

THIS DOCUMENT CONTAINS VERY IMPORTANT INFORMATION REGARDING YOUR RIGHTS AND OBLIGATIONS, AS WELL AS CONDITIONS, LIMITATIONS, AND EXCLUSIONS THAT MIGHT APPLY TO ANY CUSTOMER RESIDING IN THE UNITED STATES THROUGH DUOLIFE SHOP, SO, PLEASE, READ IT CAREFULLY.

BY PLACING AN ORDER FOR PRODUCTS FROM myduolife.com, YOU ACCEPT AND ARE BOUND BY THESE TERMS AND CONDITIONS.

YOU MAY NOT ORDER PRODUCTS FROM myduolife.com IF YOU (A) DO NOT AGREE TO THESE TERMS, (B) ARE NOT THE OLDER OF (i) AT LEAST 18 YEARS OF AGE OR (ii) LEGAL AGE TO FORM A BINDING CONTRACT WITH DUOLIFE S.A., A POLISH CORPORATION, OR (C) ARE PROHIBITED FROM ACCESSING OR USING THE WEBSITE OR ANY OF THIS WEBSITE'S CONTENTS, GOODS OR SERVICES BY APPLICABLE LAW.

These Terms (as defined below) apply to the purchase and sale of Products (as defined below) available at myduolife.com. These Terms are subject to change by Duolife (as defined below) without prior written notice at any time, in our sole discretion. The latest version of these Terms will be posted at myduolife.com, and you should review these Terms before purchasing any Product. Your continued use of myduolife.com after a posted change in these Terms will constitute your acceptance of and agreement to such changes. You should also carefully review DUOLIFE'S Privacy Policy (as defined below) before placing an Order (as defined below). Please, be advised that terms of the Privacy Policy, that need to be accepted when placing an order, govern the way DUOLIFE handles your personal data when processing your order places according to these Terms.

Definitions:

Account – an account set up at myduolife.com that is created after registration in the DUOLIFE Shop and/or Club.

Club Member - an entity or an individual, who is a party to the DUOLIFE membership agreement with DUOLIFE or a DUOLIFE Distributor.

Customer – an individual residing in the United States, purchasing DUOLIFE Products through the DUOLIFE Shop, for their own use, in a manner not directly related to their commercial or professional activity or directly related to their business activity but not of a professional nature.

DUOLIFE (or Seller)- DUOLIFE S.A., a Polish corporation, with its registered office in Więckowice, 22 Topolowa Street, 32-082 Więckowice (Poland), entered into the National Court Registry under KRS number: 0000638495, NIP number: 6751485320, REGON number: 122746305, email: info@duolife.eu; phone number of the Infoline: +48 12 333 45 67

Preferred Customer - an entity purchasing DUOLIFE Products on the recommendation of a Club Member after registration in the DUOLIFE Shop

DUOLIFE Club / Club - a program created by DUOLIFE to build a direct sales network based on Product referrals.

DUOLIFE'S Privacy Policy - privacy policy available at: myduolife.com.

DUOLIFE Shop - DUOLIFE online shop, available on the Website, where Customers, including Club Members, can purchase Products.

DUOLIFE Distributor - an entity that is a party to distribution agreement with DUOLIFE S.A., which conducts business activity in the area of organizing a network of direct sales of DUOLIFE Products in a given country or territory, providing services pursuant to that agreement.

DUOLIFE Products (or Products) - goods and services offered by DUOLIFE and the DUOLIFE Distributor.

Website Terms - a document which constitutes, within the meaning of the law applicable to DUOLIFE, rules governing provision of services by electronic means.

Website - the DUOLIFE website, available at myduolife.com.

Terms - these Terms and Conditions, which apply to an order placed and purchase made in the DUOLIFE Shop.

1. General provisions

1.1. These Terms set out the rules for the use of the DUOLIFE Shop, in particular:

- a) Terms and conditions for purchases of Products through the DUOLIFE Shop; and
- b) Limited warranty

1.2. Customers may access these Terms at any time via the link under the order and, in the case of registered Customers, also by logging onto myduolife.com and making a printout.

1.3. Acceptance of these Terms also implies consent to sending sales documents, including but not limited to invoices, correction invoices and duplicates of such invoices in electronic form to the e-mail address provided during registration or when placing an order.

1.4. Through sales made through DUOLIFE Shop, DUOLIFE sells, promotes and markets DUOLIFE Products through a direct sales system to the end customer, based on referral marketing.

1.5. The price stated in the summary of the order is binding and final, unless transportation costs will be priced by DUOLIFE on a per unit basis, in accordance with Section 4.4. hereof, in which case the total price will be quoted before the conclusion of sale. Each payment made by the Customer constitutes, until the order is accepted, a prepayment furnished for that order.

1.6. DUOLIFE shall make every effort to ensure that DUOLIFE Shop operates 24/7. However, DUOLIFE shall not be held liable if access to DUOLIFE Shop is prevented or hindered by random events such as system failure and malfunction, due to maintenance work, as well as other events beyond DUOLIFE's control. However, DUOLIFE reserves the right to limit or prevent access to DUOLIFE Shop in connection with the necessity of repair, modification or maintenance of Website, equipment or installed software, or solving problems caused by reasons beyond DUOLIFE's control. The Seller shall not be held liable for any damages or lost profits that may arise from the use or inability to use the Shop.

1.7. Any Customer is obliged to immediately notify DUOLIFE about any irregularities in the functioning of the Shop at the e-mail address info@duolife.eu, and indicate therein their name, mailing address and the type and date of the irregularity related to the functioning of the Store.

1.8. In the event of a breach of the rules set out in these Terms, DUOLIFE may, at its discretion, restrict, permanently or temporarily withdraw the Customer's access to the Shop.

2. Shopping in the DUOLIFE Shop

- 2.1. Orders can be placed in the DUOLIFE Shop without registration via a reference link received from a Club Member or after registration in the Shop as a Preferred Customer or in the DUOLIFE Club as a Club Member. Detailed rules for registration are described in the **Website Terms** available at myduolife.com.
- 2.2. The conditions for the use of the DUOLIFE Shop include:
 - a) having a reference link from a Club Member (with no registration); or
 - b) registration in DUOLIFE Shop as a Preferred Customer; and
 - c) registration in DUOLIFE Shop through a status of a Club Member; and
 - d) confirmation that you have read these Terms, Website Regulations and Privacy Policy and agree to the terms and conditions set out in them; and
 - e) confirmation that you have to have an active e-mail account and that you have access to a computer with Internet access; and
 - f) providing personal data marked as obligatory and consenting to processing of personal data provided when placing the order. Provision of data marked as obligatory is necessary to place the order, and providing personal data not marked as obligatory is voluntary.
- 2.3. DUOLIFE does not specify a minimum or maximum value of the order, unless order concerns discounted Products, or Products to which a special promotion applies. In the case of purchases made by Preferred Customers and Club Members who are entitled to preferential prices, the Seller can limit the quantity of Products in one order.
- 2.4. Pressing the "I am buying with obligation to pay" button is deemed to finalize the process of placing an order which will be completed once the price is paid and the funds are credited to DUOLIFE's bank account. Thereafter, Customer will not have a chance to modify any data provided when placing the order and the Product ordered.
- 2.5. After placing the order, Customer is obliged to make payment in the payment system of their choice within 7 calendar days of placing the order.
- 2.6. After placing the order, Customer shall receive an order confirmation e-mail with summary of the order placed, which will include:
 - a) A name of the Product or Products;
 - b) The unit price and the total price of the Products ordered, including delivery costs and additional costs (if applicable);
 - c) Selected payment method;
 - d) Selected delivery method;
 - e) Discounts granted (if applicable); and
 - f) The delivery address or the place where Products are to be collected.
- 2.7. All orders must be accepted by DUOLIFE, and DUOLIFE is not obligated to sell the Products to Customer.
- 2.8. If the order is not fulfilled by DUOLIFE, the Customer's funds, subject to rules of the bank handling the transaction and the selected payment system, are unblocked or a refund is initiated.
- 2.9. If the sale of the Product is successful, the Customer's funds blocked by the payment system for the duration of the Order are transferred to DUOLIFE's account and an e-mail confirming the transaction will be sent to the Customer's e-mail address provided during registration or when placing the Order.

3. Delivery

- 3.1. Delivery of the Products will take place to the address provided by the Customer when placing order. In the case of bulk orders placed by Club Members, the delivery address will be the address provided by the Club Member initiating the bulk order.
- 3.2. Delivery of the Products takes place according to the method indicated by the Customer, selected from the options available in the DUOLIFE Shop.
- 3.3. Delivery costs will be indicated at the time of placing the order or, in the case of selected destinations, will be calculated separately and confirmed by the Customer prior to the finalizing the order.
- 3.4. The expected time for processing the Order is up to 7 working days, starting on the day of crediting the funds for the order placed, but Shipping and delivery dates are estimates only and cannot be guaranteed. DUOLIFE does not warrant and shall not be held liable for any longer processing or delivery times, and DUOLIFE shall not be deemed liable for any delays in shipments.
- 3.5. Title and risk of loss pass to Customer upon making the Products available to them.
- 3.6. The delivery time may be postponed at the request of the Customer, but the delay may not be longer than 30 calendar days from the moment the Order obtains the status "Paid".
- 3.7. If the package containing ordered Products has been delivered to a collection point in accordance with the order placed and the Customer fails to collect the package within 14 calendar days, such package is deemed to have been effectively delivered.

4. Prices and payment methods

- 4.1. Information on the Products price, and Products descriptions are available in the DUOLIFE Shop and are displayed next to the Product presented.
- 4.2. The prices of the Products shown in the Shop are gross, and do not include sales tax, which will be calculated upon placing the order.
- 4.3. The prices of the Products presented in the DUOLIFE Shop are subject to change, but such change will not affect orders placed before the price change became effective.
- 4.4. The prices of the Products presented in the Shop do not include delivery costs, which will be added upon placing the Order. Transport costs may be priced by DUOLIFE on a per unit basis and will be added to the total value of the order after the order has been placed.
- 4.5. The price stated in the summary of the submitted order at the time the Customer submits the order will be binding and final, unless the transport costs are priced by the Seller on a per unit basis, in accordance with Section 4.4. above.

4.6. The Customer has the option to pay using the following payment methods:

- a) by payment/credit card via the available payment channels; or
- b) by bank transfer to DUOLIFE's bank account number indicated in the DUOLIFE Shop, if such method is available when the order is placed.

4.7. The Customer should pay for the order immediately after placing the order. If the payment for the order is not credited to the DUOLIFE's bank account, such order will be cancelled after 7 calendar days without the possibility to restore it.

4.8. Payment methods may vary depending on the country of purchase, delivery or registration.

5. Final provisions

5.1. All correspondence relating to purchases in the DUOLIFE Shop, should be directed to DUOLIFE as follows:

at the email address: info@duolife.eu

at the following address: 22 Topolowa Street, 32-082 Więckowice (Poland)

by telephone: infoline +48 12 333 45 67

5.2. For more information on the collection and processing of personal data, please refer to the Privacy Policy.

5.3. The Registered Customer has the right to refuse to agree to the proposed changes within 14 days of receiving notice of the changes. Failure to make a statement in writing or by e-mail within the above indicated 14-day period will constitute acceptance of the proposed changes. A refusal to agree to the proposed changes made within the above indicated 14-day period will constitute termination of the contract for services by electronic means concluded during registration in the DUOLIFE Shop or the membership agreement concluded during registration in the DUOLIFE Shop.

5.4. The order confirmation, these Terms, Privacy Policy, Website Regulations, DUOLIFE Club Regulations and DUOLIFE Code of Ethics will be deemed the final and integrated agreement between you and us on the matters contained in these Terms.

Date last updated: 27.06.2024