

Terms and Conditions for split Bulk Packs

Each bulk pack (30+ bottles) has been divided into equal parts for ease of payment/delivery.

A weekly payment of the set/agreed amount is required for each portion before shipping.

Each payment releases the next package from the deal.

ANY/ALL bonuses, points or commissions due on a Bulk Pack purchase will **ONLY** be available **AFTER** the final payment has been processed successfully.

Any defaulted payments will be offered to the immediate upline to complete if unsuccessful in finding an agreeable solution with the original purchaser/account holder.

If the next immediate upline does not accept the offer, the remaining unpaid for portion of the purchase will be deemed cancelled.

Damaged Goods

Upon receipt, all goods must be immediately inspected by the Business Partner to determine any possible damage. Lost or damaged packages are the responsibility of the carrier once it has taken physical custody of the goods from Stemtech. If a Business Partner receives damaged goods he/she must complete the following steps within thirty (30) days of receipt of the damaged goods.

1. Accept the delivery from the carrier and
2. Telephone the AU/NZ office and inform the representative.
 - a. The type/amount of damage.
 - b. The ship to address.
 - c. The ID number.
 - d. Any other information determined to be necessary by the Partner Service Representative.
3. The Partner Service Representative will notify the carrier of the damaged goods and arrange for them to be picked up by the carrier and inspected.
4. The Partner Service Representative will make the necessary arrangements for the damaged goods to be replaced and reshipped.

Without properly adhering to the above procedures, there may be a delay in the replacement of damaged goods.

Returns

Any and all returns are governed by the terms and conditions set out in the Stemtech Policies and Procedures document, available for reference in your Back Office.