dignity and truthfulness in dealing with customers, fellow Distributors and company personnel.
2. I will observe standard meeting etiquette at all GNLD functions and always remember that I am responsible for upholding and projecting the GNLD image.
3. I will abide by the letter and spirit of the GNLD Policies and Procedures and the rules and regulations of any country where I conduct my business. I will do what is legally correct and ethically right.
4. I will honestly and accurately represent the GNLD opportunity, Marketing Plan and products and make no exaggerated claims about GNLD products or income potential.
5. I will enthusiastically and proudly carry out the responsibilities of a GNLD Distributor as well as that of a Sponsor when I progress to those levels.
6. I will always abide by and uphold the GNLD corporate philosophy and values and strive to truly make a positive difference in people's lives.



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# A. DISTRIBUTORSHIPS

## 1. THE INDEPENDENT DISTRIBUTOR AGREEMENT

The Independent Distributor Agreement is an honorable, legal and serious expression of the intent between the new Distributor, the Sponsor, the Sponsor's Sponsor and GNLD.

When the Independent Distributor Agreement is signed, all parties are required to display good faith, fair dealing and ethical conduct in the pursuit of their business goals. GNLD Distributors agree to abide by the GNLD Policies and Procedures and the GNLD Distributor Code of Conduct as they are declared and as they may be amended from time to time.

GNLD Distributors further agree:

a) To make, execute and file any and all reports required by law or public authority with respect to the conduct of their GNLD distributorship business.

b) To comply with all laws, rules and regulations applicable to the conduct of their GNLD distributorship business.

c) To represent GNLD nutritional products as superior food supplements, acknowledging that they are not intended for the cure, prevention, treatment, or improvement of any disease, illness or physical ailment.

d) To characterize and represent GNLD products in conformity with GNLD corporate claims and representations. Claims based upon non-GNLD references and research are the sole responsibility of the GNLD Distributor.

e) To use GNLD trade names, trademarks, service marks and copyrighted materials in strict conformity to GNLD requirements.

f) To refrain from reproducing, printing, manufacturing, repackaging or causing others to do the same in regard to GNLD products, literature, photographs, videos and other GNLD sales aids, without the prior approval of GNLD International.

g) That GNLD Distributors are independent contractors and are not employees or agents of GNLD.

h) That GNLD Distributor recognition and achievement titles are not corporate titles or positions.

i) That GNLD Distributors conduct their distributorships for their own accounts and that all costs of conducting a GNLD distributorship is the sole responsibility of each individual Distributor.

j) That GNLD Distributors cannot obligate the company for any costs or expenses nor can a GNLD Distributor incur liability on behalf of the company in any way.

## 2. ONE AGREEMENT PER HOUSEHOLD

All (a) spouses, (b) cohabitating domestic partners, and (c) children living together as a household or family unit will be regarded as a single distributorship. Only one Independent Distributor Agreement will be accepted from such a household/family group.

Spouses, regardless of place of domicile, and cohabitating domestic partners may not sponsor each other, and are considered a single distributorship regardless of whether they both sign the Independent Distributor Agreement. In any case where two Distributors, each of whom has a separate distributorship, marry each other, or commence co-habitation in a domestic partner relationship with each other, one of these Distributors must surrender his/her distributorship and be added to the same distributorship as his/her spouse or cohabitating domestic partner.

When a child reaches the minimum age requirement and continues living with his/her household or family unit, he/she may qualify to be considered for independent GNLD International Distributor status after submitting a Financial Independence Statement, which must be approved by GNLD International.

### \*DEFINITIONS:

Cohabiting: Living together in the same home environment.

Domestic Partners: Two adults, regardless of gender, who have chosen to

share one another's lives in an intimate and committed relationship of mutual caring.

### 3. AGE RESTRICTION

The minimum age requirement for an independent Distributor is eighteen (18) years of age or the age of majority in the country of his/her residency, whichever is older.

### 4. SPONSORING DISTRIBUTORS

When a person signs an Independent Distributor Agreement, a legal relationship between the new Distributor and the Sponsor, the Sponsor's Sponsor, GNLD and any party normally receiving bonuses through the GNLD Marketing Plan is established for the life of the Independent Distributor Agreement or extensions thereof.

Occasionally, two GNLD Distributors may contact the same person in order to sponsor him/her as a GNLD Distributor. A contractual relationship will exist between the new Distributor and the existing Distributor who first obtains the prospective Distributor's signature on the Independent Distributor Agreement, in accordance with the Code of Conduct and company procedures for meeting room conduct.

### 5. ACTIVE DISTRIBUTORS

GNLD provides many tools for business development, and administration that are exclusive to those Distributors who maintain "active status" through annual association renewal.

Because of the cost of maintaining records for accounting, mailing lists, printing and mailing publications, promotional pieces, the Internet, etc., it is necessary to establish a criteria for maintaining "active status" as a GNLD Distributor. To maintain active Distributor status the annual association renewal must be paid.

**MINIMUM MONTHLY ACTIVITY:**  
No monthly activity is required to be a Distributor. To participate in the volume pooling credit and bonus opportunity for any given sales month, a Distributor is eligible by generating at least 100 PPV in the same month.

### 6. INACTIVE DISTRIBUTORS

A distributorship must pay its annual association renewal to remain active in its line of sponsorship.

GNLD Distributors may occasionally meet inactive former Distributors and wish to reintroduce them to GNLD. A Distributor may sponsor another Distributor who has lost contact with their sponsor and has been inactive\* for a period of 18 months. The new/inactive Distributor must sign and submit a new application for processing. GNLD will confirm the period of inactivity with the original sponsor and the upline Director if the original sponsor is not a Director. If the inactive Distributor had a sales team in his original sponsorship line, that sales team moves to his/her former sponsor.

For a Director to become inactive, the Director must resign their distributorship by written notification to the upline sponsor and GNLD that the Distributor intends to cease trading as a Distributor.

*\*During the period of inactivity the distributorship must not sponsor, record personal volume, or purchase product from a Distributor at member or Distributor cost.*

### 7. TERRITORY

A GNLD Distributor's global sales and opportunities are not restricted to the country in which the Distributor has signed up. A GNLD Distributor can organize and establish a GNLD Distributor network and, in general, build a GNLD business in any existing GNLD market.

GNLD Distributors are authorized to transfer their distributorship to any GNLD company which has been established in any foreign country away from their country of residence provided that they become Distributors of the company through the regular process available to all persons joining that particular GNLD company's marketing network.

GNLD does not grant exclusive Distributor territories or franchises

### 8. INTERNATIONAL SPONSORING

International sponsoring can help your international friends build distributorships of their own, and subject to qualifications, contribute to your earnings. Contact your Sponsor, upline Director, or Distributor Services Associate for complete policies and procedures regarding developing an international GNLD business. GNLD Distributors are not authorized to sell



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products or sponsor Distributors in any country in which GNLD has not been established.

#### **9. MAINTAINING DIRECTOR BENEFITS**

GNLD's Director benefits are privileges earned by special recognition as a result of demonstrated performance of sponsorship responsibilities, demonstrated leadership qualities and exemplary loyalty to GNLD. For this reason, GNLD reserves the right to withhold some or all of these benefits or to reduce or terminate the status of any Director for dereliction of sponsorship responsibilities, violations of the GNLD Policies and Procedures and Code of Conduct, misuse of privileges of sales leadership or for conduct disloyal to GNLD or its Distributors.

#### **10. SPONSOR RESPONSIBILITIES**

- a) Sponsors must honor and conform to the GNLD Policies and Procedures and the GNLD Distributor Code of Conduct and any modifications made thereto from time to time.
- b) Sponsors shall provide GNLD Distributor training and education to the members of their sponsored sales organization.
- c) Sponsors shall encourage the members of their sponsored sales organization to promote their GNLD distributorship businesses and to fulfill their respective responsibilities to their downline GNLD Distributors.
- d) Sponsors shall display, encourage and inspire honesty in the promotion of the GNLD business, loyalty to the GNLD opportunity and products and commitment to the pursuit of excellence in the distribution of GNLD products.
- e) Sponsors shall monitor the activities of their sponsored downline Distributors to ensure compliance with the GNLD Policies and Procedures and the Code of Conduct.
- f) Sponsors and all Distributors, shall carefully protect the personal information of customers and their Sales Team members and shall abstain from using said information for purposes unrelated to the GNLD business.

# B. LINES OF SPONSORSHIP



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## 1. TRANSFERS

It is GNLD's policy not to transfer a Distributor from one line of sponsorship to another line of sponsorship. The integrity of a line of sponsorship is of utmost importance to GNLD's Marketing Plan. With this assurance that sales teams will remain intact, Distributors can confidently build their businesses.

The active solicitation or encouragement of Distributors to transfer from other sales teams is completely contrary to the Code of Conduct, is disruptive of morale and undermines the growth and stability of sales teams. Such active encouragement may result in censure, cancellation, or other appropriate disciplinary procedures at the discretion of GNLD.

## 2. SALE/PURCHASE OF A DISTRIBUTORSHIP

If for compelling personal reasons a GNLD Distributor wishes to sell his/her distributorship, the following policies are controlling:

Since GNLD initially approves distributorships and since the integrity of sales teams is of utmost importance, GNLD reserves the right to approve or disapprove the sale of a distributorship. An agreement of sale regarding the subject distributorship must be prepared and submitted to GNLD for approval of the sale at least thirty (30) days prior to consummation of the subject sale. Any distributorship privileges may only be transferred with GNLD's consent. Protection of existing sponsorship lines must always be maintained. Thus, when sold, a distributorship must continue to be operated in the existing line of sponsorship. The buyer takes the vacated position of the selling Distributor.

Acquisition of the distributorship does not in and of itself entitle the purchaser to the title, rights or privileges previously earned by the acquired sales team. The purchaser must qualify for such title, rights and privileges.

The following procedures must be followed to accomplish a sale. All options must be in writing.

a) Prior to selling a distributorship, the seller must notify GNLD of the intent to sell. This intent should be in writing.

b) It must be stated in writing whether the seller wishes to remain a non-sponsoring Distributor or is withdrawing from the GNLD business.

c) First option to purchase must go to the Sponsor. This should be accomplished by making a written bona fide offer to sell to the Sponsor. Bona fide is defined as in or with good faith, honestly, openly and sincerely, without deceit or fraud. The offer must be definite and certain as to terms. It must be communicated in writing to the Sponsor. The Sponsor must communicate in writing back to the seller within thirty (30) days if the Sponsor is accepting or refusing the offer.

d) Second option to purchase of the same bona fide offer must go to the directly sponsored Distributors (first level) of the seller.

e) Third option to purchase must go to a non-GNLD Distributor. If the offer is accepted and approved by GNLD, the buyer must first be sponsored as a GNLD Distributor.

f) Only after the above options to purchase have been exhausted may a Distributor from another line of sponsorship be approached with the same bona fide option to purchase. Should a sale result, the buyer takes the vacated position of the seller leaving his/her team behind.

g) If the bona fide offer is altered in any way, the procedure above must be repeated with the first right of refusal going to the Sponsor, etc.

h) In regard to a sale, an Independent Distributor Agreement creates legal rights and obligations between the Distributor, Sponsor, the Sponsor's Sponsor, GNLD and any party who normally receives bonuses through the GNLD Marketing Plan.

i) A sale is not complete until received and recorded by GNLD. No monies should be exchanged unless placed in an escrow service to be released after final written approval by GNLD of the sale is received by all parties concerned.



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j) Effective date of sale must be the first day of the month. Once the agreement is reached, it must be signed by the seller(s) and buyer(s) and the signature must be witnessed. The sales agreement should then be sent to GNLD in three (3) copies. If approved, GNLD will endorse the sale agreements and return one copy each to the seller and to the buyer. The third copy will be retained in GNLD's permanent files. The parties to the sale should not pay the purchase price or make any transfers of property and/or Distributorship until after GNLD has approved the sale in writing. Where the buyer is not the seller's Sponsor, but is one of the Seller's directly sponsored Distributors, the sales agreement must be accompanied by a signed statement by the Distributor's Sponsor waiving his first option to buy the distributorship. If the buyer is a third party (item e) not presently a GNLD Distributor, the sales agreement must be accompanied by: 1) a Sponsor waiving his first option to buy; 2) a statement signed by the selling Distributor that he gave written notice to all his directly sponsored Distributors of his intention to sell and that none of them exercised their second option to buy; and 3) a signed Independent Distributor Agreement, duly endorsed by the selling Distributor's Sponsor.

Acquisition of a sales team or distributorship through purchase, pass up, termination, retirement, or other fortuitous method may only be used as "one leg" qualification for any Director level for the period of one year following acquisition unless GNLD determines otherwise.

### 3. INHERITANCE OF DISTRIBUTORSHIPS

A GNLD distributorship may be passed on to the heirs of the Distributor as part of his/her estate in much the same manner as any other business. GNLD will honor any transfer to an heir which complies with applicable law and meets the basic requirements established by GNLD.

#### a.) Beneficiaries must be Distributors

The monetary value of a GNLD distributorship is based upon the profit potential in regard to the sale of GNLD products by that distributorship. GNLD sells its products only to GNLD Distributors. It is therefore obvious that any GNLD distributorship which has been transferred

to an heir must be operated by a GNLD Distributor in order for that distributorship to purchase products from GNLD or receive bonuses and rebates from GNLD.

In the case of sole proprietorships where both husband and wife jointly own the business, the death of one party causes the distributorship to be automatically transferred to the surviving party. GNLD will adjust its records to reflect a proper transfer upon notice of the death of a Distributor accompanied by a certified copy of the respective Death Certificate.

In cases of sole proprietorships where the deceased Distributor is not survived by a spouse who is also a Distributor operating the subject distributorship, the distributorship shall be transferred according to the terms of the Will of the deceased or in accordance with the laws of intestate succession applicable in the state of residence of the deceased Distributor.

A surviving spouse or heir must take steps to take over the inherited distributorship and operate it according to the GNLD Marketing Plan within sixty (60) days of the death of the deceased Distributor. If such action is not taken, GNLD may appoint an "interim manager" of the subject distributorship pending resolution of the inheritance process.

In certain cases, GNLD may suspend or terminate the distributorship of the deceased Distributor if the distributorship does not continue its service and distribution activities within a reasonable period of time following the demise of the Distributor.

In the event that a distributorship is inherited by a minor or a party who is, at the sole discretion of GNLD, physically or mentally unable to operate such a business, the distributorship may only be operated through a guardian or trustee until one or more of the minor heirs have attained the age of majority and have assumed the responsibility of operating the distributorship, or until the incompetent heir is capable to operate the distributorship.

#### b.) Registration of beneficiaries

It is required that designated beneficiaries be registered with GNLD.

#### c.) Dual distributorships

In order to protect and maintain the integrity of sponsorship lines within the

GNLD marketing system, a beneficiary who inherits a GNLD distributorship and is a GNLD Distributor operating an independent, previously existing GNLD distributorship, must elect to operate either the inherited distributorship or his/her previously existing distributorship.

The distributorship which the inheriting beneficiary chooses not to operate may be abandoned or sold in accordance with the GNLD Policies and Procedures regulating the sale of distributorships.

Downline distributorships, which are inherited by beneficiaries who are immediate upline Sponsors of the inherited distributorship, may be merged into the upline distributorship.

When a downline Distributor inherits a distributorship which is in the immediate upline Sponsor position to that inheriting beneficiary, the downline distributorship may be merged into the upline distributorship, or it may be sold in accordance with the Policies and Procedures.

d.) Continued qualification

It should be understood that in order for an inherited distributorship to earn income or recognition from its GNLD business, that distributorship must continue to meet all qualifications and requirements as established under the GNLD Marketing Plan.

e.) Recognition levels

For a minimum period of 12 months after acquiring such distributorship, all recognition titles relating to any Director status shall not automatically flow to the new owner of any distributorship who has not personally achieved this recognition level.

f.) Bonuses

Transferred or inherited distributorships shall retain the right to earn commissions, bonuses related to the volume of business flowing from downline distributorships which have been sponsored by the subject distributorship as long as that distributorship maintains its qualifications as established by the GNLD Marketing Plan.

#### 4. PARTNERSHIPS, CORPORATIONS AND TRUST

All GNLD Distributors are independent business persons engaged in the promotion of their GNLD distribution businesses. These endeavors depend upon the personal dedication, attention and commitment of

individuals who will help others to discover the benefits of an association with GNLD.

GNLD shall only accept Distributor Applications in the names of individuals. Applications submitted in the name of corporations, trusts and other legal entities will be rejected.

GNLD Distributors may request that their GNLD earnings be paid to a general partnership, a corporation, a trust, or any other validly formed legal entity which the Distributor may select. Regardless of the business form selected, each GNLD Distributor must be a person who has been approved for Distributor status, and who is personally responsible for the conduct of his/her distributorship.

a.) Partners

Although most GNLD Distributors operate as sole proprietors, Independent GNLD distributorships may be operated as general partnerships conducted by two (2), or more, adults who are not married to each other. Cohabiting domestic partners shall be considered to be members of the same GNLD distributorship regardless of whether both have signed the Distributor Application/Agreement. (See Distributorships #2).

All GNLD Distributor compensation will be awarded collectively to the partners named on the Distributor Application/Agreement. Travel and meeting awards provided by GNLD International, will be limited to two (2) persons per partnership. Each partner shall be responsible for the Distributor actions of each of the other partners. The GNLD Policies & Procedures are applicable to each of the partners in the same manner they apply to every other GNLD Distributor.

b.) Recognition

GNLD has been built through the years on the basis of individual recognition because the GNLD business is a people business. As a result of this basic concept, the policy in regard to corporations and partnerships will be as follows:

As an independent GNLD Distributor, you are free to form or use a corporation or fictitious name for your personal or business purposes. GNLD will not accept new Independent Distributor Agreements



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that show a corporation or fictitious name as the new Distributor. Individual names will be used whenever recognition is given. Individual names will be used on checks unless requested otherwise.

If, for a good reason, you wish to have your corporate or general partnership entity appear on checks, please so advise your Distributor Services Associate. In such cases, your corporate or partnership name will appear on your checks, but individual recognition will continue to be used. As a matter of policy, we will not be able to publicly recognize limited partnerships or corporations or any other type of entity where private or undisclosed investors are involved.

c.) Dissolution of general partnerships  
GNLD will recognize a partnership dissolution upon receipt of one of the following:

- 1) A signed agreement by the parties, or
- 2) A court order by a court having jurisdiction over the parties.

Upon dissolution of the partnership, the withdrawing partner relinquishes all rights to status, title and sales team of the distributorship and may:

- a.) Sign a new Independent Distributor Agreement, at no additional cost, with the same sponsor of the partnership and continue as a GNLD Distributor, or
- b.) Remain inactive by purchasing no GNLD products other than at retail for the required period (See Distributorships #6) and become a free agent and validly sign a new Independent Distributor Agreement with any other Distributor. The appropriate membership fee must accompany the new Independent Distributor Agreement.

#### **5. DIVORCE: WHAT HAPPENS TO THE DISTRIBUTORSHIP?**

The basic policy that there can be only one distributorship per family must still be followed even though a divorce is pending and the husband and wife are living apart. The restriction against separate distributorships applies until a final decree of divorce or separate maintenance has been entered by a court and a copy of the decree has been filed with GNLD.

While the divorce is pending, there are several ways to continue running the business:

1. If one party agrees to withdraw as a Distributor, he/she may do so by executing an assignment of all his/her interest in the distributorship to the spouse. A form for this purpose is available from GNLD. This must be filed with GNLD before Distributor records will be changed. When the divorce decree is final, the withdrawing Distributor may:

a) Sign a new Independent Distributor Agreement, at no additional cost, with the same sponsor of the joint distributorship and continue as a GNLD Distributor, or

b) Remain inactive by purchasing no GNLD products other than at retail for the required period (See Distributorships #6) and become a free agent and validly sign a new Independent Distributor Agreement with any other Distributor. The appropriate membership fee must accompany the new Independent Distributor Agreement.

2. If both parties are agreeable, they may continue to operate the business together.

3. If the parties cannot operate under 1 or 2, above, they must nevertheless ensure that their personal differences do not adversely affect their sponsored Distributors in the operation of their respective businesses. Thus, if they cannot agree as to the operation of their distributorship, they should make arrangements with their Sponsor or upline Director to carry on their business for them until the divorce has been completed, whereupon the party to whom the business is awarded can resume operation. If the parties to the divorce fail to meet their sponsorship obligations, their Distributors will be taken from them and temporarily assigned up the line of sponsorship to the next qualified sponsor who is capable of providing sponsorship services. As long as their sponsored Distributors are being serviced by the parties to the divorce, all bonuses will continue to be paid in the joint names of husband and wife.

# C. ADVERTISING

Often Distributors consider advertising as a means to increase the visibility of their GNLD business. Advertising includes the following among others:

- Telephone listings (both white and yellow pages)
- Business cards
- Business signage
- Leaflets, Newsletters, Flyers, Charts and Posters
- Web sites on the Internet
- Promotional items: T-shirts, Pens, etc.
- Audio and Video tapes
- Newspaper advertisements
- Radio and Television advertisements

The use of the GNLD name and trademarks will normally be important to your advertisement promoting the GNLD products that you distribute and the exciting business opportunity that you have to offer.

We are proud of the GNLD name and trademarks and the reputation for quality and integrity that they represent around the world. These trade names, trademarks and logos are important and valuable business assets that must be protected.

Proper use of these trade names and trademarks by Distributors building their businesses in accordance with GNLD's Policies and Procedures and Code of Conduct will only enhance their image. However, unauthorized or improper use of these marks can damage their importance and value to the company and to all who take pride in what they represent.

For this reason the following rules regarding advertising and the use of GNLD trade names and trademarks have been developed.

## 1. INDEPENDENT BUSINESS

While you are engaged in the business of distributing GNLD products, you are an independent entity; you are not an employee or agent. As an independent entity, you buy GNLD products from the company or your Sponsor at wholesale and sell these products directly to the public and your directly sponsored Distributors.

As an independent Distributor, you should carefully select your business name; it is a very important and lasting decision. Your business name should not imply that you are an employee or agent of GNLD, but should state that you are an independent Distributor. For over four decades GNLD has enjoyed the tremendous goodwill surrounding its name. The name "GNLD" is known to all as the leader in the health and nutrition industry. Our Distributors should use the GNLD name in their business names, but should also explain their independent Distributor status. For example:

### *Permissible:*

- John B. Smith, Authorized Distributor for GNLD Products.
- John B. Smith, Independent GNLD Distributor
- Mary Smith, Authorized GNLD Distributor
- GNLD Training & Service Center, John Smith, Distributor (If specifically authorized by the GNLD company)
- John B. Smith Corp., GNLD Family Health Distributor

### *Not Permissible:*

- GNLD
- GNLD of Rhode Island
- GNLD Area Office
- GNLD Distributing Company
- GNLD — Distributors
- GNLD Training & Service Center (Unless authorized in writing by GNLD)
- Acme Corporation, GNLD Distributors

## 2. USE OF GNLD'S TRADE NAME AND TRADEMARKS

For over 50 years, GNLD has built a reputation for quality and integrity. The consistent use of the trademark "GNLD", according to these principles, is one of the most highly valued assets of GNLD International. Our thousands of Distributors benefit tremendously from the respect and goodwill that surround the name "GNLD." This respect and goodwill can only be maintained if all Distributors use the GNLD name consistent with the best principles of quality and accuracy.



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Any misuse of the GNLD name diminishes the goodwill of the name "GNLD" and hurts all Distributors. Any Distributor wishing to associate themselves with GNLD by using or producing the following must obtain prior written approval:

- a) The name "GNLD";
- b) Trademarks, trade name, service marks and copyrighted works of GNLD;
- c) Voices, pictures and likenesses of GNLD Corporation employees, representatives and endorsement personalities;
- d) Product descriptions and claims for GNLD products;
- e) The procurement or production of promotional merchandise and prizes, any kind of promotional literature, stationery which carry the GNLD name, logo or trademarks or trade name;
- f) Any mass media advertising that uses the name of GNLD products;
- g) All GNLD copyrighted material to be reproduced in its entirety or partially.

When Distributors use the GNLD trade name or trademarks in conjunction with displays at fairs, home shows and conventions, the displays should uphold the quality of the GNLD trade name. Any public display, exhibition or sale of GNLD products should be approved by the company, based on the written submission of details, sketches and plans.

As an independent Distributor, you are free to hold any meeting, sell any products or services, but the GNLD trade name may not be used to promote the sale or promotion of non-GNLD services or products. At all meetings, Distributors who use the goodwill of the GNLD trade name may not use the sales meeting for the purpose of promoting or selling non-GNLD products. It would be unfair to the company, its Distributors and customers for the GNLD trade name to be used to publicize or promote other companies or products.

### 3. TELEPHONE DIRECTORY

Over fifty years of success in the network marketing, health and nutrition industry have shown that correctly and accurately written telephone advertisements are a key feature in finding new customers and recruiting new Distributors. In light of the above trade name policies and the teachings of experience, the following are telephone directory advertisement policies:

**White pages:** By listing in the white pages alphabetically by the Distributor's name followed by "GNLD Distributor," friends, relatives and business associates will be constantly reminded that you are a GNLD Distributor. Experience has been that the best white pages alphabetical listing is as follows: "Jones, Mary, GNLD Distributor."

In addition to the alphabetical listing by the Distributor's name, Distributors are encouraged to list under the trade name "GNLD Distributor." This listing will be placed in the "G" section of the white pages, and all Distributors can list below the trade name listing. The telephone company must be advised by the first Distributor to list that the GNLD Distributor listing is an "alphabetical boldface heading" under which any GNLD Distributor may list his/her address and telephone number. There will be an additional charge for this listing, and each Distributor who is listed in the white pages under "GNLD Distributors" should share equally in the charge. Arrangements can be made with the telephone bills of participating Distributors.

**Yellow pages:** Yellow page listings have proven to be more advantageous than white page listings.

All GNLD Distributors are encouraged to list their business telephone in the yellow pages under their name provided it is listed in the same manner as the "alphabetical listing" previously explained above in the white pages section. This yellow page listing should be inserted under any or all of the following categories:

1. Vitamins
2. Cosmetics
3. Health Foods
4. Cleaning Products

It is suggested that Distributors also list under the trade name listing “GNLD Distributors.”

As noted in the white pages explanation, there will be an additional charge, and Distributors who list in the yellow pages should share this charge.

The artwork for a trade name listing will be provided by GNLD upon request and only authorized artwork may be used in these yellow page trade name listings. Distributors should contact their Distributor Services Associate for authorized artwork.

Distributors with current yellow page listings must notify the telephone company of the above changes.

Listings which do not meet these policies must be deleted from telephone directories in the next published directory for each location.

#### 4. STORE SALES AND DISPLAYS

The sale or display of GNLD products, or signs advertising these products, is prohibited in any retail store or outlet, including Internet on-line retailing Web Sites, on-line auction Web Sites, and on-line marketplace Web Sites.

An exception to this rule will be granted to those establishments which are:

a) Places of business engaged in services by appointment, such as beauty salons, etc. In no event, however, may signs or displays advertising the sale of GNLD products be displayed in such a manner that they are visible from the street and designed to entice people from the street for the purpose of retail sales.

b) Private membership clubs, such as health spas, etc. This rule shall not prevent a store owner from being a GNLD Distributor, but a store owner must adhere to all the same Policies and Procedures that guide all GNLD Distributors.

#### 5. GNLD TRAINING AND SERVICE CENTERS

GNLD training and service centers may be considered if your business has become too big to handle from your home. To open a GNLD Training and Service Center, an application in writing must be made to GNLD on application forms supplied by the company.

#### 6. GNLD DISTRIBUTOR WEB SITES

Personal contact and relationship building are absolutely essential to the network marketing focus of the GNLD International marketing plan.

The Internet has become an important and viable method of supporting the GNLD International distribution system. GNLD International authorizes and encourages Distributors to develop and operate their own personal GNLD Distributor Web Sites as tools to expand and to manage their independent distributorships.

For a full explanation of the many benefits of your own Personal GNLD Distributor Web Site, visit [www.gnld.net](http://www.gnld.net). Simple, step-by-step instructions allow you to build a powerful, custom Web Site to best fulfill the needs of your customers and your growing GNLD business.

The following policies are designed to ensure that GNLD Distributors enjoy the benefits of the information technology presented by the Internet, and that they respect the rights of each other and of the company.

##### *Utilization*

1. GNLD Distributors shall conduct their distributorship businesses in accordance with the GNLD International Policies & Procedures, and shall conform their use of the Internet and Web Sites to this Policy.

2. GNLD International reserves the right to review, approve and/or reject all new Distributor Applications, and shall not delegate that right to any Distributor. All GNLD Distributor Applications must be properly signed and processed according to the GNLD International Policies & Procedures and internal company procedures.

3. GNLD Distributors shall comply with local, state and federal laws and regulations in the operation of their distributorships through all electronic means, including the Internet, the World Wide Web and the various e-mail systems currently available for business exploitation.

4. GNLD Distributors shall refrain from “Spamming.” “Spamming” is defined as the sending of multiple copies of the same message in an attempt to electronically



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communicate with persons who have not expressed a desire to receive unsolicited e-mail.

5. Distributors conducting business in more than one country via their Web Sites shall comply with applicable laws and regulations, including consumer privacy regulations, of the countries in which the Distributor conducts his/her business.

#### *Identification*

6. GNLD Distributor Web Site Domain Names (URL) shall not include GNLD International's company name, service marks, trademarks, product names or any address component which may be confusingly similar to those names and marks. Company names, service marks, trademarks and product names are reserved to GNLD International for the benefit of all GNLD Distributors.

7. GNLD Distributor Web Sites and home pages shall clearly and prominently indicate on the first screen image displayed to the site visitor that the Web Site or URL belongs to an "INDEPENDENT GNLD INTERNATIONAL DISTRIBUTOR" who will be identified by name.

#### *Content & Format*

8. It is recommended that GNLD Distributor Web Sites link to the GNLD International official Home page or to any Web Site established by GNLD International .

9. GNLD Distributor Web Sites may display product and business testimonials and endorsements provided that written permission for Internet publication has been granted by the person being quoted. Testimonial representations must be verifiable, and in all respects compliant with the GNLD International Policies & Procedures. Unauthorized product claims shall not be displayed.

10. GNLD Distributors may develop audio and video recordings for publication on their Web Sites provided that written permission for Internet publication has been granted by all participants and the recordings are in all respects compliant with the GNLD International Policies & Procedures, and all applicable regulations and laws of the jurisdiction in which the Distributor is located.

11. GNLD Distributor Web Sites may present the GNLD International opportunity and GNLD Marketing Plan. The opportunity shall be presented as a networking business which enjoys success through the sale of superior products by independent Distributor sales teams. There shall be no representation or implication that there is any opportunity strictly from recruiting of others into the GNLD business.

12. GNLD Distributor Web Sites may link to other Web Sites ("destination sites") for the purpose of promoting GNLD products and business. Links to destination sites must be authorized in writing by the owner of the destination site. Destination sites must be in compliance with this Policy and may be reviewed by GNLD International.

13. GNLD Distributor Web Sites shall not display, nor refer to, nor link to, nor be connected to any religious or political organization, competing business opportunity, or promoter of "non-GNLD" products. GNLD Distributor Web Sites shall in no way detract from or denigrate GNLD International's trade names, trademarks, products, or reputation.

14. GNLD Distributor Web Sites shall not display, promote, market, advertise, or sell non-GNLD products or services.

15. GNLD Distributors may publish advertisements on their own GNLD business Web Sites, and may advertise on other Web Sites provided that the advertisements and Web Sites do not display, nor refer to, nor link to, nor discuss or promote any religious or political organization, or "non-GNLD" business opportunity, or products.

16. GNLD Distributor Web Sites may be registered on and linked from Internet search engines.

17. GNLD Distributor Web Sites shall display an appropriate "Privacy Statement." Such a statement will be provided by GNLD International upon request. The Privacy Statement will inform consumers whether or not personal information is being collected, and how such information may be used. Consumers shall be provided an opportunity to prohibit dissemination

of their private information. GNLD Distributors must protect personal information according to the expressed desires of consumers.

18. GNLD Distributor Web Sites shall be routinely updated to reflect current GNLD product developments and marketing materials. Web Site modifications and corrections must be accomplished within sixty days of notice from GNLD International.

#### *Intellectual Property*

19. GNLD International trademarks, copyrighted materials, illustrations and photographs may be displayed on a GNLD Distributor Web Site provided that the Web Site conforms to these Policies & Procedures in all respects.

20. GNLD Distributor Web Sites may display current GNLD-produced video and audio materials that are sold by the company. Recordings of GNLD International broadcasts, conference calls, or similar communications by the company may not be published without prior written consent of GNLD International.

21. GNLD Distributor Web Sites may display current GNLD-produced literature and images that are adapted from current GNLD International materials, provided that the materials may not be edited or have text added or omitted.

#### *Product Sales through the Internet*

22. GNLD Distributors may expand, support and enhance their sales of GNLD products through on-line sales via GNLD authorized Distributor Web Sites only. The product sales portion of a GNLD Distributor Web Site must be Password-protected to ensure that only invited individuals will access that portion. Only Suggested Retail Price (SRP) may be presented without password protection.

23. Password pages may only display information needed for access and brief introductory messages to confirm that a viewer has reached the correct site. Password pages may not display Distributor ID numbers or passwords that would allow casual visitors to access the product sales portion of the site.

24. GNLD Distributors may give access passwords to prospective customers for trial access only in personal contact circumstances

#### *Regulatory*

25. GNLD Distributors shall not offer payment of fees in any form (including bonuses, referral fees or rebates) for the recruitment or solicitation of Distributors or for the entry of Distributors into the GNLD business.

26. GNLD Distributor Web Sites shall not require any purchase by applicants. Unaltered GNLD International "Distributor kits" may be promoted as a reasonable business beginning.

27. GNLD Distributor Web Sites shall contain only information which is truthful and not misleading.

28. GNLD Distributor Web Sites shall not publish unauthorized health claims. GNLD dietary supplements shall not be represented to diagnose, mitigate, treat, cure, relieve or prevent any disease, ailment or physical condition. GNLD dietary supplements shall be promoted solely for nutritional and dietary purposes, and not for medical purposes. GNLD dietary supplements are foods, not drugs.

29. GNLD Distributor Web Sites displaying statements of nutritional support should prominently display in bold type for each such statement, the following: "This statement has not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure or prevent any disease."

30. GNLD Distributor Web Sites which publish recommendations of product use must display only those recommendations which are consistent with instructions indicated on the labels of GNLD products.

31. GNLD Distributors are strictly prohibited from promoting and selling GNLD products through Internet on-line retailing Web Sites, on-line auction Web Sites, and on-line marketplace Web Sites.



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# D. PRODUCTS

## 1. THE GNLD GUARANTEE

GNLD products are simply the best products available anywhere. GNLD is dedicated to producing the best products on the market today. Each is developed to the highest quality standards. GNLD combines the latest product science and technology with the highest quality ingredients to produce products that are superior in every way. GNLD offers a 100% money-back consumer guarantee. If you find any product to be defective or below the standards expected, return it to GNLD for exchange or full refund. As a Distributor you should offer your customers a choice of replacement without charge, full credit toward the purchase of another GNLD product, or a refund of the full purchase price.

If you receive a product back from the customer, contact Distributor Services for an authorization # to return the unused portion. Please provide your Distributor Services Associate with the following information; your name, address, ID number, a copy of the retail sales receipt and an explanation as to why it was returned. We will ship you a replacement of the same product.

The GNLD Guarantee is a serious expression of product confidence existing between the customer, Distributor and company. As in any mutual agreement involving financial considerations, each party accepts certain responsibilities and is expected to live up to them in good faith. The guarantee does not apply to damage caused by accident, misuse, abuse or alteration. The product must have been used from the original container and according to label directions.

## 2. EXCHANGE OF PRODUCT/INVENTORY IMBALANCE

It is not the policy of GNLD to sell large quantities of product directly to new Distributors before they have demonstrated an ability to sell successfully. Exchanges are unnecessary if this policy is followed. Within a 90 day period after signing a Distributor Agreement, the Sponsor should, if requested, buy back or exchange any product that his/her Distributor cannot sell, if the product is in a saleable condition.

Because commissions and bonuses have been paid on the product, it is company policy that such requests be forwarded to the appropriate Sponsor or upline Director. Product sent to an upline Director or Sponsor for exchange must be sent freight prepaid by the person requesting the transaction. In addition, to offset expenses incurred by the Sponsor, it is fair and right that a handling charge equal to 10% of the BV value of the returned or exchanged product be charged to the Distributor requesting the exchange.

Here are the procedures for Sponsors to follow:

- a) Determine that the product is saleable.
- b) Determine that the product has not exceeded the one-year guarantee date.
- c) The Sponsor should make the exchange from product on hand.

## 3. REPURCHASE POLICY

When GNLD created the Repurchase Policy, it was with the intent that it be used only as a means of repurchasing product from a Distributor who wishes to terminate his/her business relationship with the company. This policy should never be used as a “no-risk” enticement for bringing a new Distributor into the GNLD business.

In the event that an active GNLD Distributor wishes to terminate his/her business relationship with the company the following guidelines apply:

- The terminating Distributor may return all unopened product which they have purchased from their upline Sponsor or directly from the company to GNLD for repurchase. Only products that are received back within one (1) year from date of purchase in marketable condition will be considered repurchasable by GNLD. This product will be repurchased at 90% of the price originally paid by the terminating Distributor, less all bonuses, rebates, awards and overrides received on that inventory by the terminating Distributor. Verifiable proof of purchase or product date codes on labels will be used to determine if products qualify for repurchase.

- In addition, all bonuses, commissions, rebates, awards and overrides paid to upline Distributors as a result of the original sale will be recovered from the upline Distributors whenever a product repurchase takes place within their sales organization.
- Finally, all qualifications awarded as a result of the original purchase will be revoked.

#### 4. LOANS

Distributors should make all product purchases from the company or their Sponsors only. Product may only be borrowed or loaned in the vertical sponsorship line. Repayment must be made in products. Product may not be loaned or borrowed outside the vertical sponsorship line. To sell or loan product to a Distributor not personally sponsored violates these Policies and Procedures and is not permissible. The only exception to the above would be as specified in a written agreement between the concerned parties.

#### 5. PRODUCTS AND THEIR INTENDED USES

Each GNLD product is formulated and designed to provide superior performance and benefit when used in the recommended manner. In order to build Distributor knowledge and support successful product sales, such uses are described in official company printed materials including product labels, the Distributor Product Guide, brochures, flyers and periodical publications.

Though many GNLD products may prove beneficial in applications other than those on the label or in printed materials, no GNLD product should be used in a manner other than expressly described on the current product label or in current official company printed material for that product in that country.

Because GNLD products are designed and formulated to support a healthy lifestyle they provide important benefits to the user. However, no GNLD product is intended to cure, prevent, or treat any disease or condition, except those intended uses contained on the current product label or in current official company printed materials for that specific product.

By acquiring knowledge associated with GNLD products you may become looked upon as an authority figure. It is important to remember, however, that no GNLD

Distributor who is not a licensed health care practitioner is authorized to diagnose illness or prescribe treatment.

#### 6. REPACKAGING GNLD PRODUCTS

Under no conditions may a GNLD Distributor repackage GNLD products. The labeling laws of state and federal agencies expressly forbid this. The GNLD guarantee and product liability insurance are voided if repackaging occurs; as an Independent Distributor, you are then left unprotected.

#### 7. LITERATURE CHANGES

As a word of caution, literature containing any kind of price information should be ordered with discretion.

Due to the rapidly changing nature of the personal care, home care and nutrition industries, GNLD literature is often updated to reflect the “state-of-the-science,” as well as current legislative requirements. However, there is no provision for the exchange of literature and existing literature may be used up. We recommend that you cease distributing any literature or audiovisual sales aid that is more than three years old and is no longer currently published by the GNLD company. Watch your Distributor newsletter for notification of changes in literature and introductions of new sales tools.

#### 8. EXCLUSIVE GNLD SALES

The intention of this policy is to protect the integrity of the sales team of GNLD Distributors from other GNLD Distributors soliciting them to sell non-GNLD products.

You must be a registered distributor with GNLD to be authorized to sell or distribute GNLD products.

It is recommended that GNLD Distributors sell and promote only GNLD products and opportunities. More success can be generated through concentrating one’s effort, resources, education, etc. on the GNLD product line rather than diversifying. Other products may be sold to customers or to your direct Distributors only. You are strictly prohibited from soliciting GNLD Distributors who are not directly sponsored by you to purchase or sell other products or marketing opportunities. Violation of this policy could result in termination of your distributorship.



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## E. RESOLVING POLICY VIOLATIONS

When it comes to a Distributor's attention that there has been a violation of the Policies and Procedures or Code of Conduct by another Distributor, an informal discussion should take place in an attempt to correct the problem as easily and quickly as possible. The Distributor should be shown the applicable section in the Policies and Procedures and/or Code of Conduct, and the reason for the rule should be explained, including why violation of the rule acts to the disadvantage of all Distributors. It should be requested that the Distributor comply strictly with all rules as outlined in the Policies and Procedures and the Code of Conduct. If this discussion fails to lead to the correction of the violation, the complaining Distributor should then report the violation to their own upline Director. The upline Director should then attempt to contact the upline Director of the violating Distributor to discuss the alleged violation. The upline Director of the violating Distributor should then counsel with the violating Distributor and attempt to secure his/her cooperation in correcting the situation. If the upline Directors cannot reach compliance with the Policies and Procedures, the upline Director of the complaining Distributor should send a warning letter by certified mail to the violating Distributor, with a copy to his/her upline Director, advising the violating Distributor of the specific complaint(s) made against him/her, and giving the Distributor a reasonable, but definite, time limit within which to comply with the rule(s).

### CENSURE OR CANCELLATION

GNLD's Policies and Procedures have been carefully written to protect customers, Distributors, Sponsors and the company. GNLD Distributors have agreed to abide by such written Policies and Procedures and have the responsibility of maintaining the honesty and integrity of the Marketing Plan. Violation of published Policies and Procedures and Code of Conduct may lead to censure or cancellation.

*Censure* is disciplinary action imposed on a Distributor who violates Policies and Procedures when it is hoped that said

Distributor will take appropriate corrective action. Censure is an alternative to cancellation. Censure may, at the discretion of the company, also include any of the following: withholding bonuses and recognition, writing corrective letters to sponsored Distributors, withholding all contest benefits, prizes, and may require attendance at training meetings presented by company personnel or a Director. Censure will be for a period to be determined by GNLD. If the violation of the policies is not corrected during the censure period, GNLD will cancel the Distributor's membership.

*Cancellation* is the permanent revocation of a Distributor's right to sell GNLD products, to sponsor Distributors and to receive other benefits of being a GNLD Distributor.

### *Censure or Cancellation With Formal Complaint*

If there is no satisfactory compliance within the time limit specified, the upline Director should send all information, copies of letters, etc. to GNLD, along with a request for cancellation or corrective action. GNLD will make its own investigation and decide on censure or cancellation. If cancellation or censure is deemed necessary, GNLD will notify the violating Distributor by registered letter, return receipt requested.

### *Censure or Cancellation Without Formal Complaint*

GNLD may initiate censure or cancellation investigations and proceedings even without formal complaint. GNLD will not censure or cancel a Distributor without first completely investigating the matter and allowing the Distributor a reasonable chance to respond, explain or justify.

### *Appeal of Censure or Cancellation of Distributorship:*

The Censured or Cancelled Distributor shall have the right to appeal a Censure or Cancellation decision. All appeals must be filed in writing within 15 days of GNLD's decision to Censure or Cancel a distributorship.

# F. THE BASICS OF ORDERING

## WHO CAN ORDER?

As a Member registered with GNLD International, you may place orders with your direct sponsor. Your sponsor will maintain all order records and communication.

As a Distributor registered with GNLD International, you may continue to order products through your direct sponsor or you may choose to place orders for product and literature directly with GNLD. Simply contact the Corporate office where an account has been established in our computer files for you. This account accumulates Point Volume (PV) and Bonus Volume (BV) for orders you place directly with GNLD throughout each Sales Month. Your account also reflects the total amount due and payments related to each order.

## HOW TO PAY FOR ORDERS:

Orders are processed within 24 hours upon receipt of one of the following payment options:

- Credit Card — We accept Visa, Mastercard or Discover Card
- Certified Money Order or Cashier's check
- Traveler's check
- Bank Wire Transfer — You can have your bank wire funds to our bank (call your Distributor Services Associate for GNLD's bank information)
- Cash — It is not recommended that cash be sent in by mail.
- Personal Checks — GNLD will accept personal checks for applications, event registrations, and renewals. Checks will not be accepted for Product or Literature Orders.
- PAC — Pre-Authorized Check. Available to all Directors after achieving four (4) consecutive months of 4000 QPV. Using PAC allows GNLD to automatically obtain payment from your specified checking or savings account. PAC transactions will affect your account within a minimum of 2 working days. [All Distributors may also arrange to have GNLD deposit your Bonus Check directly into the same account each month.]

**Tip:** Credit card purchases are the quickest and most convenient way to pay for orders. This assures the most efficient and timely delivery of your orders! Also, certain airline companies offer Visa and Mastercard accounts that provide mileage credit when you make purchases using the card. Maximize the milage program so you can attend GNLD events.

**Tip:** You can use an unlimited number of credit cards (Visa, Mastercard or Discover) to pay for your order(s). Simply tell the person taking your order how much to charge to each credit card.

## MEMBER PRICE ORDERING:

Suggested Member Price (SMP) is the suggested price to be charged for GNLD products to any Member purchasing from their sponsor. The SMP is listed on the GNLD price list under the Singles column and represents a discount of 15% from GNLD's Suggest Retail Price.

## DISTRIBUTOR COST ORDERING:

Distributor Cost (DC) is the wholesale cost of GNLD products which can be purchased by registered Distributors directly from GNLD. The DC cost is available when purchasing single items which represents a 25% discount from Suggest Retail Price. To maximize your profit you may purchase by case and receive an additional 6-8% discount from Suggested Retail Price.

## ORDERING BUSINESS LITERATURE:

All literature should be purchased with discretion. GNLD is committed to offering high quality business literature including informative audio and video business tools. The marketing team at GNLD is always striving to reflect new research and marketing information in all our sales tools. Although every attempt is made to keep changes to a minimum, there will be occasions when price lists, catalogs and other business tools will need to be revised. Plan your literature needs carefully as there will be no exchanges made.



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# G. HOW TO PLACE AN ORDER WITH GNLD

## ORDERING ON THE INTERNET

When it comes to ordering convenience, you can't beat our Web Site! Because the Web is open 24/7, you can place your orders anytime, any day — and you're always first in line. Simply go to [www.gnld.com](http://www.gnld.com), click on "Distributor Only." Key in your Distributor ID# and PIN. Click "Orders," then "Order Entry."

Here are the things you need to know when placing online orders:

- Enter your email address to receive a direct order confirmation. Choose delivery or pick up, and select "Next" to start your ordering process.
- If you know the products and/or business-building tools you want, simply enter the item numbers. The product description, volume amounts and prices will immediately appear once you press "Enter." Be sure to select a quantity, then click "Add to cart."
- If you don't know the item number, select "Look up" for a full list of product categories. Select a category and choose the items you'd like to order.
- After you've added all of your product and business-building tools to your shopping cart, click "\$Checkout." The system will calculate any freight and/or sales taxes, and then take you to the Check-out page.
- Select print to obtain a hard copy of your order for your records, and click "Submit" to place your GNLD order.
- At any time during the ordering process, you can cancel your order or select "Help" for assistance.

GNLD.com is an approved VeriSign secure site. All information is confidential not shared with outside parties.

## ORDERING BY TELEPHONE:

The number is 1-800-432-5842. GNLD does not accept collect calls.

Here are the things you need to know when placing a telephone order:

- If you are ordering for the first time, let your Distributor Services Associate know. We are happy to assist you and want to make ordering with GNLD simple and fun.
- Have the Identification Number and name of the Distributor placing the order. This is the Distributor who will receive full PV/BV credit for the order.
- Have the correct name, address and telephone number of the person to whom the order is being shipped. This must include the ID number if shipping to another Distributor. GNLD can not ship to a post office box.
- Have the entire order written out and totaled on a Distributor Order form (#8210). The Distributor Services Associate will read the order back to verify items, quantities and PV. If there are any discrepancies, inform the Distributor Services Associate immediately. Once the order has been shipped, GNLD CANNOT cancel the order since all bonuses and recognition have been based on that volume.
- You may set up your primary credit card in GNLD's ordering system or have a new credit card number and expiration date available.
- Upon completion of your order, you will receive a shipping invoice number which should be written on your Distributor Order Form for future reference.
- Do not mail a copy of your order if it has been telephoned to us. This will cause us to process the order twice, creating a duplicate shipment and a duplicate charge on your credit card. During the processing of an order it is not possible to identify a duplicate order that may have been entered previously.

GNLD cannot cancel the duplicate order since all bonuses and recognition have been based on that volume.

#### ORDERING BY FAX:

While the internet ordering system is the simplest way to place an order, GNLD also has a single-line fax system dedicated to accepting applications and orders 24 hours a day. The number is reserved **only for submitting applications and orders**. The number to submit documents by fax is (510) 440-2818.

Here are the things you need to know when placing orders by fax:

- Only credit card and PAC orders will be accepted by GNLD's fax system. GNLD requires the signature of the cardholder on the order.
- Before you send your orders, complete a fax cover sheet with Distributor's name, phone number, ID number, number of total pages being sent and the total dollar and PV amounts of the orders being sent. It is important to include a phone number so you can be notified of any transmission problems.
- Always keep your transmission receipts for your own records-this is your confirmation that your orders were received at GNLD. Be sure to check your transmission record for correct phone number and the correct number of pages.

**Do not mail in a copy or an original of your order if it has been faxed to us.**

This will cause us to process the order twice, creating a duplicate charge on your credit card. We have no way of identifying an order that has already been processed by fax. If this should occur, GNLD cannot cancel the duplicate order since all bonuses and recognition are based on that volume.

**Tip:** If you are concerned about your fax being received and processed you can simply access the "order inquiry" option available through [www.gnld.com](http://www.gnld.com), or call Distributor Services.

#### ORDERING BY MAIL:

Distributors who do not qualify for PAC or who may not have access to a credit card may consider mailing in applications and orders. Because this method may not be as convenient or reliable as internet or direct telephone ordering, GNLD has developed

a "hold status" system for mail in orders. By allowing all Distributors to simply call our toll free order line, they can place their order with a Distributor Services Associate and receive exact totals of PV/BV and order amount. This order is then placed on hold status in the computer system and the Distributor is given an invoice number which should be written on the money order or bank wire transfer.

To simplify your mail-in order use the following steps to place a "hold status" order:

- Complete the Distributor Order Form (#8210), and include your name, address, ID Number, and the address where the order is to be shipped.
- Call GNLD's toll free order processing number at 1-800-432-5842, place your order, verify the PV/BV and total amount due with the Associate. You will then receive your invoice number and your order will be placed "on hold" until GNLD receives your payment.
- Simply send in your payment with of the invoice number for which payment is being made.
- You do not need to mail in your order, Simply mail or wire your Payment to: GNLD, PO BOX 5012, Fremont, California 94537-5012. (For Bank wire transfers, contact Distributor Services with transfer information.
- Upon receipt of your payment, GNLD will immediately process your order on hold and you will be credited the PV/BV accordingly.

**Tip:** Orders will be credited to your Distributor account for the month in which the payment is received.

To send in your order or application with payment:

- Complete the Distributor Order Form (#8210), and include your name, address, ID Number, and the address where the order is to be shipped.



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- When paying by credit card, include the credit card number, expiration date, zip code and signature of the card holder. If you are using multiple cards, indicate the amount to be charged to each card.
- When paying with PAC, write "Charge PAC" across the top of your order form.
- When paying with a bank wire transfer, write "Wire Transfer" across the top of your order form. Contact Distributor Services to inform them of the Bank transfer routing information.
- Personal checks are only accepted for applications, event registrations, and renewals. Product and literature orders must be paid with a guaranteed Money Order, Cashier's or Travelers checks or credit card.
- Mail your order form and payment to :  
GNLD, PO BOX 5012, Fremont,  
California 94537-5012.

**Tip:** See accounting policies for special end of month procedures.

ORDERING A DROP SHIPMENT TO YOUR MEMBER OR RETAIL CUSTOMER USING THEIR CREDIT CARD FOR MEMBER RETAIL PRICE PAYMENTS:

You can place an order on behalf of your Member Distributor charging the Member price to their credit card. The difference from your single or case Distributor Cost and Member price charged to the credit card will create an overpayment which will be reimbursed back to you as part of your monthly bonus check.

# H. SHIPPING POLICIES



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## WHERE DOES GNLD NORTH AMERICA SHIP?

GNLD USA ships within the United States, US Territories (Puerto Rico, U.S. Samoa, Guam, Saipan, the Virgin Islands, and the Midway Island), and APO addresses for military personnel. However, we do NOT ship to American bases abroad.

GNLD also offers support for shipment to other independent locations in North America. GNLD Canada makes shipments to Canadian territories. GNLD Jamaica ships within the territory of Jamaica. GNLD Trinidad makes shipments to Trinidad and Tobago. GNLD Barbados makes shipments in Barbados. GNLD Mexico makes shipments in Mexico.

## CAN I ORDER CASES OR SINGLES?

GNLD will ship case lots or singles to you, your Distributors, or your customers. GNLD does NOT combine singles of one item with other similar items to make a case. For example, you cannot mix single flavors of Nourishake to make a case of six.

## SHIPPING/DELIVERY TIME:

We have two warehouses, one in California and in Tennessee. Most orders are shipped via common carrier within 24 hours of the time the order is placed.

## FREIGHT/HANDLING CHARGES:

For orders shipped in the continental 48 United States and Alaska-GNLD charges freight according to the total PV of your order. To calculate freight in markets outside the continental US refer to the Country's Confidential Price List or local business manual.

For orders shipped outside the continental United States — This applies to Hawaii,

### FREIGHT & HANDLING CHARGES

Amount of Order:	Freight Charges:
0 - 199PV	3% of DC (+ \$4.00 handling charge)
200 - 999PV	3% of DC
1,000 PV and up	Shipped Freight Free

Puerto Rico, US Samoa, Guam, Saipan, The Virgin Islands, and Midway Island: Hawaii is the only "outside" destination with a pre-calculated, special freight policy. Hawaii's freight and handling is the same as above, only there will be an additional 3% DC added, regardless of PV. All other destinations listed above are calculated based on the current freight carrier's rate. When your order is placed, we will calculate air and ocean shipping rates, and call you back with the costs.

## DROP-SHIPMENTS:

You can place an order, no matter how big or small, to be sent directly from GNLD to your Distributors or customers. This is extremely helpful in that you don't need to keep a large inventory on hand. Freight/handling charges will still apply according to the amount of PV. You can not combine orders to reduce freight charges and then drop-ship to various addresses.

## TRACKING LATE ORDERS:

GNLD takes pride in shipping all orders promptly. Order early in the day and in most cases your order will be shipped that same day. Significantly higher ordering activity occurs during the last two days of the month, and even then, most orders are shipped no later than the next day. If you have not received your order on or before the sixth (6) working day, go to [www.gnld.com](http://www.gnld.com) or contact your Distributor Services Associate for immediate tracking. Distributor Services will assist you in locating and expediting the order.

## COMMON CARRIER DELIVERIES:

Here are some general guidelines:

- The carrier will make two additional attempts to deliver your order if they are unable to reach you the first time.
- After three attempts have been made, the carrier will send you a card advising you that they have a package for you, which they will hold for seven days.
- If you do not make an effort to pick up your package, they will return your merchandise to GNLD.
- When a package is returned to GNLD, and a request is made by the Distributor



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for reshipment, a freight charge will be assessed on the second shipment. This may also apply when a Distributor does not inform us of a change of address and the order is undeliverable.

- The carrier will, on some occasions, leave a package with a neighbor if you are not home, although more often they will follow procedure outlined above. We suggest you leave a note instructing the carrier where to leave your package if you will not be home to sign for it.
- All orders that are filled and processed at GNLD are checked with great care. Since GNLD utilizes a computerized order verification system, there is little chance something has been left out. Should you discover a discrepancy, please re-check your order carefully before calling the office. Should you find an error, please give Distributor Services the invoice number and date to facilitate prompt order tracking.
- As you receive your package delivered by the carrier, please check for damage to the outer packaging before signing for it. Any damages, such as the package being crushed, resealed or open, should be noted by the delivery person on the delivery record, especially if there are any missing packages.
- GNLD cannot make deliveries to Post Office Boxes in the United States.

#### **SHORT OR DAMAGED SHIPMENTS:**

Always be sure to carefully count the number of pieces of freight delivered by transport carriers. Never sign a bill of lading unless absolutely certain that all of the pieces of freight on that bill of lading have actually been delivered. When signing a delivery receipt, a Distributor relieves the transport carrier of all further responsibility. GNLD cannot be responsible for shortages on an order when a Distributor has improperly signed for it.

When transport carriers sign for a shipment at GNLD, they sign for a given number of pieces of freight and they acknowledge this fact. GNLD's control over the shipment ends at that time and is assumed by the carrier.

Great care is exercised by GNLD in packaging, handling and shipping product. Still, unavoidable accidents or careless handling by others will sometimes occur. Be assured that the product was in good

condition when it left our warehouse.

Shipments that show damage on arrival should be handled as follows:

#### **1. Common Carrier**

- A Distributor should always accept the shipment, but should list damaged items. Have the delivery agent note the damage on the delivery record. Notify the Distributor Services Department and the carrier immediately of the extent of the damage.
- The Distributor should immediately request an inspection by the carrier, who will assign a Lost or Damage Investigation (LDI) number.
- Be sure all damaged items, plus the shipping containers, are held for pickup by the carrier. Go ahead and use undamaged merchandise for regular sales.

#### **2. Parcel Post**

- Claims for damage of packages delivered by parcel post must be filed by the Distributor.
- Return the damaged merchandise and the carton to the local post office when your claim is filed.
- Only when the above has been done should GNLD be notified of the claim settlement terms.

#### **3. Truck Shipments**

- Always inspect shipments before signing for them. Call any damage to the attention of the delivery person and request that damages be noted, and sign for them.

Set damaged merchandise aside and immediately call the local office of the carrier and request an inspection of the damage, then notify GNLD Distributor Services. GNLD will promptly replace the damaged items and file the claim with the carrier.

- If damage is found later, follow the same procedure as above. Call the carrier and ask for a damage inspection. Do not ship damaged product back to GNLD. After GNLD receives the necessary paperwork, we will replace the product immediately and then wait for reimbursement from the carrier. Remember, hidden damage must be reported to the trucking company within fifteen (15) days of delivery. Damaged or missing packages must be reported to GNLD within thirty (30) days of delivery. Never refuse a damaged shipment.

# I. ACCOUNTING POLICIES



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## **END OF MONTH PROCEDURES; RECEIVING CREDIT FOR YOUR ORDER, APPLICATION OR PV/BV TRANSFER:**

To ensure that all orders are credited to the right month so that all Distributors receive the recognition and achievement levels they are working toward, GNLD has established certain guidelines:

All orders, payments, PV/BV transfers, and applications physically received at corporate headquarters by 8:00 p.m. on the last business day of the month will be processed for the current sales month. "End-of-Month" usually occurs on the last day of the calendar month. However, if that day is a weekend or holiday, "End-Of-Month" will be on the next business day (business days are considered Monday through Friday). GNLD publishes the "End-Of-Month" schedule in the *GNLD News* publication. Distributor Services also maintains GNLD's annual "End-Of-Month" schedule, contact your representative if you need additional information.

If you want an order to be credited into the following sales month, you must state, "For (month name) Sales Month," in bold print across the front of the order with separate payment for each month's orders. Note: GNLD's order processing computer is unable to accept any orders for a future sales month until the first day following the close of the previous sales month.

## **USING OVERNIGHT CARRIER DELIVERY SERVICE:**

It is extremely important that we receive all new Distributor agreements, orders, payments and PV/BV transfers by "End-of-Month". If time is short we recommend you **Overnight Express** your documents the day prior to "End-Of-Month". Only those orders sent by an authorized agency who provides guaranteed next-day delivery will insure that your order arrives in our corporate office on the final end-of-month processing day. GNLD takes no responsibility if the overnight carrier does not deliver the package on time in order to be processed with the current month's business.

## **TELEPHONE, FAX OR INTERNET AT END OF MONTH:**

On the last day of the sales month, Distributor Services Associates are standing by for extended ordering hours — from 8:00 a.m. to 8:00 p.m. Pacific Time. You also have the option of Faxing orders until 12 a.m. (midnight). on the last day of the sales month as well as GNLD's order online 24 hours a day at [www.gnld.com](http://www.gnld.com). All end of month orders need to be processed before 12 a.m. (midnight) for end of the month credit.

## **DECLINED CREDIT CARD ORDERS AT END OF MONTH:**

If the credit card being used is declined, GNLD considers it to be a "non-order" or non-application, it will be returned back to the ordering/sponsoring Distributor by the 10th of the following sales month for resolution. (To avoid having your order held, verify the credit card's available balance prior to placing your order. The cardholder can do this simply by calling the toll-free number on their credit card.)



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# J. TAX INFORMATION

## KEEPING ACCURATE BUSINESS RECORDS:

As an independent GNLD Distributor, you are in charge of your own business. It is essential to establish good bookkeeping habits and keep good records as soon as you begin your GNLD business. By the time you become a Director and are earning higher income, you will have established good record-keeping habits and will not run into difficulties when your annual taxes must be calculated.

The IRS places responsibility on the taxpayer to provide proper supporting documentation for all expenses claimed. Proper documentation includes a receipt from the party to whom the payment has been made and a statement of what the payment is for.

In order to claim an item as a business expense, you must be able to show that the expense was reasonable, necessary, appropriate and directly connected to your business. Consult your tax accountant for specific requirements as they relate to you.

**Tip:** Most GNLD Distributors conduct their businesses from their homes and automobiles, and many tax deductions are available to those Distributors who keep accurate, legitimate records. The GNLD Business Expense Accounting System (Item #8240) has been designed to help organize Distributor expenses into categories provided by the IRS on the schedule C “profit or Loss from Business” tax form. This design is equally simple to use for brand new Distributors as well as for larger Distributors operating their distributorships full-time. Simply contact GNLD’s Distributor Services Department to order this easy to use step-by-step guide.

**Tip:** Recognizing that you have joined one of the fastest growing industries in North America today, the Internal Revenue Service has worked with the Direct Selling Association (DSA) to establish guidelines to assist you, the Distributor, in properly reporting your business activity. IRS Publication #911 “Tax Information for Direct Sellers” explains tax reporting requirements and provides many helpful suggestions for substantiating your

business deductions. To receive this publication contact your local IRS office.

## RESPONSIBILITY TO ISSUE 1099-MISC FORMS:

GNLD is required by the Internal Revenue Service to issue a 1099-MISC form to every Distributor whom we pay directly. The 1099-MISC issued to you will include the amounts to be paid to your downline Distributors. You, in turn must file a 1099-MISC form for every Distributor who purchased from you an excess of \$5,000 or who you paid in excess of \$600 within a calendar year. Included in earnings are commissions, bonuses, prizes, and awards. See your tax accountant for current updates on this ruling and keep careful records of all orders and any checks you issue to downline Distributors.

**Tip:** By having all Distributors in your team ordering direct from GNLD, you receive the benefit of having GNLD maintain the required order records and filing the required 1099-MISC form to the IRS.

## SOCIAL SECURITY TAX:

As an independent contractor, you are subject to self-employment tax. This must be paid individually when you file your tax return, unless Social Security taxes by virtue of other employment are already being paid.

Distributors ordering and earning a bonus without a Social Security Number (SSN) is subject to a 28% withholding tax. The 28% withholding tax is submitted to the Internal Revenue Service (IRS) on a monthly basis.

## SALES TAX:

As a service to Distributors, GNLD, where possible, collects and submits sales tax and makes payments to the individual states.

As an individual contractor, you have the option of filing with your State Tax Department for your own business and resale number. If a Distributor has a resale tax number, a current copy of the Resale Certificate provided by the state along with a GNLD Resale Certificate – instructions form must be on file at GNLD prior to placing an order. Each order placed must indicate this number in the appropriate spaces.

# K. PAYMENT OF BONUSES

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## WHAT REPORTS ARE MAILED

GNLD will be responsible for paying bonuses to Distributors who order direct from GNLD. Distributors will receive the following documents in their monthly bonus package mailed by GNLD:

- Bonus volume statement
- Bonus check
- Account sheet summary
- Invoices and Credit/Charge Memos
- Special Mailings

**NOTE:** In order to take advantage of volume pooling, a Distributor must place at least 100 personal Point Volume of product orders in a given sales month. In order to be paid a bonus directly by the Company, a GNLD Distributor must be current on their association renewal. If we do not receive renewal instructions by the end of the month in which you have earned a Bonus, the appropriate renewal fees will be automatically posted to your GNLD account, guaranteeing that you will receive any Bonus payments you are entitled to for that month

For a fast, easy and convenient way to receive your bonus sign-up with our Direct Deposit Program. Simply send Distributor Services

1. A copy of voided bank check
2. A copy of deposit slip
3. Letter requesting that you be set up on the Direct Deposit Program

It's that simple!



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## L. ASSOCIATION RENEWAL

Your active GNLD Distributorship gives you more freedom and more choices than any other opportunity. GNLD helps you to achieve financial freedom, earn FREE trips to exciting places, enjoy quality time with your family, and much more. As an active GNLD Distributor, you can receive bonus checks, plus you get exclusive Internet access to free business tools, online ordering and delivery tracking, sales organization production reports and our extraordinary recruiting tool, *Lifestyle Magazine*..

### DISTRIBUTOR WEB TOOLS

An active GNLD Distributorship gives you privileged access to our “Distributor Only” section of [www.gnld.com](http://www.gnld.com) which provides you with an abundance of valuable business-building resources. To keep your countless rewards active, be sure to update your Association Renewal annually.

In “Distributor Only,” you can print all the FREE literature you want, including powerful fliers, research-packed Brochettes, must-read You Decide product comparisons and compelling News You Can Use articles! Download previous issues of the *GNLD News*, ready to print and hand to your prospects and team! Stay informed about life-changing events, who’s presenting crucial information, with specific dates, times and locations! Also on the Web, you can check out daily sales activity, monitor team progress, and much more!

### LIFESTYLE MAGAZINE

*Lifestyle Magazine* is published four times a year. Your one-year subscription is included in the annual association renewal. The Lifestyle Magazine delivers hard-hitting, leading-edge product and science news, and spotlights Distributors like you who are reaching their dreams!

Don’t let your GNLD benefits lapse. Your GNLD Distributorship is your most powerful resource to making your business a giant success. There’s never been an easier

way to obtain the information you need to share the power of GNLD. Keep your distributorship active and be sure to update your annual association renewal so you can reap from the treasure-trove of outstanding business-building resources.

**Association renewals can be made by phone, fax or mail (for telephone renewals we must be able to charge a credit card or PAC).**

# M. CONTACTING DISTRIBUTOR SERVICES



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## STAY IN TOUCH WITH YOUR SPONSOR:

When you are actively building a business, you will encounter challenges from time to time. When that happens, remember that your upline sponsor is there to help you quickly and efficiently resolve the issue. Your upline sponsor is the very best person to help you with questions regarding product, Marketing Plan, and training.

## ONE CALL SERVICE FOR A QUICK DIRECT LINK TO GNLD

Along with your upline GNLD provides a direct link to a Distributor Services Associate through our toll free personalized service. The team of Distributor Services Associates at GNLD are committed to provide one call service which simply means that your call will quickly route to the next available Associate in order that it is received. When you need quick service GNLD's one call system is the fastest way to get connected to a Distributor Services Associate.

## CHANGING YOUR ADDRESS OR MASTER FILE INFORMATION:

It is important that Distributors notify the GNLD Corporate Office immediately of any address change. In order to ensure that you receive all of our important mailings and *Lifestyle Magazine*, submit a change of address thirty (30) days before your actual move. If you do not inform GNLD of a change of address and therefore a shipment is sent and returned to GNLD, an additional freight charge will be assessed before reshipment.

Other charges in your personal information also requires immediate notice to GNLD, such as a change in name, telephone number, fax number, or tax ID number. Also please inform GNLD of any Distributor status change such as marriage, divorce or death (Also refer to Policy section, Lines of Sponsorship, page 7).



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## N. PRODUCT RETURNS

### DAMAGED OR MISSING ITEMS:

For Distributors who place orders directly with GNLD, it is their responsibility to take care of any shipping errors or damage on any drop shipment orders that you place for your successline Distributors and customers as well as orders sent directly to you. You need to report these problems to your Distributor Services Associate as soon as possible. Give your Associate the Invoice Number, located in the upper right-hand corner of the packing slip that came with the shipment. Your Associate will advise you what to do with the damaged item and make arrangements for any item missing from your order. Please also refer to SHIPPING POLICIES Short and Damaged Shipments Section, page 24.

### CUSTOMER GUARANTEE:

All GNLD Nutritional Food Supplements and Personal Care Products carry a 100% satisfaction guarantee. In the event that any GNLD product a customer has purchased is not satisfactory to them, they may return the unused portion to the GNLD Distributor from whom they purchased it. The Distributor should then find out why they are dissatisfied. (Was the taste not what they expected? Was it not filling their needs?) Offer a choice of replacement without charge; full credit toward the purchase of another GNLD product; or a refund of the full purchase price. This guarantee does not apply to products which have been intentionally damaged or misused.

When making customer refunds, simply take back the unused portions and call your Distributor Services Associate. You will be issued a special Return Authorization number (RA#) for speedy processing. GNLD will replace the products to you. Send the returned product to GNLD's shipping address (see Quick Reference information). Include your name, Distributor Number, and RA# on a sheet of paper and enclose a note explaining why the person was dissatisfied. Allow a minimum of two weeks from the day you send the return to receive replacement.

If a customer contacts GNLD directly, they will be referred back to the GNLD Distributor from whom they purchased the

item. If the customer has proof of purchase and is unsuccessful in their attempt to receive a product guarantee directly from the selling GNLD Distributor, GNLD reserves the right to honor the guarantee on behalf of the Distributor and make deductions from the selling Distributors account in accordance with this guarantee policy.

If the selling Distributor does not want the same product replaced, we can replace it with something of equal PV value, or credit their account. We will credit their account with the Distributor Cost for the product, and **the full amount of the original product PV/BV** will be deducted from their totals for the current month. Keep this in mind when you are figuring your monthly totals. Make a note of the PV/BV amount and adjust your records accordingly. For additional information please refer to GNLD's Guarantee/Exchange and Repurchase Policy on page 16 of the Policy Guide.

## O. LEADERSHIP

A Distributorship is viewed by GNLD as an independent business and the fundamental unit upon which the GNLD Marketing Plan is based. Bonuses are paid to Distributors based on the growth of their successline's business. Each Director sponsors and trains others to become Directors. This continuing process of self-duplication is at the heart of GNLD's dynamic potential for business growth and financial reward. By sharing GNLD's products and career opportunity with others, Distributors secure their own financial future by helping others discover a better, healthier way of life.

As a Distributor, you have the opportunity to demonstrate real leadership for your team. They will look to you for answers to their questions and guidance in developing their business. Know where to find answers to policy, marketing plan, and product questions.

As a Distributor you are eligible to order direct with GNLD. You in turn are responsible to pay bonuses earned by your Distributors who do not order direct from GNLD and choose to order from you. You should pay bonuses immediately upon receiving your bonus check from GNLD.



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## P. MEETING ROOM CONDUCT

As a Distributor you have the opportunity to play an important role in shaping the growth of your team by participating in GNLD's training events. Attending meetings supports growth for you and your team by providing new skills, information, and ideas that help build a successful GNLD business. Set an example for your team by attending all meetings and always bring guests with you. You will set the tone for your prospects and your team members by being positive and enthusiastic about everything presented at any meeting.

Many of GNLD's meetings are open to prospective Distributors and are typically invited as guest of active Distributors. It is improper for a GNLD Distributor to sponsor, recruit or attempt to recruit the guest or prospect of another GNLD Distributor. Violation of this policy is grounds for censorship or cancellation of GNLD distributorship status.

Guests and invitees of a GNLD Distributor attending a GNLD, co-op or Distributor sponsored function are "protected prospects"

to all GNLD Distributors meeting that guest or invitee at the function.

"Protected prospect" status does not apply to persons who may be recruited in circumstances not related to GNLD, co-op or Distributor sponsored functions by a GNLD Distributor who did not meet the prospect at such GNLD, co-op or Distributor sponsored function.

An invited prospect attending or brought to a corporate-sponsored event is protected for ninety( 90) days following that corporate event.

"Protected prospects" may only be sponsored into a GNLD distributorship by a GNLD Distributor attending the GNLD, co-op or Distributor sponsored function if the sponsor invited the "protected prospect" to the function.

"Protected prospects" must sign in on the attendee roster of the GNLD, co-op or Distributor sponsored event, indicating the name of the GNLD Distributor who invited them to that meeting.

