

Distributor Agreement Terms & Conditions

1. Foreword and General Provisions

- 1.1 **Agreement Components:** The agreement between ALFAWISE INTERNATIONAL (SINGAPORE) PTE LTD ("the Company") and the Distributor includes the Enrollment Form, the Distributor Agreement, the Policies and Procedures, and all official Company announcements. These documents govern the rights and obligations of both parties to ensure a fair business opportunity and maintain consumer welfare.
- 1.2 **Definition of Distributor:** A Distributor is defined as an individual who has signed this agreement, purchased ALFAWISE products, and been approved by the Company to participate in the multi-level marketing plan.
- 1.3 **Legal Compliance:** Distributors shall strictly comply with all applicable laws and regulations of Singapore, including the Multi-level Marketing and Pyramid Selling (Prohibition) Act, tax laws, consumer protection regulations, and all other relevant Singapore regulations.
- 1.4 **Amendments:** The Company reserves the right to modify this agreement based on market changes, legal updates, or business needs. Amendments become effective once reported to the relevant authorities and posted on the Company's support website.

2. Becoming a Distributor

- 2.1 **Eligibility:** Applicants must be at least 18 years old and possess full legal capacity.
- 2.2 **Application Process:** A membership fee of SGD50 is required. The applicant must submit a signed application (physical or soft copy), NRIC/Passport copies, and bank details within 14 business days. If materials are not submitted within 14 days, the application will be voided.
- 2.3 **Independent Status:** Distributors are granted the right to promote and sell products and introduce others to the business. However, no partnership, employment, or agency relationship exists between the Distributor and the Company.
- 2.4 **Account Limits:** A Distributor may hold a maximum of three (3) memberships. Spouses or family members may join only if their membership is placed within the primary Distributor's downline organization and not as a cross-line. Each membership must be managed personally by the named applicant.

3. Product Returns and Resignation

- 3.1 **Termination Rights:** Distributors may terminate the contract by written notice within 30 days of signing.
- 3.2 **30-Day Initial Order Refund:** If a Distributor cancels within the first thirty (30) days from the date of purchase order, the Company will buy back the first order at the original price (excluding shipping). The applicant must return all products and any promotional gifts at their own expense, together with a written termination notice. Any commissions and bonuses earned from the returned products will be deducted from the refund amount. Returns may also affect bonuses paid to the upline/sponsor, and the Company will recover any related commissions and remuneration from the distributor, upline, and other involved parties across all levels. Distributors who were promoted as a result of the returned transactions may have their rank adjusted accordingly. Refunds will be made by bank transfer to the distributor's nominated account, and all related transfer costs shall be borne by the requesting distributor.
- 3.3 **Subsequent Orders:** The 100% refund plan does not apply to a second order. Subsequent returns will be handled in accordance with Policy 7.3, and the Company will deduct any bonuses or commissions already paid for those products.

- 3.4 **Defective Products:** Defective items must be reported within 7 days and returned within 30 days with the original invoice for an exchange of the same item.
- 3.5 **Return Logistics:** Returns must use proper packaging, and the Distributor is responsible for tracking the shipment. Packages must include the return form, copies of the original order, and any unused products.

4. Product Value Depreciation and Non-Resellable Items

- 4.1 **Non-Resellable Status:** Products are considered to have 100% value loss (non-resellable) if they are:
 - a. opened/used
 - b. expired
 - c. discontinued in old packaging that cannot be repackaged
 - d. discolored
 - e. deteriorated
 - f. intentionally damaged
 - g. have no market value
- 4.2 **Proxy Authorization:** If the applicant cannot process a return in person, a letter of authorization is required for a proxy to handle the request.
- 4.3 **Refund Table:** Refunds are calculated based on the time elapsed from the date the product was available for collection:

Reason for Return		Product Condition	Value Loss	Refund Amount
Contract Termination / Product Return	Within 30 Days of Joining	Re-sellable	0%	100%
		Non-resellable	100%	0%
	31 - 60 Days	Re-sellable	10%	90%
		Non-resellable	100%	0%

- 4.4 **Re-application:** Returning an initial order is considered a resignation of management rights. Re-joining requires following the specific re-application policies.

5. Cooling-Off Period (7 days)

All customers are entitled to a seven (7) business-day cooling-off period to reconsider whether to proceed with a purchase made under a direct selling contract. During this period, no goods or services shall be delivered or provided, and no payment or deposit shall be collected by any party. If a customer expressly requests delivery of the goods within the cooling-off period, the customer shall be deemed to have waived their right to cancel the seven (7) business-day cooling-off period, and the order shall be considered final and binding.

6. Privacy and Media Consent (PDPA)

- 6.1 **Data Usage:** The Company and authorized third parties (including upline/downline) may collect, process, and use personal data for business purposes in accordance with the Personal Data Protection Act 2012.
- 6.2 **Media Rights:** Distributors consent to the Company using their name, testimonials, images, or videos for advertising, social media, and promotional activities.

7. Jurisdiction and Governing Law

The formation, construction, interpretation, and enforceability of your contract with Alfawise as set forth in this Distributor Agreement and any incorporated documents shall be governed by and interpreted in all respects under the laws of Singapore without regard to conflict of law provisions.