



The following Rules and Procedures govern the status and operating conditions of a DuoLife Club Member. The document is an integral part of the DuoLife Club Regulations.

### 1. Ethics of cooperation within the DuoLife Club.

1.1. DuoLife conducts business in an ethical and credible manner. It requires its Club Members to conduct ethical actions towards Customers and other Club Members, among themselves and during cooperation with DuoLife.

1.2. DuoLife does not tolerate any unethical or illegal behavior and reserves the right to intervene in the event of such behavior. DuoLife reserves the right, at its sole discretion, to decide whether an activity is unethical, having regard to the evidence gathered in the case, the circumstances of the violation of the rules, as well as the welfare of Club Members and DuoLife.

1.3. When choosing the right way to respond to such behavior, DuoLife undertakes to ensure a neutral and reliable assessment of the facts and the lack of any bias in making decisions.

1.4. A DuoLife Club Member or other persons associated with his activities as a Club Member are obliged to observe the duty of loyalty. This means that they are not allowed to persuade other DuoLife Club Members, regardless of whether they are active or inactive Club Members, to participate in any marketing networks run by other companies, regardless of whether they provide services competitive to DuoLife.

1.5. Club Members may not threaten, humiliate, insult, intimidate or make statements that slander DuoLife, DuoLife employees, DuoLife products, DuoLife partners or other Club Members.

1.6. It is forbidden to publicly and in face-to-face conversation depreciate the principles, differences, style and DuoLife business building system in force in another Structure by the Club Member

1.7. It is forbidden to discredit the Recommending Person, the entire recommendation line or the Sponsor before the Club Member who is in a given Structure by another Club Member, which aims to suggest that in a different Structure (including in their Structure) he would have a better chance of achieving specific results.

### 2. Club Member's Rights.

2.1. A Club Member acquires the right to purchase DuoLife products at club prices.

2.2. The member has the right to expand their Structure and receive Commissions for the recommendations of the DuoLife Club in accordance with the rules of the Compensation Plan.

2.3. Club Members have the right to participate in DuoLife Events, which in their assumption contribute to using the opportunities to improve health, personal development and business success.

2.4. The Club Member can decide independently on the ways, methods and means of action, as well as independently determine the time and place of his activity under the conditions set out in the Regulations of the DuoLife Club and subject to its provisions.

### 3. Registration and creation of an account at the DuoLife Club.

3.1. The condition of registration is to read and accept the DuoLife Club Regulations and provide personal details marked as mandatory (including your name, email address, which is also your login, password and mobile number), placing your First Order, and also the User's consent to the processing of their personal details provided during Registration. Providing data marked as mandatory is voluntary, but necessary for the creation of an Account, execution and processing of Orders, as well as for the proper implementation of services provided electronically. Providing personal data not marked as mandatory is voluntary and is not necessary to create an Account. Note: Conditions and mandatory registration details may vary depending on the law in your country.

3.2. As a result of correct Registration, the Portal creates for the User an Account assigned to the name given in the registration form. The User gains access to the Account after entering the name and password on the Portal.

3.3. A Club Member can register in the DuoLife Club and participate in the activities of another Club Member only if they did not have the active status of DuoLife Club Member at the time of the new registration. Club Members have active status if they have placed and paid at least one order within 12 months.

3.4. The contract between the Club Member and DuoLife is concluded remotely in electronic form, for an indefinite period, unless legal regulations regarding the country of the Seller provide otherwise.

3.5. DuoLife may make User's registration or use of the Portal conditional on the reliability of their data



#### 4. The rules defining the relationship between DuoLife and the Club Member.

- 4.1. The Club Member is independent, but works on the basis of the DuoLife Club Regulations and applicable legal provisions.
- 4.2. The Club Member is not an employee of DuoLife. Obtaining the status of a Club Member does not create an employment relationship between the Club Member and DuoLife. It is prohibited to ensure or suggest that a Club Member or potential Club Member is or will be employed by DuoLife.
- 4.3. A Club Member cannot undertake any activities that could result in DuoLife being bound by any contractual relationship in connection with their business, except for marketing and promotional activities related to the delivery of DuoLife products or services. Club Members cannot and will not, on behalf of DuoLife, conclude any contracts, in particular they may not: conclude DuoLife Club Member Agreements, rent office space or equipment, conclude bank account agreements, guarantee loans and purchase products. Such action is prohibited and may be the reason for immediate termination of the Agreement with the Club Member.

#### 5. Maintaining the Club Member status.

- 5.1. The status of a Club Member who has not carried out any Own Activity for a period of 12 months may be changed to a Preferred Customer or his Account may be deleted, which is equivalent to the loss of the Club Member's status, position in the Structures and funds accumulated in the Virtual Wallet.
- 5.2. A Club Member whose Account has been deleted or who after 12 months of inactivity has changed his status to a Preferred Customer, and who terminates the Membership Agreement, has the right to rejoin the Club at any time and in any Structure.

#### 6. Termination, withdrawal from the Membership Agreement and deletion of a DuoLife Account.

- 6.1. Withdrawal from the Membership Agreement may be submitted within 14 days from the date of conclusion of the agreement on the „Withdrawal from the agreement“ form, which is annex 4 to the Regulations or by e-mail to the address of [info@duolife.eu](mailto:info@duolife.eu). The Club Member will be informed by email about the termination of the contract, unless legal regulations of a given country state otherwise.
- 6.2. The Club Member has the right to terminate the Membership Agreement at any time, unless separate Contractual provisions provide otherwise. Termination may be submitted in writing or by e-mail to the address [info@duolife.eu](mailto:info@duolife.eu) and takes effect from the date it was received by DuoLife.
- 6.3. The User who has an account on the Portal may submit a request to delete the Account at any time without giving a reason and without additional costs, unless he has placed an Order. Then the Account may be deleted after the sale of the Product being the subject of the given Order. Account deletion may take place in accordance with the rules set out in the Regulations.

#### 7. Re-registration in the DuoLife Club.

- 7.1. A given person may re-register in the DuoLife Club within 6 months from the date of resignation only if they register on the recommendation of the same Recommending person.
- 7.2. A person may re-register in the DuoLife Club under the care of another Recommending person only if it has been 6 months since the date of withdrawal or termination of the contract and deletion of data from the system and in a situation where they have not undertaken any other status during this period.
- 7.3. If a Club Member or Preferred Customer does not make any purchase from the date of registration for the next 12 months, they can submit a request to delete their existing account and register again in the DuoLife Club in any Structure.

#### 8. Changes to Club Member's data

- 8.1. Any changes to the Club Member's Panel made at the request of the Club Member are verified by DuoLife.
- 8.2. Changes in structures are possible only during the ten day period following the day of registration in DuoLife system. Changes are free during the first five days from the day of registration, changes made between the sixth and tenth day will be billed accordingly to the current Table of Fees and Commissions.
- 8.3. Basic requirements for changing registration data:
- User's written or e-mail request for a change,
  - If there is also a change to the Recommending person, a written consent of the current Recommending Person is also required,
- 8.4. Each request to the office to change data or transfer to the Structure of another Recommending Person will be verified by the Customer Service Office. DuoLife also reserves the right to verify by phone. All actions (changes) must be made before completion of the given Settlement Period.



8.5. In addition, the Club Member is obliged to report any changes to the address, telephone number or e-mail address by means of written notification to DuoLife or to change the data to which he is authorized, through the Club Member's panel available after logging in at [www.myduolife.com](http://www.myduolife.com).

#### **9. Falsification of personal data**

9.1. Falsifying personal data and signing on any document in the DuoLife Club is prohibited.

9.2. Suspicion of entering the personal data by the Club Member during the online registration to the DuoLife Club on behalf of another person or by filling out the registration form for that person and granting consent to the processing of their personal data, results in DuoLife initiating explanatory proceedings. Club Members may not place any other signatures on behalf of Customers and other Club Members or sign their names (this also applies to online forms).

9.3. Club Members should provide DuoLife with documents in the form currently used by DuoLife and available in the 'Downloads' tab. It is forbidden to provide false or invalid documents, as well as declarations or forms, exposing DuoLife to damage and liability towards its business partners or other Users.

9.4. The use of data and ID of another Club Member on contracts, forms, declarations etc. is not allowed. If DuoLife determines that a Club Member has been involved in providing a false or counterfeit form, DuoLife may send a warning to the Club Member and request a refund, giving details of the action taken to resolve the problem. If the Club Member's Recommending Person / Sponsor is aware of a breach of these rules by a given Club Member, he is also responsible and should immediately provide DuoLife with all information he has regarding violations of the rules.

#### **10. Multiplicity of status of a DuoLife Club Member.**

10.1. Each Club Member, upon registration in the system [www.myduolife.com](http://www.myduolife.com) system, will receive a unique ID number under which he will be identified as a DuoLife Member. This number starts with letters that are the abbreviation of the country name that he selects as the country of registration, e.g. PL / NL / DE.

10.2. If this is not due to the rules of the Compensation Plan or no written consent has been issued, no natural person or entity may participate or manage directly or indirectly more than one Club Member status in the DuoLife Structure. If DuoLife detects such an event, the duplicate Member account may be removed with all its consequences.

10.3. The given bank account given for withdrawals by a DuoLife Club Member conducting business activity can only be entered with one Club Member status. The exceptions are bank accounts belonging to the marriage and life partners. DuoLife may in some cases allow the use of one bank account for more than one Club Member's status.

#### **11. Acquiring new Club Members.**

11.1. Club Members should support and develop the skills of new Club Members in their Structure and maintain regular contact with them as part of the development of the DuoLife Club. To this end, the available tools prepared by DuoLife are educational programs: BDS events (Business Development Seminars), as well as LDS (Leadership Development Seminars).

11.2. A Club Member cannot assure potential Club Members that they will or can achieve a certain income, nor make any assurances regarding profitability or success. DuoLife does not guarantee a profit or guarantee that profits or any other type of success will be achieved, and therefore such guarantees should not be given by Club Members. The results achieved by the Club Member depend on many factors, in particular the efforts made by the Club Member, his commitment and skills, as well as external factors such as the actions of DuoLife competitors and general market conditions, which should be clearly indicated by Club Members when undertaking activities promoting DuoLife.

11.3. All profits resulting from the Club Member's activities depend on the number of acquired Customers/Club Members and the number of DuoLife products and services purchased by these Club Members and Customers, which should be clearly indicated by Club Members when undertaking activities promoting DuoLife.

11.4. Club Members may not make false or misleading statements about DuoLife products and services.

11.5. Club Members are not allowed to offer or use monetary incentives, promotions, prizes, bonuses or other benefits in connection with the marketing, promotion and sale of DuoLife products and services other than officially released and accepted by DuoLife to attract new Club Members.

11.6. Club Members may not make direct or implied representations or provide guarantees regarding Club Members' income. This prohibition also applies to written, electronic and verbal communications and also applies to hypothetical calculations of income contained in materials other than those approved by DuoLife.



11.7. Employees of DuoLife and related companies, members of the authorities of these companies, their shareholders, co-founders, as well as contractors of these companies and persons closest to all these persons cannot be Club Members. A related company within the meaning of these Regulations is a capital company within the meaning of the law of the country of its registered office, in which DL directly or indirectly holds at least 20% of votes at the shareholders' meeting or general meeting, also as a pledgee or user, or on the basis of agreements with other persons or holds directly at least 20% of shares in this company. The closest person within the meaning of the Regulations is the spouse, ascendant, descendant, siblings, relative in the same line or degree, the person remaining in the relationship of adoption and his spouse, as well as the person living together.

11.8. A Club Member cannot propose, incline, or even suggest to another Club Member to register to a Structure other than that in which the Club Member is currently located.

11.9. In order to attract new Club Members, no Club Members should comment on other entities operating in the Recommendation Marketing industry (in particular, their offer, products, people associated with them) in order to discredit competition in the eyes of the person interested in joining the DuoLife Club.

#### 12. Acquiring new Club Members during DuoLife events.

12.1. Each Club Member or participant/host of a DuoLife Event asked by a person - a Guest who does not know where to buy DuoLife products or how to join the DuoLife Club, should direct the asking person only to the person who invited them or informed about this meeting.

12.2. If the Guest claims that there is no and does not know the inviting person (he came to the DuoLife Event from the outside and learned about it e.g. from a poster, leaflet, press etc.), in this case every Club Member, participant/host of the DuoLife event sends the Guest back to [www.duolife.eu](http://www.duolife.eu), to the email address [info@duolife.eu](mailto:info@duolife.eu) and the DuoLife helpline number of a given country.

12.3. A Club Member should always ask the candidate if they have already talked to someone about the DuoLife Club project, the „I live my life consciously” conference, the Health Club, BDS / LDS seminars or other DuoLife events before starting talks with a potential candidate.

12.4. A Club Member may not attempt to recruit a person to whom actions and talks have already been undertaken to register them in the DuoLife Club by another Club Member.

12.5. A Club Member cannot attempt to recruit a person who has used the DuoLife Event invitation from another Club Member and is already considering joining the DuoLife Structure built by the inviting person.

12.6. It is unacceptable to propose, persuade or even suggest such a person (encountered at the DuoLife Event, who is a Guest invited by another Club Member, or for whom actions have already been taken to register them in the DuoLife Club), to register in a Structure other than this, represented by a Club Member inviting a Guest to a given meeting or DuoLife Event.

12.7. It is unacceptable to discredit a Club Member in the eyes of their Guest by another Club Member, which is intended to suggest that the Guest will have a better chance of achieving specific results in a different Structure.

12.8. If the above behavior occurs, they will be immediately investigated by DuoLife. Noticed violations can be reported to the following email address: [compliance@duolife.eu](mailto:compliance@duolife.eu).

12.9. The above actions do not constitute a violation of these Rules and Procedures when:

- a) The Potential Candidate who was at a DuoLife meeting or Event and for more than 2 months after that DuoLife meeting or Event did not have any contact with a Club Member who had undertaken the first conversations with him and activities aimed at registering them in the DuoLife Club.
- b) The Potential Candidate does not want to cooperate with the Club Member who first undertook the conversation and attempted to interest them in the possibilities of DuoLife. If such a situation arises and the Candidate wishes not to cooperate with the Club Member who first undertook talks and actions, in this case he is obliged to write an appropriate declaration of intent with justification and send to DuoLife to the following address: [compliance@duolife.eu](mailto:compliance@duolife.eu).

12.10. It will also be considered unethical if at DuoLife Events an invited Guest or a DuoLife Club Member tries to interest other Club Member(s) with another business project, competitive or not, in relation to the DuoLife Club. Consequently, it is unacceptable at DuoLife Events to recruit for other business projects, both by invited Guests and by DuoLife Club Members. This behavior will be regarded as highly reprehensible. In the event of such a situation, the Guest will be immediately removed from the Event, while the Club Member will be subject to the sanctions indicated in the section of Sanctions and the rules for their imposition.



#### 13. Qualifications obtained as a result of unethical acquisition of Customers and new Club Members.

13.1. Creating fictitious accounts of Users and new Club Members in order to obtain qualifications in accordance with the Compensation Plan in the event that the given Customer or new Club Member does not actually exist or is done outside their knowledge, is strictly prohibited.

13.2. DuoLife reserves the right to withdraw and/or request a refund of any Commission if it turns out that they were the result of an error or the Club Member did not have the appropriate qualifications at the time of withdrawal, or if the Customer or a new Club Member by which the Club Member is entitled to receive the Commission was not a properly acquired, active User or Club Member. If the acquisition of the Customer or Club Member referred to above constituted the basis for determining a specific amount of commission, the amount of the payout and the Club Member's position will be adjusted.

#### 14. Change of Recommending Person / Sponsor.

14.1. The relationship between the Club Member and their immediate superior Club Member (Recommending Person / Sponsor) is strongly protected by DuoLife.

14.2. A Club Member can join the DuoLife Club under the care of a new Recommending Person/Sponsor and in a new status after 6 months from the date of withdrawal from the previous Membership Agreement and deletion of data in the DuoLife Club.

14.3. DuoLife reserves the right to change the Recommender / Sponsor if it is found that there has been a mistake or unethical or misleading practices were committed when acquiring a Club Member. All such situations, along with the necessary documents, should be reported to DuoLife at the following email address: [compliance@duolife.eu](mailto:compliance@duolife.eu).

#### 15. Inheritance and Status Assignment.

15.1. In the event of the death of a Club Member, the rights to status are transferred to the successor designated by him in accordance with the will or inheritance law in force in the absence of an effective will, if the successor is at least 18 years old, is not currently a Club Member and accepts all the terms of the DuoLife Club Membership Agreement. If the heir is under 18, status in the DuoLife Club, with the written consent of DuoLife, may be conducted by the Trustee or / and the Proxy, until reaching the age of majority. In the case of a Club Member who has not appointed their successor, their status in the event of death or permanent incapacity for activity in the DuoLife Club will be suspended until DuoLife receives a court judgment or other order regarding the inheritance of the Club Member. In the case of a multitude of heirs, the status falls to one of the heirs on the basis of a joint statement of all heirs (Annex 2.1) submitted in writing with signatures authenticated by a notary public. The heir who in the statement agrees to join the DuoLife Club will be owed all accumulated and unpaid commissions as well as future commissions, provided that the criteria being the basis for receiving commissions are described, as described in the Compensation Plan.

15.2. In the event that none of the heirs accept the conditions arising from the DuoLife Club Membership Agreement, the Club Member's status expires and the commission due to the deceased Club Member will be paid to the bank account number indicated by the established heir within 30 days of the end of the last Settlement Period in which the deceased Club Member had Active Status.

15.3. If the transfer is to be temporary (e.g. Club member is temporarily unable to perform business), a written authorization by the Club Member is required for effective transfer of status. This also involves providing the data of the person for whom the rights and obligations arising from the status of a DuoLife Club Member are to be temporarily transferred and the person's declaration that he agrees to accept the obligations and rights arising from the transfer of status (Annex 2.2). This person must be at least 18 years old and not be registered in the DuoLife Club. Activation and deactivation of the Club Member's status in this case will also be temporary. DuoLife reserves the right to refuse a temporary transfer of status to an indicated person.

15.4. Membership status in the DuoLife Club is related to a specific person or company. His assignment may only take place with the consent of DuoLife expressed in electronic form, which reserves the right to refuse without giving a reason. Assignment agreement should be sent by a Club Member to [compliance@duolife.eu](mailto:compliance@duolife.eu). DuoLife reserves the right to make a decision in this matter within 30 calendar days of receipt of the application, subject to the payment of the administrative fee indicated in the „Table of Fees and Commissions“. In the event of an assignment, the person giving up his status will permanently lose his position in the Structure. This person may rejoin the DuoLife Club before 6 months have elapsed, only to the previous Recommending Person's Structure. After this period, a DuoLife Club Member may register anywhere in the Structure (also another Recommending Person). A person who waives their status has the right to collect a Commission from the period preceding the assignment. A person acquiring the status has the right to collect the Commission, which arose only after the date of Assignment - it is impossible to collect the Commission for the period when the person has not yet had the membership status.

15.5. In the event of the status being transferred to a natural person who is or was a Club Member, and to a new natural person, that person should contact DuoLife, which will consider requesting the status transfer depending on the circumstances of the case, subject to a negative decision without giving a reason.



15.6. Basic requirements for making the Assignment:

- a) If a Club Member wants to transfer the right to their Account to another person, it is required to submit the relevant Assignment document in writing.
- b) The Assignment Agreement should be sent in paper form to the address of the DuoLife headquarters - appropriate for the given country and dependent on the headquarters of the Seller. The template of the Assignment document can be found in the „Downloads“ tab after logging in to the Club Members' Panel on [www.myduolife.com](http://www.myduolife.com).
- c) The costs related to the Assignment are described in detail in the Annex „Fees and Commissions Table“.
- d) A Club Member has the right to Assign their account at DuoLife if it is in accordance with the legal regulations of the given country.

#### 16. Authorization to the DuoLife Account.

16.1. It is possible to authorize another person to:

- a) obtain information on the status of the Club Member,
- b) place orders on behalf of the Club Member,
- c) pay for orders on behalf of the Club Member,
- d) receive products ordered by the Club Member.

16.2. An Authorized Person may not order withdrawals or dispose of points accumulated in the Virtual Wallet, with the exception of placing orders with a deduction from the Virtual Wallet (up to the number specified by the regulations of the given country regarding the possibility and maximum value of rebates).

16.3. To authorize someone to your Account, you must send a written authorization to the DuoLife home address appropriate for your country and depending on the registered office of the Seller. The authorization form can be found after logging in to the Club Member's Panel in the „Downloads“ tab.

16.4. Each authorization received will be verified by a DuoLife employee and subject to a fee in accordance with the „Table of Fees and Commissions“. DuoLife reserves the right to verify by phone by talking to both the authorized and the authorizing person.

16.5. Users who do not have a written authorization for a DuoLife Account are not allowed to use the Accounts of other Users or to share their account with other persons. The User should keep the account password secret.

#### 17. Conditions for offering products and services.

17.1. DuoLife has the sole right to accept or reject orders for products or services, to set or change the prices of products or services, and to set the terms of sale. DuoLife may also stop selling offered products or services without being liable to Club Members.

17.2. Club Members may offer services and products only in accordance with the terms and conditions set by DuoLife. All statements and actions of the Club Member made in connection with his activities may not be misleading in any way and should be in full compliance with applicable law. Club Members can only use those methods and ways of selling, as well as promoting products and services that are accepted by DuoLife. Detailed information is contained in the Regulations of the DuoLife Club, DuoLife marketing materials and communicated to Club Members during seminars.

17.3. It is forbidden to sell DuoLife products in stationary stores, auctions, via the Internet and using other means that are in conflict with the Direct Selling System, with the exception of DuoLife Club Members conducting business activity or having legal personality.

17.4. A Club Member is not obliged to purchase any products or services offered by DuoLife. Promotion to a higher position specified in the Compensation Plan occurs only as a result of recommending DuoLife products to other Customers or Club Members, as well as the so-called Own Activity, i.e. voluntary purchase of products supplied by DuoLife during specific Settlement Periods.

17.5. If a Club Member purchases DuoLife products or services, he is obliged to pay for them on time within a maximum of 7 calendar days (at the latest on the 7th day funds should be credited to the DuoLife account, i.e. the Order should have the status „ready to be completed „Or“ completed,“). After this date, the Order will be automatically canceled and it cannot be restored.

17.6. If a Club Member delays the payment of any amounts due to DuoLife, DuoLife may deduct the amount from future Commissions due to him or limit such payments until full payment has been made.

17.7. Under no circumstances may the Club Member be in direct contact with any business partner cooperating with DuoLife in the provision of services and products. A Club Member will be responsible for damage caused to DuoLife as a result of such actions.

17.8. It is forbidden to initiate or engage in activities aimed at forcing the purchase of DuoLife products or the use of elderly or disabled people for this purpose.



#### 18. Collection of fees.

18.1. Club Members are obliged to pay for their own Orders for products and services offered by DuoLife exclusively to DuoLife. Club Members are not allowed to accept funds directly from other Club Members or Customers on behalf of DuoLife.

18.2. It is forbidden for a Club Member to have a bank account under the name DuoLife or other similar, misleading or likely to mislead the Customer.

18.3. If another person makes a payment to DuoLife on behalf of a given Club Member, they should describe in the transfer title who the payment relates to and provide the Order number.

#### 19. Tax settlement.

19.1. A Club Member is not treated as a DuoLife employee for any purposes, especially legal or tax purposes, A Club Member is responsible for settling income tax and other taxes arising from applicable law in accordance with his tax residence.

19.2. On behalf of Club Members registered in the DuoLife Club as natural persons in the territory of the Republic of Poland and participating in the Sodexo loyalty program, the flat fee on all prizes received is paid by the organizer of the program.

Caution! Legal basis

In the case of non-public competitions (i.e. the situation which occurs in the case of the DuoLife Competition), the Organizer as the awarding entity is the payer of the flat tax on the value of the prize. As a payer, he collects this tax on his services (Article 41 par. 4) of the Personal Income Tax Act). The organizer pays the collected tax to the account of his Tax Office during the year, i.e. when the prize was actually issued (Article 42 paragraph 1). Therefore, the Recipient (Participant) no longer needs to settle the value of the prize received as part of an individual annual tax return. The relevant tax is calculated and paid by the Organizer based on art. 30 paragraph 1 point 2.).

#### 20. Territorial rights and conducting international activities.

20.1. Each Club Member has the non-exclusive right to promote DuoLife products and services in every country where DuoLife offers its services and products.

20.2. The Club Member acknowledges that he is responsible for familiarizing himself with and observing the laws, standards and accepted customs in the country he has chosen to conduct business, including the provisions of customs law and regulating the flow of goods and services, as well as to comply with the adopted in marketing and commercial practices.

20.3. In addition, each Club Member acknowledges that their points will be calculated on the basis of the Compensation Plan applicable in the Country of the Club Member's Registration and will be converted to the currency in force in that country as part of the DuoLife Club offer and system.

20.4. DuoLife informs you that it is not possible to sell DuoLife products by Club Member in countries where prior notification is required and has not been given. In order to verify the requirements of any country and whether or not notification has been made, you should send an email to [info@duolife.eu](mailto:info@duolife.eu)

20.5. Merchandising a product in a country without the required notification will subject the Club Member to liability under the laws of that country, and may result in the Club Member being excluded from the DuoLife Club

#### 21. Web pages.

21.1. Club Members who are natural persons who want to create their own website or profile on social channels (Facebook, Instagram, Youtube etc.) dedicated to DuoLife Products should be submitted in order to obtain prior mandatory permission to use DuoLife trademarks to sell or promote DuoLife branded products, written justification for the need to have such a website specifying the scope of activity and should meet the conditions set out in this paragraph, designated by DuoLife.

21.2. A website that uses elements that build the company's image and is owned by DuoLife must be approved by DuoLife and requires authorization of the site's design.

21.3. It is forbidden to use the name 'Duolife', and proper names of the products and product lines owned by DuoLife S.A., manufactured and distributed by the aforesaid company in the names of the Internet domains, e-mail boxes as well as groups and channels in the social media. Moreover, it is forbidden to use phrases with the name of the company, names of its products, product lines and the word "Official" etc. (e.g. DuoLife Official, LAZIZAL® Official and the like).

21.4. It is forbidden to place the logo of Duolife and logos of brands owned by DuoLife on the graphic layout of websites, graphics and movies, as well as other marketing materials published on any websites or social media without prior acceptance of the design by DuoLife.



21.5. Accounts and profiles owned by Club Members should not be indicated or suggested as part of DuoLife's official accounts and profiles on social networking sites by adding a note in the account description: „This is not an official DuoLife account,“ or other similar designation.

21.6. If those accounts use elements that build the company's image and are owned by DuoLife, they must be accepted by DuoLife.

21.7. It is forbidden to publish unauthorized by DuoLife materials regarding the activities of the Club or Products through the Internet.

21.8. For detailed information on websites and social networking sites, please contact [marketing@duolife.eu](mailto:marketing@duolife.eu).

#### 22. Media contacts

22.1. Media representatives (press, radio, TV, etc.), searching for a source or topic for publication, may attempt to contact Club Members. In this case, Club Members are obliged to immediately refer media representatives directly to DuoLife and to the email address [marketing@duolife.eu](mailto:marketing@duolife.eu).

22.2. Club Members are not allowed to publicly appear on behalf of DuoLife, or use free media, in particular news, articles, TV commercials, online or radio programs, to promote Products, unless they have obtained DuoLife's prior written consent. A request for consent should be sent in writing to DuoLife no later than 7 working days before the planned appearance in the media. The application of this principle is necessary to ensure that the DuoLife Image is accurately, lawfully and uniformly presented publicly.

#### 23. Seminars.

23.1. The practice of holding seminar meetings, meetings from the Business Development Seminars and Leadership Development Seminars, National Conferences „I live my life consciously“ and promotional events is supported and recommended by DuoLife, because it is a valuable educational tool, if these events are organized in a professional manner. The purpose of such meetings is further education in Products.

23.2. Under no circumstances may such meetings constitute an additional source of income for those who organize them, unless a separate agreement provides otherwise. Organizing such events directly by a Club Member cannot be a profitable activity. All fees paid to the Club Member organizing the event by the participants of such a meeting must be transferred to the entity responsible for organizing the event.

23.3. Participation in promotional events organized by DuoLife is not a condition of having or maintaining the status of a Club Member.

23.4. DuoLife reserves the right to modify the form and methods of meeting settlement referred to above.

#### 24. Using the DuoLife Image.

24.1. In addition to the DuoLife Club Members, Products and employees, the DuoLife image is one of the most valuable assets and should therefore always be specially protected.

24.2. Rules for using individual elements building the DuoLife Image:

a) DuoLife trademarks may be used for marketing and advertising purposes, after obtaining DuoLife's written consent. The use of the DuoLife trademark on the project to be used requires the authorization of DuoLife. Authorization needs to be given each time and applies to a given project only to the extent that it has been submitted for authorization. DuoLife's consent does not cover the situation in which a Club Member promotes products that he has legally purchased for resale, and on which the DuoLife trademark appears, including using own product photos on the Internet, press and social media (so-called „exhaustion of law“). The size and position of the elements of the DuoLife word and graphic characters are fixed and cannot be modified in any way. They create a complete mark and both elements should always appear together unchanged. If Club Members want to use any DuoLife trademarks, they should always ask DuoLife to send them guidelines for their use.

b) Photographs and graphics - Club Members may not use for marketing and advertising purposes any photographs or graphics placed or published on official DuoLife websites, i.e. [www.duolife.eu](http://www.duolife.eu) and [www.myduolife.com](http://www.myduolife.com) as well as on social networks, except with the written consent of DuoLife.

c) Content - Club Members may not use for marketing and advertising purposes any content placed or published on the official DuoLife websites, i.e. [www.duolife.eu](http://www.duolife.eu) and [www.myduolife.com](http://www.myduolife.com), as well as on social networks without obtaining DuoLife's written consent.

d) Image of natural persons - The use of the image of natural persons belonging to DuoLife bodies or its employees with the prior consent of DuoLife may not expose them to loss of trust, opinion or credibility among recipients. Under each image of a person, their name and the name of the position they occupy in the Structures of the DuoLife Club must be placed. It is forbidden to present the image in a caricatured, offensive manner, as well as to assign to this person such statements for which the context has been changed or which have not taken place.

24.3. DuoLife has the right to impose restrictions or bans on any promotional activity that may violate the DuoLife Image

#### 25. Promotion of DuoLife products, services and opportunities.





25.1. DuoLife is a company whose activity is focused on appropriate marketing relations. DuoLife recommends marketing activities made directly to the person with whom the Club Member had or has any interpersonal relations at the time of presenting DuoLife products and services. recipients of a Club Member's presentation can be in a broad sense all persons or companies with whom he has ever had personal contact or acquaintance. Persons recommended by other persons belonging to the potential market for the marketing activities of a given Club Member are recognized as a potential market for the marketing activities of that Club Member. In the event that a Club Member conducts his own business in another company, his Customers from this activity are considered to be part of his potential market for marketing activities, provided that the other DuoLife rules regarding this matter are observed, such as the principle of not combining promotional Products with other promotional activities.

25.2. Club Members are not allowed to use promotional techniques directed to random or randomly selected persons with whom the Member is not connected with any personal, social and business relations and they are not recommended to this Club Member. Examples are, in particular: public advertising, purchasing contact details, participation in fairs, acquisitions, telemarketing, distribution of brochures, use of autodialers, etc., unless they have obtained DuoLife's prior written consent. In order to obtain consent, it is necessary to send a request to [marketing@duolife.eu](mailto:marketing@duolife.eu). We point out that such activities may be expensive, inefficient or may interfere with the activities of other Club Members.

25.3. The use of telemarketing and „speedial" to promote DuoLife is prohibited. In addition, all materials, scripts, advertisements, literature, video and audio recordings, websites, etc. must comply with DuoLife's policies. Club Members are not allowed to sell or buy contacts to potential Customers and Club Members.

25.4. A Club Member is not allowed to make any false or misleading statements, in particular regarding DuoLife's products, which may violate the good name of DuoLife, its employees or another Club Member.

25.5. A Club Member cannot violate any laws, regulations and rules applicable to DuoLife trading partners that apply to DuoLife.

#### 26. Publishing of promotions to higher rank.

26.1 A Club Member who has been promoted to a Regional Manager position or higher should send a photo of him/herself within 3 working days of being promoted to [awanse@duolife.eu](mailto:awanse@duolife.eu). The Club Member's image should be on a smooth background, and the photo should be at least 1080x1080 pixels.

26.2 By submitting a photo, the Club Member consents to the use of his/her image for publication on [www.duolife.eu](http://www.duolife.eu) in the News section, in DuoLife's social media and during on-line and stationary events organized by DuoLife.

26.3 Publication of the promotion is voluntary.

#### 27. Development and use of marketing materials.

27.1. DuoLife has developed its innovative success system based on extensive experience and knowledge. Marketing materials and activities created by DuoLife fully support the implementation of this system. Accordingly, DuoLife assumes that no other materials or activities are necessary for the Club Members' effective operation. For this reason, Club Members may not develop or use materials other than those officially provided by DuoLife without obtaining DuoLife's prior written consent.

27.2. Marketing materials are any publications, as well as broadcasts available online, in particular advertisements, brochures, video or audio recordings, leaflets, banners, flags, websites, telephone recordings, e-mails, presentations, magazines, costumes, markings placed on buildings and more.

27.3. DuoLife obliges Club Members to place a note on marketing materials that use elements that build the Company's image and are owned by DuoLife: „ The document was developed by DuoLife Members for their own marketing needs and is not an official DuoLife document"

27.4. Company presentations by DuoLife can be used for the needs of those interested without prior consent, provided that they are used in unchanged form. If the presentation is modified, please indicate on the individual, modified or added slides of the Presentation that: „ The document was developed by DuoLife Members for their own marketing needs and is not an official DuoLife document". If you want to use individual slides on graphic materials such as: leaflets, catalogs, websites, publications in Social Media, blogs, etc. The Club Member is obliged to send a request to [marketing@duolife.eu](mailto:marketing@duolife.eu) in order to obtain the authorization of the project.

27.5. DuoLife reserves the right to control the implementation of consent to the use of image-building elements and to withdraw consent if a Club Member does not comply with DuoLife's marketing and advertising policy.

27.6. In the event of disclosure of any inconsistencies regarding the use of DuoLife image-building elements, the Club Member should submit a relevant statement within 7 business days of receiving a written warning and implement solutions resulting from marketing and advertising provisions that will be indicated to him.

27.7. Official and current DuoLife marketing materials can be found in the Member's Panel after logging in to [www.myduolife.com](http://www.myduolife.com) and at <https://drive.duolife.eu>.



27.8. Club Members are required to exercise due care in relation to marketing materials that have not been developed and distributed directly by DuoLife. DuoLife does not examine the effectiveness of such materials and is not responsible for them.

27.9. Acquisition of marketing materials is not required to obtain or maintain a Club Member status.

#### **28. Proceedings regarding violations of ethics.**

28.1. The Club Member is disciplinarily liable under the rules set out in the Regulations and the Rules and Procedures for violation of any provisions of the Regulations and these Rules and Procedures. Responsibility also extends to incitement or assistance to persons who violate the provisions of these Regulations.

28.2. The Club Member is also fully responsible for acts and omissions made by third parties, which he uses in carrying out his activities, in particular for those persons violating the Regulations and the DuoLife Club Rules and Procedures.

28.3. In each case there is a possibility of mediation through a mediator delegated by DuoLife. Mediation between two or more Club Members may be conducted if all parties involved in the dispute request it. If DuoLife agrees to mediate, each Club Member agrees that DuoLife's findings are binding on all parties involved in the dispute.

28.4. The penalties provided for in point 28.1 shall not apply and will not apply if the conflict case is resolved and settled amicably between the parties concerned and with the acceptance of the solution by all parties concerned and DuoLife.

28.5. If a Club Member finds or suspects that there has been a violation of DuoLife Rules and Procedures by another Club Member, he should attempt to contact the suspected person of the breach to clarify the matter.

28.6. If the actions taken to investigate the matter have not resulted positively, the suspected violation should be reported to DuoLife in writing or by email to [compliance@duolife.eu](mailto:compliance@duolife.eu). The report should specify in detail the time, place and type of the breach, as well as the identity of the Club Member suspected of the breach and all records, including related evidence.

28.7. If DuoLife receives a notification, the case will be registered as a suspected violation and will be dealt with by DuoLife using these procedures.

28.8. The status of a Club Member suspected of violating the Regulations may be suspended and he may be required by DuoLife to submit written response to the allegations within 10 calendar days of receiving the information from DuoLife.

28.9. In the information on suspected violation, DuoLife will indicate to the suspected Club Member:

- a) the type of alleged infringement with an indication of the basis of the Regulations or the Rules and Procedures,
- b) evidence obtained,
- c) information on any suspension of Club Member's status with an indication of the date of suspension,
- d) call to respond to allegations.

28.10. DuoLife undertakes not to disclose the personal data of the Club Member reporting the violation and possible anonymization of his data in the evidence sent to the Club Member suspected of the violation. However, DuoLife is not responsible for the possible identification of the Club Member reporting a violation based on the content provided.

28.11. After receiving a response from a Club Member, DuoLife will verify the received documents and decide to take further steps. DuoLife will inform the Club Member by e-mail about any decisions taken on the matter. If it is determined that the violation has taken place or if the Club Member's response to the allegations is not answered, his status may be suspended, the Club Member may receive a warning and the sanction indicated in point 28.1 may be imposed on him.

28.12. If a Club Member does not agree with DuoLife's decisions, he may send DuoLife a written appeal within 14 calendar days of receiving the decision from DuoLife. Such an appeal should contain possible evidence or information that may affect DuoLife's decision.

28.13. The appeal will be considered within 14 days from the date of its submission. The decision taken as a result of the appeal is final.

#### **29. Sanctions and rules for their imposition.**

29.1. The sanctions applied by DuoLife in the event of a breach of ethics are:

- a) Loss of points accumulated on the Virtual Wallet that were obtained in connection with the violation,
- b) Reimbursement of Commissions paid in connection with the breach,
- c) Deprivation of the right to a commission for a specified period,



- d) Loss of position in the career Structure,
  - e) Transferring a person acquired as a result of unethical actions to the Structure of the Club Member who was a victim.
  - f) Suspension of Club Members' Rights,
  - g) Exclusion from the DuoLife Club.
- 29.2. The sanctions indicated above may be applied singly or cumulatively, at DuoLife's discretion, based on the circumstances of the specific case.
- 29.3. In exceptional situations, when the offense is proven for the first time to a particular Club Member who has so far had a good reputation, the DuoLife may apply sanctions in a mild form by giving a written warning to the Club Member who has committed any offense.
- 29.4. Suspension of Club Member's status is for a definite or indefinite period. DuoLife has the sole right to determine the period and suspension conditions. Club Members' right to receive Commissions from DuoLife during the suspension period ceases upon suspension and is not due for the duration of the suspension.
- 29.5. In the event of suspension of status, the Club Member is obliged to stop promoting Products, as well as promoting the DuoLife brand, using promotional materials, trademarks, trade names and logos, using the term „DuoLife Member“ and any other activities that remain in connection with the activities of the DuoLife Club.
- 29.6. After the suspension period has expired, the Club Member's Account may be definitively deleted (exclusion from the DuoLife Club) or, if no violation is found, it may be restored by DuoLife to a normal state, and the Bonus amounts due for the suspension period will be paid out.
- 29.7. The excluded DuoLife Club Member, in addition to other consequences provided for in the Regulations and these Rules and Procedures, shall not be entitled to a Commission for the period in which he committed violations. This person cannot join the DuoLife Club earlier than 12 months after being excluded and receiving permission from DuoLife.
- 29.8. A Club Member whose status has been canceled due to unethical behavior or breach of the Regulations is not entitled to sell his position to another person.
- 29.9. In the event of exclusion from the DuoLife Club, DuoLife shall have the sole right to dispose of the Club Member's account to which the exclusion applies.
- 29.10. DuoLife also guarantees the right to terminate the Membership Agreement.
- 29.11. In the event of a violation, DuoLife has the right to require the Club Member to repair the damage caused in the form of reimbursement of all costs, damages, penalties and other expenses incurred directly or indirectly by DuoLife in connection with the violation. In addition to these costs, an administrative fee may be added in accordance with the Table of Fees and Commissions.
- 29.12. DuoLife reserves the right to seek compensation in court.
- 29.13. In the event of any dispute between a Club Member or Club Members and DuoLife regarding their mutual rights and obligations under the Membership Agreement or in the event of any claims arising from the termination of this Agreement, such dispute shall be resolved first by amicable means, with the appropriate application of the above procedures.

### 30. Final provisions

- 30.1. In order to maintain its operations and fully comply with applicable laws, recognized regulations and applicable standards in the Recommendation Marketing industry, DuoLife reserves the right to make any changes and corrections it deems appropriate in the scope of services and products offered to clients, including proposed prices along with marketing and promotional activities and the Compensation Plan. These changes and corrections may be made permanently or for a limited time, at any time, at DuoLife's discretion.
- 30.2. Upon notification, via the websites [www.duolife.eu](http://www.duolife.eu), [www.myduolife.com](http://www.myduolife.com) or by any other authorized means of communication regarding the content of the changes, they will become part of a binding Agreement between DuoLife and Club Members. Each Club Member is obliged to comply with these Rules and Procedures, together with any changes introduced. In order to familiarize yourself with the current version of the Rules and Procedures, please use the documents available in the „Documents to download“ tab after logging in at [www.myduolife.com](http://www.myduolife.com).

The above regulations are updated and valid since 19.04.2021

Let every day be a **special day...**



**DECLARATION BY THE HEIRS\***

location, date

Acting on behalf of the deceased:

name and surname	born on	residing in
holder of the DuoLife ID number	as his / her heir pursuant on the basis of the attached	

(proof of receipt of inheritance, e.g. court judgment, confirmation of inheritance) we declare that as a person authorized to take over the rights resulting from the status of a DuoLife Club Member after the deceased we appoint

name and surname	born on	residing in
e-mail address:		

(hereinafter referred to as the Heir).

\*\* The Heir also agrees to join the DuoLife Club and accepts the content of the DuoLife Regulations and its attachments published at <https://myduolife.com>.

or

\*\*\* The heir does not agree to join the DuoLife Club and provides the following details for the transfer of the deceased / deceased commission:

Name and surname	Name of the bank	Bank account number
------------------	------------------	---------------------

Signatures:

--	--	--

\* The statement should be signed in writing with certified notarial signatures,

\*\* In this option, the Heir generally enters the rights and obligations of the DuoLife Club Member and can continue the membership of the deceased Club Member.

\*\*\* In this option, the Heir has only the right to payment of the commission due to the deceased Club Member in accordance with the DuoLife Regulations.



DuoLife

**Annex 2.2.**




**DuoLife S.A.**  
ul. Topolowa 22  
32-082 Więckowice

**AUTHORIZATION TO TEMPORARY TRANSFER OF THE DUOLIFE CLUB MEMBER STATUS**

1. Acting on my own behalf (hereinafter referred to as DuoLife Member), I authorize you





(hereinafter referred to as the Authorized) to temporarily take over the rights arising from my status as a DuoLife Club Member.

2. The reason for the temporary transfer of status of a DuoLife Club Member is the inability arising from:

3. The authorization expires upon its written cancellation and sending it to the address of DuoLife S.A.

**CONSENT OF AUTHORIZED**

Acting on my own behalf as an Authorized Party, I agree to temporarily take over the rights of and obligations of a DuoLife Member arising from the above authorization and accept the content of the DuoLife Regulations and its attachments published at <https://myduolife.com>.



Location, date

**Revocation of power of proxy**

I,

holding DuoLife ID No.

declare that I terminate

power of proxy to represent me by

in the company.

Club Member's signature