## **JŌTERRA**®

## WHOLESALE CUSTOMER AGREEMENT - HK & MACAU

STEP 1	Personal Informatio	*Required Field						
First & Last Name	¢*			Phone number*				
Co-Applicant Name (if applicable)				Work Phone*				
Street Address*				Email*				
				Gender* 🔲 Male 🗌 Female		vish to receive newsletter Yes No nails from dōTERRA		
Delivery Address	(if different from above)*			Date of Birth (DD/MM/YYYY)*		Co-Applicant Date of Birth (DD/MM/YYYY)		
Enrolling Sponsor		Phone No. or Wellness Advocate No.		Placement Sponsor (if different)		Phone No. or Wellness Advocate No.		

The applicant agrees Company will assign an enroller/sponsor to applicant who does not have an enroller/sponsor. Please provide your enroller full name if you don't have enroller ID#.

S	TEP 2	Choose	an Enrollment Optior	1			
<ul> <li>Healthy St HK\$1,600</li> <li>Healthy Ha HK\$1,900</li> <li>MetaPWR Enrollmen HK\$1,525</li> <li>Family Ess HK\$2,800</li> <li>Foundatio HK\$1,600</li> </ul>		125 PV bits Kit 125 PV System t Kit 155 PV entials Kit 225 PV nal Wellness Kit	USE THE FAST T Home Oil Enrollment Kit* HK\$5,250 500 PV	Pick your own Include membership HK\$280 Qty Other Products			
	Start a	at 10%	Start at 15% and Receive 100 LRP Points*	Start at 15% and Receive 200 LRP Points*	Start at 25% and Receive 400 LRP Points*	LRP Redempt	
4(	) % Wholesa	le Discount 💻	•	·		40% •	)FF

Shipping: Ship to address above Pick up at Will Call

STEP 3	Monthly Loyalty Rewards Progra	<b>m</b> (Optio	nal)				
Favorite LRP Selections*:		Qty	Product	PV	HK\$	Loyalty Rewards Points: As a Loyalty Rewards participant you can earn up to 30% of your purchase back in points tha	
60216537 Beginner's Trio Kit						can be redeemed for free product.	
G0208280 Calm & Harmony Kit						Product of the Month: Set your LRP order on or before the 15th	
60208283 Relief & Revive Kit						for 125 PV or higher and receive the free Product of the Month.	
60223528 Protecting Shampoo & Daily Conditioner						Date to ship LRP order: (1st-13th or 16th-28th)	
60225354 Women's Health Kit						- Ship to address above Hold for pick up at Product Center	
60226876 Lifelong Vitality Pack®			TOTAL			<ul> <li>(Note: Your first Loyalty Rewards shipment will begin the month following your enrollment)</li> </ul>	
60231639 VMG+ / EO Mega+							

STEP 4	Payment Information						
Cash or Credit Card (Please contact Member Services) or Other							
STEP 5	Acknowledge Terms on Back by Signing						
I want to be a Wholesale Customer of doTERRA. I have read and agree to the terms and conditions found on the back of this Wholesale Customer Agreement ("Agreement'). I agree that I do not currently have an interest in any doTERRA account.							
Applicant Signat	ure*	Co-Applicant Signature	Date*				

 $\ll$  Sign the Back

© 2025 döTERRA Holdings, LLC, doTERRA Hong Kong Limited, 10/F, Tower 3, China Hong Kong City, 33 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong. Tel.: +852-3197-6699 Fax.: +852-2735-3277, Email: hongkongservice@doterra.com Wholesale Customer Agreement HK\_EN\_202506

## dōterra WHOLESALE CUSTOMER AGREEMENT - Terms and Conditions

- 1. Membership: A Wholesale Customer Membership ("Membership") with doTERRA GH Ireland Limited, an entity incorporated in Ireland, ("doTERRA GH") allows you (the "Member"), to purchase doTERRA products for personal use at doTERRA wholesale prices from doTERRA Hong Kong, Ltd., an affiliate of dōTERRA GH ("dōTERRA HK"). References to "doTERRA" or "Company" in connection with your membership means doTERRA GH and references to "doTERRA" or "Company" in connection with your product purchases means doTERRA HK. doTERRA reserves the right to refuse Membership to any applicant.
- 2. Membership Fee and Renewal. A Membership fee is HK\$280 for one 12-month period from the date of enrollment of the Member. Upon the expiration of the 12-month period, A renewal fee of HK\$200 for an additional 12-month period will be due at the time of the first order following the expiration of a 12-month period. Memberships renewed after the expiration date will be extended for 12 months from the renewal date.

- 3. Return Policy. a. Return of Products Within 30 Days. doTERRA will refund one hundred percent (100%) of the purchase prices (plus applicable tax if prepaid) of Currently Marketable products purchased from the Company that are returned within thirty (30) days of purchase, less shipping costs. doTERRA 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 purchased from the Company not Currently Marketable that are returned by a Member within (30) days of purchase, less shipping costs.
  - b. Return of Product Within 31 to 90 Days. From thirty-one (31) days and up to ninety (90) days from the date of purchase, doTERRA 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 purchased from the Company that are returned by a Member, less shipping costs.
  - c. Returns From 91 days to One Year After Purchase. After 91 days and up to twelve (12) months from the date of purchase, doTERRA 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 purchased from the Company that are returned, less shipping costs (excludes limited time offers and expired items)
  - d. Currently Marketable. Products shall be deemed Currently Marketable if each of the following elements is satisfied: 1) product is purchased from doTERRA; 2) they are unopened and unused; 3) packaging and labeling have not been altered or damaged; 4) 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; 5) the product expiration date has not elapsed; and 6) the product contains current doTERRA labeling. Products shall not be considered Currently Marketable if the Company discloses purchase that the products are prior to seasonal, discontinued, limited time offers, or special promotion products not subject to the Return Policy.
- 4. Loyalty Rewards Program. While a Member has no requirement to purchase products, a Member can ensure that the Member will receive monthly deliveries of doTERRA products by enrolling in the Loyalty Rewards Program (LRP) after the first month of enrollment. LRP eliminates the inconvenience of placing monthly orders manually. If the Member's

LRP Order is at least 50 Personal Volume (PV) points every calendar month, the Member is eligible to receive Product Credits each month. PV is the point value of products purchased by a Member in one calendar month. Not all products will generate PV points and PV does not include purchases of product with Product Credit. The PV of a product is clearly delineated on the Product Order Form. Product Credits are non-cash redeemable points that can be used to purchase doTERRA designated Product Credits are granted as part products. of the LRP and in the discretion of the Company. After Member has been an LRP participant for 60 days, Member can redeem Product Credits to purchase full PV products. LRP Product Credits can be redeemed for 12 months from the date of issue, after which they expire. The credits can be redeemed for a HK\$25 fee for each order, by calling (852) 3197-6699. Products purchased with LRP credits are not for resale, nor can such product be returned. Redemption orders have no PV and cannot be combined with other product orders. Product Credits have no cash redemption value and are not transferrable. All Product Credits will be cancelled if participation in the LRP program is cancelled. A Member's primary LRP order may only be cancelled by calling the Company. Any subsequent LRP order can be cancelled online.

- 5. Resell of Products. Member agrees that they will not sell doTERRA products purchased through the Membership.
- 6. Limitation of Liability. doTERRA, its members, directors, officers, shareholders, managers, assigns, and agents (collectively employees, referred as "affiliates"), shall not be liable for special, indirect, incidental, consequential, punitive, or exemplary damages. If doTERRA is found to be in breach of the terms and conditions, the maximum amount of damages Member may claim shall be limited to the amount of doTERRA products that Member personally purchased from doTERRA and have remaining on hand.
- 7. Dispute Resolution. In the event of any dispute, claim, controversy, or disagreement arising out of, relating to or in connection with this Agreement, including the existence, validity, interpretation, performance, breach, or termination thereof (collectively, "Disputes"), the parties hereto shall use their best efforts to settle the Disputes. To this end, they shall, by written notice given from one party to the other ("Notice to Consult"), initiate consultation and negotiation with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties. If they do not reach such solution within a period of sixty (60) days from the date of the Notice to Consult, then all Disputes shall be referred to and finally resolved by arbitration administered by the Hong Kong International Arbitration Centre ("HKIAC"). The seat of the arbitration shall be Hong Kong. The number of arbitrators shall be one (1). The parties shall request the HKIAC to promptly appoint a competent, disinterested person to act as such sole arbitrator. Within thirty (30) days after the appointment of the arbitrator, the arbitrator shall make directions for the arbitral proceeding, including setting the procedural timetable up to and including the evidentiary hearing and fixing a venue in Hong Kong for the evidentiary hearing, in consultation the parties. Such arbitration proceeding with shall be conducted in accordance with the HKIAC Administered Arbitration Rules in force when the Notice of Arbitration is submitted as modified by the agreement herein. Such arbitration proceedings shall be conducted in English. The decision of the arbitrator shall be final and binding upon the parties and may be enforced in any court of competent jurisdiction. This agreement to arbitrate shall survive any termination or expiration of the Agreement.

Notwithstanding this arbitration provision, nothing herein shall prevent doTERRA from applying to and obtaining from any court of competent jurisdiction for any interim attachment order, temporary restraining order, preliminary injunction, or other interim relief available to safeguard and protect doTERRA's interest prior to, during, or following the filing of any arbitration commenced under this clause or pending the rendition of a decision or award in connection with any arbitration commenced under this clause.

- 8. Governing Law/Jurisdiction. This Agreement shall be governed by and construed in accordance with the laws of the Hong Kong SAR of the People's Republic of China without regard to conflict of laws principles. I agree that notwithstanding any statute of limitation to the contrary, any claim or action I wish to bring against doTERRA for any act or omission relating to the Agreement must be brought within one (1) year from the date of the alleged act or omission giving rise to the claim or cause of action. Failure to bring such action within the permitted time shall act as a bar against all claims and actions against doTERRA for such act or omission. I waive any and all claims or rights to have any other statute of limitation apply.
- 9. Electronic Communication. I authorize doTERRA and its affiliates to communicate with me through electronic mail or fax at the email address or fax number or Whatsapp provided in this Wholesale Customer Agreement. I understand that such email may include offers or solicitations for the sale and purchase of doTERRA products, sales aids, or services
- 10. Survival. Sections 6, 7, 8, 9, 10, and 11 of this Wholesale Customer Agreement, shall survive the termination of the Membership.
- 11. Data. By creating a Membership with doTERRA, Member consents to the processing of the personal data contained in Member's Membership and the transfer of such personal data, together with information about the Member's purchase activities, to any of doTERRA's worldwide subsidiaries and affiliated companies, and to others who are in a sales organization or distribution chain, for the purpose of administering the sales and distribution of doTERRA's products and providing reports to its Wellness Advocates of sales activity in their sales organizations. Member understands that this personal data may be transferred to recipients in countries other than the country in which the data originally was collected. Those countries may not have the same data protection laws as the country in which Member initially provided the data. If you do not want this personal data processed or transferred as described herein, please do not create a Membership with doTERRA. At any time, I may access, amend, update or remove my personal data provided in this contract and may withdraw my consent contacting hongkongservice@doterra.com.
- 12. Amendment. Member agrees that these terms and conditions may be amended at any time at the sole discretion of doTERRA, and Member agrees that upon 30 days' notice any such amendment will apply to Member. Notification of amendments will be published in official doTERRA materials including the Company's official website. The continuation of purchases of doTERRA products shall constitute Member's acceptance of any and all doTERRA amendments to the terms and conditions.

I hereby confirm and declare that all necessary information regarding the doTERRA products are business has been disclosed to me prior to the execution of this contract and that the content of the contract has been adequately conveyed to me all the queries I had were addressed and clarified by dōTERRA.

Signature

\*All words with trademarks or registered trademark symbols are trademarks or registered trademarks of doTERRA Holdings, LLC.

© 2025 dōTERRA Holdings, LLC,

doTERRA Hong Kong Limited, 10/F, Tower 3, China Hong Kong City, 33 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong. Tel.: +852-3197-6699 Fax.: +852-2735-3277, Email: hongkongservice@doterra.com Wholesale Customer Agreement HK\_EN\_202506