

dōTERRA (Europe), Ltd. Mail, Telephone, and Retail Order Terms and Conditions

This agreement sets forth the terms and conditions under which you purchase the goods ordered through mail, telephone, and retail outlets from dōTERRA (Europe), Ltd, hereinafter “dōTERRA”, an English company having its registered office at Unit 26, Roman Way Ind Est, Godmanchester, Huntingdon, Cambridgeshire, England, PE29 2LN, business registration number 06871456

For any assistance, you can contact our customer service team via any of the following means:

LANGUAGE:	TELEPHONE NUMBER:	E-MAIL:
Czech (Czech Republic)	+42 0228882251	zakaznickyservis@doterra.com
Danish	+45 89881085	kundeservice@doterra.com
Dutch (Netherlands)	+31 208085094	klantenservice@doterra.com
English (Ireland)	+35 316917051	europeanorders@doterra.com
English (United Kingdom)	+44 2033180064	europeanorders@doterra.com
French	+33 182888834	france@doterra.com
German	+49 3056796808	kundendienst@doterra.com
German (Austria)	+43 720115368	kundendienst@doterra.com
German (Swiss)	+41 435082878	kundendienst@doterra.com
Hungarian	+36 18088058	hungary@doterra.com
Norwegian	+47 21959499	kundesupport@doterra.com
Slovak (Slovakia)	+42 1233056269	zakaznickyservis@doterra.com
Italian	E-mail only	assistenzaclienti@doterra.com
Portuguese	E-mail only	portugues@doterra.com
Russian	E-mail only	russian@doterra.com
Spanish	E-mail only	espana@doterra.com

Shipping

dōTERRA products are shipped via Royal Mail and DHL services. Costs for individual shipment depend on the destination, quantity of products shipped, and shipping service elected by the customer. Typically, shipment sent via Royal Mail will arrive within two weeks. Shipments sent via DHL typically arrive within two days.

Authorization and Protection of Personal Information

dōTERRA’s customers in Europe purchase products from dōTERRA (Europe) Ltd. Upon signing up as a dōTERRA Wellness Advocate, dōTERRA collects the Wellness Advocates name, address, phone number, email address, and tax payer identification numbers. By submitting this information to dōTERRA, and agreement to the terms of dōTERRA’s Wellness Advocate Agreement, that the Wellness Advocate gives consent for dōTERRA to process the personal data and to transfer this personal data, together with information about Wellness Advocate’s account’s future sales activities to any of dōTERRA’s worldwide subsidiaries and affiliated companies, and to other Wellness Advocates who are in the same sales organization or distribution chain, for the sole purpose of administering the sales and distribution of dōTERRA’s products and providing reports to its Wellness Advocates of sales activity in their sales organizations. Further by operation of the dōTERRA Wellness Advocate Agreement, each Wellness Advocate understands that this transfer of information may be made to countries without a level of legal protection of privacy equivalent to that provided in my home country. Each Wellness

Advocate understand that if he/she receives sales reports containing personal data of other Wellness Advocates, that he/she will not use such data except in the administration and development of his/her sales organization, and that upon termination of the Wellness Advocate Agreement, he/she will immediately delete all such personal data from my files, except as otherwise required by law. The parties agree that this obligation survives the termination of the Agreement.

dōTERRA employs PCI (Payment Card Industry) standards to protect Wellness Advocate personal data. All credit card information is encrypted. Any Wellness Advocate who has questions or complaints, or who desires to amend or review its own personal information may contact dōTERRA's customer support at the contact information above.

Product Return Policy

Returns on Products Within 30 Days.

dōTERRA will refund one hundred percent (100%) of the purchase price (plus applicable tax if prepaid) of Currently Marketable products that are returned by an Wellness Advocate within thirty (30) days of purchase from the Company, less shipping costs and paid Bonuses.

dōTERRA will provide a Product Credit of one hundred percent (100%) of the purchase price (plus applicable tax if prepaid) or a refund of ninety percent (90%) of the purchase price (plus applicable tax if prepaid) on products not Currently Marketable (see, Section 6.D.) that are returned by a Wellness Advocate within (30) days of purchase, less shipping costs and paid Bonuses.

Returns Thirty-one (31) days to Ninety (90) days After Purchase. From thirty-one (31) days and up to ninety (90) days from the date of purchase, dōTERRA will provide a Product Credit of one hundred percent (100%) or a refund of ninety percent (90%) of the purchase price (plus applicable tax if prepaid) on Currently Marketable products that are returned by a Wellness Advocate, less shipping costs and paid Bonuses.

Returns From 91 days to One year After Purchase. After 91 days and up to twelve (12) months from the date of purchase, dōTERRA will provide a Product Credit of ninety (90%) or a refund of (90%) of the purchase price (plus applicable tax if prepaid) on Currently Marketable products that are returned by an Wellness Advocate, less shipping costs and paid Bonuses (excludes limited time offers and expired items).

Currently Marketable. Products and Sales Aids shall be deemed currently marketable if each of the following elements is satisfied: 1) they are unopened and unused; 2) packaging and labeling have not been altered or damaged; 3) the product and packaging are in a condition such that it is a commercially reasonable practice within the trade to sell the merchandise at full price; 4) the product expiration date has not elapsed; and 5) the product contains current dōTERRA labeling. Products shall not be considered Currently Marketable if the Company discloses prior to purchase that the products are seasonal, discontinued, limited time offers, or special promotion products not subject to the Return Policy.

Return of Damaged or Incorrectly Sent Products. dōTERRA will exchange products if the returned products were received by the purchaser in damaged condition or were incorrectly sent. Such products must be returned within fifteen (15) days of receipt. Whenever possible, returned products will be replaced with undamaged products. However, when an exchange is not feasible, the Company reserves the right to issue a credit for the amount of the exchanged products.

Duty to Retain Sales Order Number. In order for the Company to correctly recoup the applicable Bonuses on returned products, the original sales order number from the invoice must be retained. This number must be provided to the Company at the time the request for a refund is made.

Kit Returns. Products purchased as part of a kit or package must be returned as the entire kit.

Refund Alternatives. The Company in its discretion may determine the acceptable refund alternatives for product returns, including but not limited to the following: dōTERRA Company Credit, Product Credit, bank check, bank transfer, or credit card charge back, and as outlined herein. The actual form of refund will be based upon payment procedures in the Local Market and the original form of payment. Refunds will only be paid to the original payor.

Return Procedure. To obtain a refund for returned products or Sales Aids, a Wellness Advocate must comply with these procedures:

1. Approval for the return must be received prior to the return of the shipment to the Company. This approval must be obtained, either by telephone or in writing, and the actual return shipment must be accompanied by the Wellness Advocate number.
2. The Company will provide the Wellness Advocate with the correct procedures and location for returning the products or Sales Aids. All return shipping costs must be paid for by the Wellness Advocate.
3. Products or Sales Aids returned to the Company without prior authorization will not qualify for a product credit or refund and will be returned to the Wellness Advocate at the Wellness Advocate's expense.
4. This return/refund procedure may vary in jurisdictions where different repurchase requirements are imposed by law. Applicable laws may dictate the terms of the refund policy.
5. The Company may charge a \$10 fee for shipments that are refused at the point of delivery and returned to the Company.

Company's Right to Recoup Unearned Bonuses. Bonuses are paid to Wellness Advocates based on the purchase of Company products by customers or by members of their Downline Organization. When products are returned, the Company has the right to recoup the Bonuses that were paid based on the purchase of the products that were returned. The Company may recoup these Bonuses by requiring a Wellness Advocate to pay the Company directly, or the Company may withhold the amount of the Bonus from future Bonus payments.

Return of Personalized Sales Aids. Personalized Sales Aids are not returnable or refundable, except for personalized Sales Aids with printing errors. Such sales aids must be returned within thirty days and in conformance with the Product Return Policy.

Credit Card Charge Backs. Wellness Advocates are required to return products under the Company's product exchange and return policies rather than doing a credit card chargeback.
attached, complete, unwashed)

General

If you reside in a country within the European Union, these terms are an agreement between you and dōTERRA (Europe) Ltd. Under this agreement, goods and/or services will be delivered via dōTERRA (Europe) Ltd. depending on the type of payment method used for the purchase of the goods and/or services. If you reside in any other country, then these terms are an agreement between you and dōTERRA International, LLC and goods and/or services will be delivered by dōTERRA International, LLC directly.