



## ■ In Regards to Cooling Off ■

**(1) Within 20 days of the following circumstances, whichever comes last, an IPC may completely cancel the contract with no obligation to provide explanation:**

- (i) The date in which a written document explaining the contract is received as required under the Act on Specified Commercial Transactions; or
- (ii) The date in which initial order has been received.

**(2) Notwithstanding the aforementioned terms in clause (1), under the following circumstances, an IPC may cancel the contract in writing within 20 days of receiving written documentation from dōTERRA that allows cancellation of the contract, and after receiving an explanation of the documentation, and the IPC fails to cancel the contract within the period specified in clause (1):**

- (i) When a solicitor makes a false representation regarding cancellation to prevent the cancellation of contract by which the IPC is misled to consider that information in such representation is true; or
- (ii) When the IPC is harassed through intimidation by solicitor.

**(3) In the case of cancellation under clause (1) or (2) above, dōTERRA shall promptly refund to the IPC the full amount (including consumption tax) paid by the IPC to dōTERRA.**

**(4) In the case of cancellation under clause (1) or (2) above, dōTERRA shall bear the costs of returning the relevant materials/documents and products, etc.**

**(5) In the case of cancellation under clause (1) or (2) above, dōTERRA will not make any claim against the IPC for any damages or penalties.**

**(6) Cancellation under clause (1) or (2) above shall become effective when the IPC gives written notice stating that the IPC will cancel the Contract.**