



Rules of Conduct: Selling and promoting XS Power Drink and/or XS Fuel Snack Food

Rule 4.3 Retail Store Rule

To appreciate the reasoning behind this Rule one must keep in mind that the Amway opportunity is designed to give people from all walks of life the opportunity to own their own business. Allowing our products to be sold in retail or service establishments would give Amway Business Owners (ABOs) who have access to these an unfair advantage; and would be contrary to the person-to-person nature of the business.

XS is not allowed to be displayed or sold in a retail store or service establishment. The Retail Sales Rule (4.3) states that an ABO shall not permit any Amway products or services to be sold or displayed in retail stores or any similar establishment such as Health and Wellness stores, gymnasiums etc. An ABO who works in or owns a retail store must operate their Amway Business (AB) separate and apart from the store.

The implication of the Retail Store Rule is that ABOs are responsible for making customers aware they are not allowed to resell the Company's products and services, including XS. Only registered ABOs are authorised to sell Amway products. Amway products are for multi-level or direct sales and not for retail. As a consequence it cannot be placed on a counter in a shop; as this will prejudice ABOs who are not shopkeepers or owners of similar establishments.

Retail areas and public places

Personal Trainers, Gym Instructors, Fitness Professionals, Sporting Coaches or anyone working in a related industry may sell XS Power Drink and XS Fuel Snack Food bars to clients and/or to team members provided they are registered ABOs authorised to sell XS products. The transaction should occur on a one on one basis; and should not take place in a public place or in a retail area. XS Power Drink or XS Fuel Snack Food bars may not be advertised nor on display in these locations.



Inventory and stock

ABOs are discouraged from stocking XS Power Drink or XS Fuel Snack Food bars and are encouraged to only purchase XS product quantities to fill customer orders and to meet their personal household needs.

Inventory Rule 4.18 states: Amway does not require stock keeping or the purchase of inventory stock. ABOs may not purchase or counsel other ABOs to purchase products for any purposes other than the provision of such product to the end consumer.

Should an ABO find himself in an overstock situation the buy-back policy will apply:

- A written request should be submitted to Amway for buy-back of the product.
- If the request is approved, the refund will be at ABO cost subject to 10% handling fee.
- Products that have superseded the shelf-life span; have been damaged or misused; or returned after the 6/six months period from the date of purchase will not be liable for buy-back.

Display and Sale of XS Power Drink and/or XS Fuel Snack Food bars at Events

Specifically for XS Power Drink and/or XS Fuel Snack Food bars only, we will allow ABOs to sell XS at specific types of events and locations with prior approval from Amway. The focus of an XS presentation at events and other locations will create awareness and through this promote the XS product; and create customer and prospective leads. Events include any type of sports and fitness events such as business runs, soccer tournaments, athletics, golf and family fun days. The authorisation process and authorization request form will be available on www.amway.co.za. Amway reserves the right to ultimately decide which events, fairs and locations are deemed suitable for these activities.

Rule 4.8 Compliance with Applicable Laws, Regulations and Codes

All ABOs shall comply with all laws, regulations and codes that apply to the operation of their AB wherever their business may be conducted. ABOs must not conduct any activity that could jeopardise the reputation of the ABO and/or Amway. On request, ABOs shall without delay provide any information requested by Amway about ABOs activities known by the ABO (even in respect of other ABOs). In all such communication with Amway, the ABO shall act with absolute candour and good faith.



Rule 4.12 ABO Relationship

No ABO shall represent that he or she has any employment relation with Amway or any of its affiliated companies and /or other ABOs.

4.12.1 ABOs shall not give false representation as to the nature of the relationship between Amway and its ABOs.

4.12.2 Shall not imply that they are employees of Amway, nor shall they refer to themselves as agents, managers or company representatives, nor shall they use such terminology or descriptive phrases on their stationery or other printed materials.

4.12.3 ABOs may not use their ABO identification cards to create the impression that they are in an employment relationship with Amway.

Returns

XS Power Drink and/or XS Fuel Snack Food bars may be returned:

- If the pack of 12 cans or 12 bars are returned with at least 9/nine full sealed cans/bars.
- The return is accompanied by a written explanation including the reasons for the return as this will be valuable information that could be escalated to our vendors/suppliers.
- If the ABO is returning on behalf of a customer, the return must be accompanied by the customer's written explanation.

XS Power Drink and/or XS Fuel Snack bars cannot be returned:

- The Amway Satisfaction Guarantee does not apply to products that have been used for purposes other than their intended use, such as in normal domestic circumstances, or products that have been intentionally damaged or misused, or products that have been returned outside of the stipulated time frame or later than the designated expiry date printed on the can itself.

The XS Power Drink cans and/or XS Fuel Snack Food bars when sealed are not temperature sensitive. The XS Power Drink cans and/or XS Fuel Snack Food Bars may be returned, provided that they have been kept within the recommended storage conditions.

It is compulsory for all ABOs to adhere to the rules when dealing with customers, prospects as well as other stakeholders and fellow-ABOs. This reflects one's commitment to high standards when conducting business as well as commitment to ethical behaviour; and it ensures that the XS Power Drink and/or XS Fuel Snack Food brand as well as the Amway brand is not compromised in any way. In particular, we want to remind all ABOs to act in accordance to the Rules of Conduct.