

**To Prospective / Intended New Distributor**

**Please read the following very carefully before proceeding to apply and sign-up as an Independent Distributor of Digital Crown Holdings Pte Ltd (Australia) (“the Company”).**

1. Your Sponsor’s Full Name is \_\_\_\_\_
2. If any of the below mentioned situation occurs, please inform the Company immediately:-
  - (a) If you are forced to take up a loan or to borrow money to buy products.
  - (b) If you suspect that illegal or unethical ways are used to mislead you to join as a distributor.
  - (c) If you feel that you are misinformed on the lucrative earning potential of this business.
  - (d) If you are informed that your income will be gained from recruitment of new members.
  - (e) If you are promised a fixed income or rewards by reaching a certain status on the marketing plan.
  - (f) If you think that your down line is being deceived or misled.
  - (g) If you notice that your sponsor is going against any of the Company distributor’s code of conduct as stipulated under the Company’s Rules and Regulations.
  - (h) If you notice any illegal transaction or conduct.
3. **New distributor please take note:**
  - i. All sponsors are responsible to ensure that all new recruits fully understand and follow the Company’s Rules and Regulations and marketing plan as well as the terms & conditions for membership termination.
  - ii. The Company does not allow sponsors to use unethical tactics to induce new and/or prospective individuals or distributors to join their groups such as the offering of free gifts, lucky draws, incentives or any other inducements. Distributors are discouraged from purchasing products in unreasonably large quantities or more than they could dispose of within a reasonable period of time. Distributors are also discouraged to take up loans from financial institutions to purchase products.

**WARNING:** Digital Crown Holdings Pte Ltd will take legal action if any distributors are discovered using or possessing illegal/fake documents or misusing the Company’s information or documents for the purpose of a loan application. Distributors are required to be ethical in all monetary transactions. If you are aware of any unethical conduct please inform the Company and action will be taken to protect the interests of its distributors.

**4. Purchase, Exchange and Return of Products**

- i. You are required to buy products yourself at the Company’s premises. You must fully understand the types of products that you wish to purchase. If you have authorized other people to buy products on your behalf, the Company will NOT be responsible for any discrepancy or dispute that arises thereafter.
- ii. **Products classified under signature lampe, promotional items and ceased production items are not returnable or exchangeable.**
- iii. All tendance lampes with prices above \$560 are not returnable or exchangeable after 14 days of purchase.
- iv. All used products are not returnable or exchangeable.
- v. The membership fee will only be refundable upon termination of membership within 10 working days from the time the application is accepted by the Company, and evidence of payment of the membership fee must be provided with the termination request.
- vi. Returnable products that you return must be accompanied by proof of purchase of the products (Company invoices / receipts). In the event that the goods you return do not correlate with the invoice(s) issued to you, the discrepancy (shortage) in returned quantity product will need to be paid to the Company by the person seeking the return, at the retail price.
- vii. The Company will only allow return of products within a three (3) month period from the date of purchase as shown on the Company’s invoice, and the product(s) returned must be in good, unused and saleable condition.
- viii. You are required to surrender your membership card once termination of membership has been effected.
- ix. LAMPE BERGER essential oil and diffuser (except for signature/limited edition diffuser) products are eligible for return within three (3) months from the date of purchase as shown on the Company’s invoice. The refund payment of 90% of the distributor price will be made in two (2) payments as below:
  - a) The 1<sup>st</sup> payment, being 51% from the Total Amount Refund after deducting all bonuses/commission paid out previously to the said distributor and service charge of 10% calculated on the Distributor Price of the Products, will be paid to the distributor within THIRTY (30) DAYS from the date the Company accepts the returned goods. The 10% service charge shall be waived if the request for termination is made under Rule 5.1 of the Company’s Rules and Regulations.
  - b) The 2<sup>nd</sup> payment, being 49% from balance of the Total Amount Refund will be paid to the distributor AFTER THREE (3) MONTHS from the date of 1<sup>st</sup> payment SUBJECT ALWAYS to the Uplines having paid back to the Company the commission that was previously “earned” by them (Uplines) for those returned goods.
- x. Any subsequent issue on termination of membership and returned goods shall follow the Buy-Back Policy stated in the Company’s Rules and Regulations. A copy of the Rules and Regulations is included in the Sales Kit given to every accepted member.

**DIGITAL CROWN HOLDINGS PTE LTD (47 102 320 758)**

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