



## Terms & Conditions

1. Please include payment with your order. Cheques must be payable to your Arbonne Independent Consultant. Payments by credit/debit card are payments to your Arbonne Independent Consultant, on whose behalf and to whose account Arbonne will process such payments.
2. Orders are subject to availability.
3. Deliveries will normally be within 48 to 72 hours of your order, but in any event within 30 days of your order. Delivery charges are set out overleaf. You have the right to examine and reject goods you order from the Arbonne Independent Consultant after they have been delivered to you. Please see our guarantee and Notice of the Right to Cancel below.
4. Your contract of sale is with your Arbonne Independent Consultant, who is an independent seller of the Arbonne range of products. The Arbonne Independent Consultant is neither an agent nor an employee of Arbonne UK Limited nor Arbonne Europe Sàrl (“the Company” or “Arbonne”). Please note that the Independent Consultant does not have authority to bind Arbonne and that Arbonne accepts no liability for the acts or defaults of any of its Independent Consultants.
5. By signing the order form, you authorise Arbonne to automatically charge your credit card for each product specified, plus shipping, handling and VAT. Credit cards may be charged up to two days prior to the shipping date. Arbonne may terminate this Agreement without notice if the credit card(s) to which you have authorised charges becomes expired, cancelled, or charges declined by the bank issuing the card for any reason.
6. Arbonne / the Independent Consultant reserves the right to change the prices of any products in its product range, and to discontinue any products in its line, including those products selected as part of your order. We will contact you if we have discontinued any products in your order. Arbonne will not issue advance notice of discontinued products. VAT rates are subject to change without notice.
7. Please see our 45 day Money Back Guarantee overleaf and the Notice of the Right to Cancel below. If you reject the goods for any reason other than damage to or a defect in the goods, you must pay the cost of returning the goods to us and you will be responsible for their safety during transportation. If you do not return the goods to us, we shall be entitled to deduct the cost of recovering the goods from the sums we refund to you. If you reject the goods because they are damaged or faulty, we will cover the cost of recovering the goods from you, and you will be entitled to a full refund of the price which you paid for the goods which shall be remitted to you within 28 days of your notice of rejection of the goods having been provided.
8. The information you provide will be processed independently by Arbonne Europe Sàrl and your Independent Consultant (together, “we” or “us”) to process your orders and for general administration, marketing, statistical and management purposes. To do this, we will pass your details to agents and third parties who perform functions on our behalf, some of whom will be located outside the UK, in particular in the USA and Switzerland. The Client is aware that the Company will transfer the data outside the EEA to the USA and Switzerland and understands that countries outside the EEA may not offer the same level of protection for such data as the UK. You can request details of these agents and third parties by contacting us at the address overleaf. You agree that the Company may provide your details to an alternative Independent Consultant should your current Independent Consultant cease to be an Arbonne Independent Consultant. You can obtain from us a copy of the information which we hold about you which is subject to the Data Protection Act 1998 (for which we may make a small charge) and contact us at the address overleaf to correct any inaccuracies in your information.

## Total Satisfaction

We are sure you will be totally satisfied with your purchase. If not totally satisfied, however, please contact your Arbonne Independent Consultant whose details appear overleaf for a refund or exchange. If still not satisfied, contact: Customer Service, Arbonne, 16 Basset Court, Loake Close, Grange Park, Northampton, NN4 5EZ for a refund or exchange. A 45 day Money Back Guarantee is offered on all Arbonne products sold by Arbonne Independent Consultants to Clients and Preferred Clients in the United Kingdom. This guarantee applies only to the Arbonne product range that is sold by the Arbonne Independent Consultants within the United Kingdom. The Independent Consultant’s whose details appear overleaf will refund or exchange any goods sold by them, which are in a resaleable condition and which are returned to their address set out above within 21 days of receipt of the goods by you. Arbonne Europe Sàrl, whose details are set out below, guarantees the quality of every product and will exchange, refund or replace any goods showing a manufacturing defect, or, in case of difficulty, the Customer Services Department of Arbonne Europe Sàrl at the address set out below. This policy and your rights of cancellation set out below are without prejudice to your statutory rights.

To back up our total commitment to consumer satisfaction, the UK Direct Selling Association operates a dispute resolution service for any consumer who is still not satisfied. For details, contact DSA, Enterprise House, 30 Billing Road, Northampton NN1 5DQ, tel 01604 625700, or visit the DSA website: [www.dsa.org.uk](http://www.dsa.org.uk).



Arbonne Europe Sàrl is a member of the UK Direct Selling Association (the “DSA”) and requires Independent Consultants to comply with the DSA Codes of Practice. In the unlikely event you have any concerns in relation to the supply of goods detailed above or the conduct of the Independent Consultant, which cannot be resolved either by the Independent Consultant or Arbonne Europe Sàrl, you may contact the DSA at the above address, which administers a Dispute Resolution Procedure in relation to such matters.

## NOTICE OF THE RIGHT TO CANCEL

Date: \_\_\_\_\_

The Independent Consultant hereby gives you the following notice of cancellation rights:

You have the right to cancel this transaction within a period of fourteen (14) days following your placing this order or up to nine (9) working days from the day after delivery of the products, whichever period is longer, by sending a written (including email) notice of cancellation to your Independent Consultant at the address set out overleaf or below. If you wish you may use the cancellation form provided below. Your cancellation will take effect when it is posted or, if emailed, when the email is sent.

If you cancel this transaction, any sum paid by you or on your behalf under or in contemplation of this contract shall be repaid to you. If you have received the goods you ordered, you must make those goods available to the Independent Consultant for collection and, provided you have taken reasonable care of them, you will be entitled to be repaid the amount you paid for those goods.

Detach here:



If you wish to cancel the contract you MUST DO SO IN WRITING and deliver personally or send (which may be by email) this to the person named overleaf or below. You may use this form if you want to but do not have to.

[Complete and detach and return this form ONLY IF YOU WISH TO CANCEL THE CONTRACT.]

To: \_\_\_\_\_

I/We (delete as appropriate) hereby give notice that I/we (delete as appropriate) wish to cancel my/our (delete as appropriate) contract.

Date \_\_\_\_\_

Signed \_\_\_\_\_

Name and Address \_\_\_\_\_

Date \_\_\_\_\_