



## **Policies and Procedures**

**For Enagic Gulf & Middle East Distributors**

*Effective on October 2022  
This document supersedes all previous editions.*

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# Policies and Procedures

## **ENAGIC KANGEN WATER EQUIPMENT L.L.C.**

*For Middle East Independent Distributors Use*

### **NOTE:**

Please read these Policies and Procedures carefully before executing the Independent Distributor Agreement to act as An Independent Distributor of Enagic Kangen Water Equipment LLC, Dubai. An Independent Distributor is the entity described under Clause 2 of these policies and procedures.

Kindly be informed that Independent Distributors are prohibited from selling bottled Kangen Water™ or any other water in any form produced from Enagic Kangen Water Equipment L.L.C's water purifying machines as stated in Clause 14 (Prohibition of Sales of Kangen Water™) of these Policies and Procedures. All Independent Distributors are also not permitted to carry out any acts which are prohibited by these Policies and Procedures. Any Independent Distributor who fails to adhere to these Policies and Procedures shall face disciplinary actions and shall indemnify and hold Enagic Kangen Water Equipment L.L.C harmless from and against any claims, causes of action, administrative proceedings, losses, and damages due to the said breach of the Policies and Procedures as stated in Clause 40 (Disciplinary Actions) and Clause 55 (Indemnification and Hold Harmless) of these Policies and Procedures. Enagic Kangen Water Equipment L.L.C reserves the right to terminate the membership of the Independent Distributor who fails to adhere to these Policies and Procedures with immediate effect without the need to provide any justification for such termination.

### **1. The Company, Policies and Procedures, Independent Distributor's Handbook.**

- 1.1.** Enagic Kangen Water Equipment L.L.C (the "Company") is a direct selling company marketing consumer products and services to consumers through Independent Distributors.
- 1.2.** The Company Policies and Procedures (collectively the "Company Policies") herein are applicable to all Independent Distributors of the Company. Further, the published Enagic Independent Distributor's Handbook (the "Handbook"), as amended and published from time to time, is incorporated as a part of the Company Policies and the Independent Distributor Agreement (collectively "Agreement").

### **2. The Independent Distributor and their Responsibilities.**

- 2.1.** A person(s) or entity that has/ have submitted an application (The "Applicant") for Independent Distributorship and whose application has been accepted by the Company by way of a duly completed Agreement between both parties is An Independent Distributor.
- 2.2.** The Company reserves the right and at its sole and entire discretion to accept, amend or refuse any Independent Distributorship applications.
- 2.3.** Only persons who have attained the age of maturity of eighteen (18) years in the Middle East may be appointed as Independent Distributors.

- 2.4. Independent Distributors are independent marketing representatives of the Company and are not to be considered purchasers of a franchise or an exclusive Independent Distributorship.
- 2.5. The agreement between the Company and its Independent Distributors does not create an employer/employee relationship, agency, partnership, or joint venture between the Company and the Independent Distributors.
- 2.6. Unless waived in writing by the Company upon application, the Company will consider each married couple as a single Independent Distributor. Husbands and wives may sponsor each other directly but may not be sponsored in different lines. If the Company finds that the second spouse was sponsored in a different line by any reason after the initial spouse was sponsored, the Company reserves the right to change the status of a spouse from An Independent Distributor into a user or transfer the Independent Distributorship of a spouse into his/ her upline Independent Distributor.
- 2.7. If a spouse is already An Independent Distributor, the non-participating spouse may elect to become An Independent Distributor but must join the same Independent Distributorship as his/ her spouse or be directly sponsored by his/ her spouse.
- 2.8. The Company reserves the right to reject any applications for new Independent Distributorships. Should a husband/wife who are registered under a single Independent Distributorship account, become legally separated or divorced, they should notify the Company through the office in written or via email as to how the Independent Distributorship is to be managed thereafter. Otherwise, the Company will recognize the final judicial or adjudicatory disposition of the Independent Distributorship.
- 2.9. When an existing Independent Distributor is willing to open the second or third Independent Distributorship account "**New Account**", this account must be opened under his existing account.
- 2.10. Each Independent Distributor shall not hold the Company liable to any claims, damages or liabilities arising out of Independent Distributor's business practices. Company Independent Distributors have no authority to bind the Company to any obligation whatsoever. Each Independent Distributor is encouraged to set up his own hours and to determine his own method of sale, so long as Distributor complies with the Company Policies and Procedures.
- 2.11. Independent Distributors are fully responsible for properly paying all applicable taxes and fees as may be required by the laws of his/ her country of residence in the Middle East (*Dubai, Abu Dhabi, Ajman, Fujairah, Ras al-Khaimah, Sharjah, Umm al-Quwain, Mauritania, Algeria, Tunisia, Libya, Egypt, Sudan, Djibouti, Somalia, Lebanon, Jordan, Kuwait, Bahrain, Qatar, Saudi Arabia, Yemen, Oman, Turkey, Afghanistan.*) and CIS Countries (*Armenia, Belarus, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan, Uzbekistan*). The Company does not perform any withholding services nor is the Company responsible for unpaid taxes by Independent Distributors.
- 2.12. The Company's program is built upon retail sales to the ultimate consumer. The Company also recognizes that Independent Distributors may wish to purchase its products or services in reasonable amounts for their own personal or family use. For this reason, a retail sale for annuity purposes shall include sales to non-participants, as well as sales to Independent Distributors for personal or family use which are not made for purposes of qualification or advancement. It is Company policy, however, to strictly prohibit the purchase of product or large quantities of inventory in unreasonable amounts solely for the purpose of qualifying for annuity or advancement in the marketing program. Independent Distributors may not inventory load nor encourage others in the program to load up on inventory.

- 2.13. Independent Distributors must fulfill published personal and downline retail sales requirements, including but not limited to, requisite retail sales to non-participants, as well as supervisory responsibilities, to qualify for bonuses, overrides or advancements.
- 2.14. Independent Distributors may not make statements or representations regarding the Company other than those approved and provided in writing by the Company, such as its Company Policies, Handbook and/or any other official Company printed literature and publications.

### **3. Transaction Submission Integrity**

- 3.1. It is essential for the success of the Company, its Independent Distributors, and customers that all relevant transactions relating to and arising out of the Agreement between the Independent Distributor and the Company be submitted to the Company to maintain the integrity of communications between the Company and the Independent Distributor.
- 3.2. It is to be expected that all transactions submissions to the Company, including, but not limited to, Independent Distributor applications, Independent Distributor communication, Independent Distributor financial transactions and consumer transactions, be submitted by the individual or entity involved in the transaction – third party submissions of all transactions is prohibited.
- 3.3. An Independent Distributor should not communicate any transactions submissions on behalf of another Independent Distributor, Independent Distributorship applicant or customer.
- 3.4. Independent Distributor may not use his/ her credit card or bank account on behalf of another individual or Independent Distributor, except as expressly permitted by the Company as an alternate payer. This rule is applicable to all forms of transactions submissions, including, but not limited to online, telephone, fax, email, etc.

### **4. Business Conduct**

- 4.1. In the conduct of business, the Independent Distributor shall safeguard and promote the reputation of the Company's products and services and shall refrain from all conduct which might be harmful to the reputation of the Company or to the marketing of such products and services or contrary to public interest, and shall avoid all discourteous, deceptive, misleading, unethical, or immoral conduct or practices.
- 4.2. An Independent Distributor shall not interfere with, harass, or undermine other Independent Distributors and, at all times, shall respect the privacy of other Independent Distributors. An Independent Distributor must not disparage the Company, other Company Independent Distributors, Company products and/or services, the marketing and compensation plans, or Company employees. Violation of the above is grounds for **termination of the Agreement.**

### **5. Providing Referrer Support**

- 5.1. Any Independent Distributor, who sponsors other Independent Distributors, must fulfil the obligation of performing a bona fide supervisory, distributing and selling function in the sale and/or delivery of product to the ultimate consumer and in the training of those referred.
- 5.2. Independent Distributors must have ongoing contact, communication, and management supervision with their sales organization(s). For the avoidance of doubt, potential Independent Distributors shall not be required to provide any form of payment or benefit in order to be recruited. Examples of such supervision may include, but are not limited to: written correspondences, personal meetings, telephone contact, voice mail, electronic mail, training sessions, accompanying individuals to company training, etc.

- 5.3. Independent Distributors must also be able to provide to the Company annually proof of ongoing fulfillment of their patronage responsibilities, or whenever requested by the company.

## **6. Responsibility for Paying Taxes**

- 6.1. All Independent Distributors are personally responsible for compliance with all relevant taxation laws and regulations of the country of residence for each that may arise out of each of them earnings from annuities or any other earnings generated as a seller of Company products and services.

## **7. Advertising Correct Information**

- 7.1. Company Independent Distributors shall not advertise Company products, services and/or marketing plans except as specifically approved by the Company.
- 7.2. Company Independent Distributors agree to make no false or fraudulent representations about the Company, the products, the Company compensation plan, or income potentials.
- 7.3. Independent Distributors must not buy the Company's water treatment systems for resale. An Independent Distributor acts as an order taker to retail customers or orders a Company water treatment system for personal use in the capacity as a customer who is also An Independent Distributor. The Company's water treatment systems purchased by Independent Distributors are not for resale.
- 7.4. All Company water treatment systems are sold at Company-specified prices. An Independent Distributor may not advertise for sale or put up for sale a Company water treatment system that deviates from Company pricing. An Independent Distributor may not advertise, offer, or provide a customer with a rebate or other consideration to facilitate a lower customer price for a Company water treatment system.

## **8. Trademarks, Trade Names and Advertising**

- 8.1. The name of the Company and other names as may be adopted by the Company are proprietary trade names and trademarks of the Company. As such, these marks are of great value to the Company and are supplied to Independent Distributors for Independent Distributor use only in an expressly authorized manner.
- 8.2. Independent Distributors agree not to advertise Company products or services in any way other than the advertising or promotional materials made available to Independent Distributors by the Company.
- 8.3. Independent Distributors agree not to use any written, printed, recorded or any other material in advertising, promoting, or describing the products or services or the Company marketing program, or in any other manner, any material which has not been copyrighted and supplied by the Company, unless such material has been submitted to the Company and approved in writing by the Company before being disseminated, published, or displayed.
- 8.4. The Independent Distributor, as an Independent Distributor, is fully responsible for all hiDistributorr verbal and written statements made regarding the products, services and/or marketing programs which are not expressly contained in writing in the current Independent Distributor agreement, advertising or promotional materials supplied directly by the Company. The Independent Distributor agrees to indemnify the Company and hold it harmless from any and all liability including judgments, civil penalties, refunds, attorney fees, and court costs, lost business or claims incurred by the Company as a result of Independent Distributor's unauthorized representations.
- 8.5. The Company does not permit the use of its copyrights, designs, logos, trade names, trademarks, etc. without its prior written permission. Independent Distributors may not

use the Company logo in marketing or sales materials. Independent Distributors may only use the Independent Distributor Logo specifically developed to demonstrate their status as an official “Enagic Independent Distributor”. The Independent Distributor Logo can be downloaded in the Independent Distributor section of the Company website and may only be used by the Independent Distributor in their Independent Distributorship. Trademarked terms such as Kangen Water and Change Your Water, Change Your Life™ should be appropriately annotated. In addition to general prohibitions on use of the Company trademarks or logos, the Company specifically prohibits the use of Company trademarks or logos in conjunction with the sale of any other non-Company products.

- 8.6.** All Company materials, whether printed, on film, produced by sound recording, or on the internet, are copyrighted and may not be reproduced in whole or in part by Independent Distributors or any other person except as authorized by the Company. Consent to reproduce any materials will be considered only in extreme circumstances. Therefore, An Independent Distributor should not anticipate that approval will be granted.
- 8.7.** A Company Independent Distributor may not produce, use, or distribute any information relative to the contents, characteristics or properties of Company product or service which has not been provided directly by the Company. This prohibition includes but is not limited to, print, audio, or video media.
- 8.8.** A Company Independent Distributor may not produce, sell, or distribute literature, films or sound recordings which are deceptively similar in nature to those produced, published, and provided by the Company for its Independent Distributors. Nor may An Independent Distributor purchase, sell or distribute non-company materials which imply or suggest that said materials originate from the Company.
- 8.9.** Any display advertisements or institutional or trademark advertising copying, other than covered in the foregoing policies, must be submitted to the Company, and be approved in writing by the Company prior to publication.
- 8.10.** All advertising, direct mailing, and display must be approved in writing before being disseminated, published, or displayed. Advertising on radio, TV, newspapers, magazines, and websites except through the permitted website under Clause 9.2 is strictly prohibited.
- 8.11.** No claims as to the therapeutic or curative properties about the products may be made. In particular, no Independent Distributor may make any claim that the Company products are intended to diagnose, treat, cure or prevent any disease. Such statements can be perceived as medical claims and unsubstantiated claims such as these are strictly against general Company policies and may also violate relevant laws in the covered Middle East countries.
- 8.12.** Pursuant to the Company’s general policies of prohibition of medical, curative or treatment claims, the Company enumerates the following specific policies which include but are not limited to:

  - A.** Independent Distributors are prohibited from making medical, curative or treatment claims, whether expressed or implied;
  - B.** Independent Distributors are prohibited from using in any and all of their marketing materials and promotion any descriptions that are regarded as health or medical claims stating that; Kangen Water™ may alleviate, cure, diagnose, prevent, relieve, or treat any medical condition, disease, ailment or malady.
  - C.** Any violation of these guidelines will constitute grounds for discipline, annuity suspension and/or termination of Agreement.
- 8.13.** Sales of Marketing Materials and Trademark License Agreement – all Independent Distributor who plan to sell any additional products, including health and beauty related products, other than electrolysis water generator devices must receive prior approval from the compliance department of the Company. Each approved item must be specified on the contract called Sales of Marketing Materials and Trademark License Agreement.



Productions and sales of any marketing materials including but not limited to, DVDs recorded at any seminars without prior authorization from the Company are strictly prohibited in any circumstances. Violation of this clause is grounds for suspension of the Independent Distributor's rights under the Agreement and/or the termination of the Agreement.

## **9. Internet and Website Policy**

**9.1.** Independent Distributors are prohibited from creating any independently designed website relating to the Company business or using any non-EWS (Enagic Web System) current websites. All Independent Distributors must receive prior authorization from the Company by submitting all promotional products such as DVDs, CDs, Brochures, flyers etc., prior to their use. Violation of this clause will subject the Independent Distributor to annuity suspension and/or termination of the Agreement.

**9.2.** Independent Distributors are allowed to advertise on the internet through an approved Company Web System ([www.Enagicwebsystem.com](http://www.Enagicwebsystem.com)) site (the "System"). All Independent Distributors who are newly subscribed to the System will be offered a free twenty-one (21) days trial. The System allows Independent Distributors to choose designs from the Company's homepage designs that can be personalized with the Independent Distributor's message and the Independent Distributor's contact information. These websites link directly to the Company website giving the Independent Distributor a professional and Company-approved presence on the internet. Only these approved websites may be used by Independent Distributor. No Independent Distributor may independently design a website that uses the names, logos, product, or service descriptions of the Company, nor may an Independent Distributor use "blind" ad on the internet making product or income claims which are ultimately associated with Company products, services or the Company's compensation plan. Any person using Company names, logos, trademarks, et cetera, on the internet or any other advertising medium, except as permitted and approved by the Company, shall be subject to immediate disciplinary action which may include termination of the Agreement.

## **10. Prohibition of Sales on Unauthorized Internet Sites**

**10.1.** An Independent Distributor is prohibited from selling or promoting Company products on internet shopping sites, internet auction sites, and internet classified listings including, but not limited to, eBay.com, amazon.com, and craigslist.com. Any violation of this article will constitute grounds for annuity suspension and/or termination of the Agreement.

**10.2.** All warranties on Company products are limited and non-transferable. The Company disclaims all statutory and implied warranties to the extent as permitted by law. The product warranty is limited to the express terms of the Consumer Limited Warranty.

## **11. No Spam Policy**

**11.1.** It is specific Company policy to prohibit unsolicited email (spamming) from Independent Distributors or information by facsimile relating to the Company's opportunity and products and services. The Company has a zero-tolerance policy of spamming practices. Independent Distributors who violate the Company's "no spam policy" are subject to disciplinary action which may include termination of the Agreement.

## **12. Retail Establishments**

**12.1.** Company products or services may only be displayed and sold in retail establishments where the nature of the business is to make appointments with customers

(such as salons, doctor's offices, and health clubs where appointments are made for personal training or classes are scheduled).

- 12.2. The sale of such products or services within such retail facilities must be conducted by An Independent Distributor and must be preceded by a discussion where the Independent Distributor introduces the Company's products or services and opportunities just as they would if they had met outside of the retail facility. Company produced literature, banners, or signage only may be displayed on a shelf, counter, or wall and must be displayed by itself.
- 12.3. Company products or services may not be sold from a shelf or taken from a display for purchase by a customer.
- 12.4. Company products or services may not be sold in any retail establishment, even by appointment, if competitive products or services are sold in the establishment.
- 12.5. From time to time, the Company may announce policies and rules that expand or contract restrictions on sales in retail establishments.

### **13. Prohibition on Affiliation with Other Water Treatment Marketing Companies**

- 13.1. It would undermine the basic Independent Distributor relationship if Independent Distributors marketed competing water treatment, water filtration or alkaline water conversion products. Therefore, so long as An Independent Distributor desires to maintain his Independent Distributorship status, Distributor may not sell or market any water treatment, water filtration or alkaline water conversion products that are similar to the products sold by the Enagic Kangen Water Equipment LLC.

### **14. Prohibition of Sale of Kangen Water™**

- 14.1. Sales by the Independent Distributor of bottled Kangen Water™ or any other water in any form produced from a Company machine is strictly prohibited, to include all sales of Kangen Water™ in which a person receives water, bottled or otherwise from a Company machine. No "donations" or other sums may be collected for the distribution of Kangen Water™.
- 14.2. Charging customers due to the use of electricity or the general usage of the machine is prohibited. These are considered to be business expenses, and therefore should be paid by the Independent Distributor, and not by the customer.
- 14.3. Any violation of this clause will constitute grounds for termination of Agreement.
- 14.4. Providing bottled Kangen Water™ to a prospective buyer is authorized; however, any labeling on the bottle or attached to the bottle is strictly prohibited, as it may create a confusion that the sample water is "bottled" or "for sale", rather than a mere sample provided to person or prospective buyer at no charge.

### **15. Trade Shows**

- 15.1. Company products or services and opportunity may be displayed at trade shows by Independent Distributors only with written authorization from the Company.
- 15.2. Request(s) for participation in trade shows must be received in writing by the Company at least one month prior to the show. Written authorization from the Company must be received before the Independent Distributor participating in the trade show.
- 15.3. Unless written authorization is secured from the Company, Company products or services and opportunity are the only products or services and/or opportunities that may be offered in the trade show booth.
- 15.4. Only Company produced marketing materials may be displayed or distributed. No Independent Distributor may sell or promote the Company products or services or business opportunity at flea markets, swap meets, or garage sales.

## **16. Assigned Territory**

- 16.1.** Independent Distributors are not assigned exclusive territories for marketing purposes, nor shall any Independent Distributor imply or state that Distributor does have an exclusive territory. There are no geographic limitations on sponsoring Independent Distributors or selling the Company's products and services within the Middle East and any approved countries in which the Company is registered to do business.

## **17. International Sales**

- 17.1.** No Independent Distributor may export or sell directly or indirectly to others who export the Company's products, literature, sales aids or promotional material relating to the Company, its products or services or the Company's program from the Middle East to any other country. Independent Distributor who chooses to recruit internationally may do so only in countries in which the Company or its parent company has registered to operate its business and must comply fully with the rules of operation of a company Independent Distributorship in that country.
- 17.2.** Any violation of this clause constitutes a material breach of this Agreement and is grounds for immediate termination.

## **18. Change of Business Name**

- 18.1.** The Company reserves the right to approve or disapprove An Independent Distributor's change of business names, formation of partnership, corporations, and trusts for tax, estate planning, and limited liability purposes. If the Company approves such a change by Independent Distributor, the organization's name and the names of the principals of the organization must appear on the Independent Distributor application agreement. It is prohibited to make change to attempt to circumvent or violate Company rules on raiding, solicitation, targeting, cross-referring or interference.

## **19. Cancellation of Independent Distributorship**

- 19.1.** The Independent Distributor agreement may be cancelled at any time for any reason by An Independent Distributor notifying the Company in writing of his election to cancel.
- 19.2.** All cancellations are accepted and effective as stated. As of the effective cancellation date, the Independent Distributor loses all privileges of leadership and downline organization, and is no longer eligible for any annuity, rewards, or prizes. He/ She cannot advertise, sell, or promote the Company products or purchase product from the Company. The cancelling Independent Distributor's downline organization automatically transfers it to his immediate referrer. The resigning Independent Distributor must wait six (6) months before Distributor is eligible to be recruited again as a Company Independent Distributor, either as an individual or a corporation.
- 19.3.** The Company will consider an application to reinstate a "Resigned Independent Distributor" one year after the resignation date. As part of the application, the former Independent Distributor must pledge to adhere to the existing requirements of the Company Policies, Handbook and Agreement. Acceptance of the application is at the discretion of the Company and the Company which shall also have the discretion to reinstate the former Independent Distributor in the sales organization at his/ her former position or to require a lesser placement as a condition to reinstatement.
- 19.4.** The Company reserves the right to, at its sole and entire discretion, accept or reject such application.

## **20. Change of Product and/or Service Prices**

- 20.1.** The Company shall be entitled to change product or service prices at any time and without notice, and to make changes in the statement of Company Policy and Procedures.

## **21. Taxes and Regulations**

- 21.1.** Each Independent Distributor shall comply with all local taxes and regulations governing the sale of Company products or services.

## **22. Cooling Off**

- 22.1.** Notwithstanding the Company's longer retail customer guarantee policy, all retail sales must comply with the fourteen (14) days Cooling-off Rule which requires statutory language and notice of cancellation on the retail sales receipt. The fourteen (14) days right of cancellation must be orally explained to the customer and customer must receive a copy of the notice of cancellation form from the Enagic Company.

## **23. Company's Signature Products**

- 23.1.** The signature product of the Company is one which involves water treatment relating to purification and adjustment of alkaline content. This signature product is fundamental to the branding and image of the Company. Therefore, although Independent Distributors are free to sell, within the guidelines of the Company's policies, products of third-party vendors, a Company Independent Distributor shall not, during the term of the Independent Distributorship, sell products which involve the Company's signature products, namely, products that involve water treatment relating to purification and adjustment of alkaline content. Violation of this provision may result in termination of the Agreement.

## **24. Prohibition on Raiding and Cross-Solicitation of Products or Other MLM (Multi-Level Marketing) and/or Business Opportunities.**

- 24.1.** The Company takes seriously its responsibility to protect the livelihood of its sales forces and the hard work invested to build a sales organization. Raiding and solicitation actions in which Independent Distributors seek to raid and solicit other Independent Distributors in the sales organization to non-company products and services and to other MLM (Multi-Level Marketing)/business opportunities, severely undermines the marketing program of the Company, interferes with the relationship between the Company and its sales force and destroys the livelihood of other Independent Distributor who have worked hard to build their own business, the business of their sales and benefits they have earned by helping to build a sales organization. Therefore, Independent Distributor shall not directly or indirectly sell to, nor solicit from, other Company Independent Distributors, non-company products or services, or in any way promote to other Company Independent Distributor business opportunities in marketing program of other MLM or business opportunity companies at any time.
- 24.2.** A Company Independent Distributor shall not engage in any recruiting or promotion activity that targets Company Independent Distributors for opportunities or products of other direct selling companies or business opportunities, either directly or indirectly, by themselves or in conjunction with others, nor shall An Independent Distributor participate, directly or indirectly, in interference, raiding or solicitation activity of Company Independent Distributor for other direct selling companies or business opportunities. Unless approved in writing by the Company, this general prohibition includes sales or solicitation of non-company products or services at meetings organized for Company sales, promotion, training recruitment, demonstration, et cetera. This prohibition on targeting, interference, soliciting and raiding shall be in effect during the term of the Independent Distributor agreement and for a period of three (3) years after the termination of the Independent Distributor agreement. For the term of this agreement and for three (3) years after termination hereof, An Independent Distributor shall not, directly or indirectly, recruit any of Company's Independent Distributors to join other direct sales or network marketing companies nor solicit, directly or indirectly, Company's

Independent Distributors to purchase services or products, or in any other way interfere with the contractual relationships between Company and its Independent Distributors. Because of the unique nature and signature characteristic and association with the field of water treatment with Enagic, and because of the inherent confusion and conflict that may occur, Enagic Independent Distributors may not engage in the representation or sale of water treatment systems offered by any company other than Enagic.

## **25. Purchases for Inventory of Mandatory Sales Aids**

**25.1.** If the Independent Distributor has purchased products for inventory purposes or mandatory sales aids while the Independent Distributor Agreement was in effect, all products in a resalable condition then in possession of the Independent Distributor, which have been purchased within ninety (90) days of cancellation, shall be repurchased. The repurchase shall be at a price of not less than ninety percent (90%) of the original net cost to the participant returning such goods, taking into account any sales made by or through such participant prior to notification to the Company of the election to cancel.

## **26. Vendor Confidentiality**

**26.1.** The Company's business relationship with its vendors, manufacturers and suppliers is confidential. An Independent Distributor shall not contact directly or indirectly or speak to or communicate with any representative of any supplier or manufacturers of the Company except at a Company referred event at which the representative is present at the request of the Company. Violation of this clause may result in termination of the Agreement and possible claims for damages if the vendor/manufacture's association is compromised by the Independent Distributor contact.

## **27. Annuity Recuperation**

**27.1.** The Company shall be entitled to repayment of any annuity previously paid on a sale of product/service if the product/service purchase is canceled or reversed or a refund paid for a terminated purchase. The Company shall recover the annuity by adjustment on the Independent Distributor's next cheque payment. In the event that no annuity is available for adjustment, the Independent Distributor who has received the annuity shall repay the annuity paid on the "reversed sale" within thirty (30) days of the Company's notice to repay.

## **28. Downline Information Confidentiality**

**28.1.** On a periodic basis, the Company will supply data processing information and reports to the Independent Distributor, which will provide information concerning the Independent Distributor's downline sales organization, product purchases and product mix. The Independent Distributor agrees that such information is proprietary and confidential to the Company and is transmitted to the Independent Distributor in confidence. The Independent Distributor agrees that Distributor will not disclose such information to any third party directly or indirectly, nor use the information to compete with the Company directly or indirectly during or after the term of the Agreement. The Independent Distributor and the Company agree that, except as provided for by the confidentiality and nondisclosure provisions of the Agreement, the Company would not provide the above confidential information to the Independent Distributor. An Independent Distributor seeking to sell his Independent Distributorship must acknowledge and agree to this provision prior to the finalization of the sale of their Independent Distributorship.

## **29. Change in Status**

- 29.1.** Marriage – two (2) Company Independent Distributors who marry after having established their own individual Independent Distributorships may continue to operate their existing Independent Distributorships.
- 29.2.** Divorce – should a married couple registered under one individual Independent Distributorship account become divorced; they agree to notify the Company as to who will assume responsibility for the Independent Distributorship in one of the following ways:
- A.** Written agreement signed by both parties in the presence of witnesses (which may be an advocate or solicitor or annuity receiver or oaths or a notary public) indicating who will retain the Independent Distributorship; or
  - B.** Court order delineating who receives custody over the Independent Distributorship; or
  - C.** Both parties may choose to retain their joint Independent Distributorship and operate it as a partnership.
- The divorced Independent Distributor may apply for a new Independent Distributorship without having to wait six (6) months.
- 29.3.** Death – upon the death of An Independent Distributor, the rights and responsibilities of the Independent Distributorship may be passed onto the rightful, legally-documented heir as long as that person has filled out a new Independent Distributor application, together with a copy of death certificate.
- 29.4.** Disability – should An Independent Distributor become disabled to the extent that Distributor can no longer fulfill the required duties of the Company Independent Distributor, such Independent Distributor's legal representative or conservator shall:
- A.** Contact the Company within thirty (30) days of the disability and advise the Company of the Independent Distributor's status and the plans for future management or cancellation of the Independent Distributorship.
  - B.** Provide a notarized or court-confirmed copy of appointment as legal representative or conservator; and
  - C.** Provide a notarized or court-confirmed copy of the document establishing right to administer the Company business.
- Should the legal representative or conservator plan to continue the business of the Independent Distributorship, then they fill out a new Independent Distributor application, return policy and receive the required training consistent with the disabled Independent Distributor's level at the time of disability. These requirements shall be satisfied within a deadline of six (6) months.

## **30. Upgrades of Machines**

- 30.1.** All upgrades of machines need to be authorized by the regional sales manager in charge of the respective sales area. The Company reserves the right to refuse machine upgrades at its discretion.
- 30.2.** Upgrades of unused, new machines are allowed within three (3) months of purchase. All requests must be accompanied by a two hundred and forty-two dirhams (AED 242.00) upgrade fee.

## **31. Sale or Transfer**

- 31.1.** Third parties who buy any Enagic products do not automatically qualify as Enagic Independent Distributors.
- 31.2.** Independent Distributors agree to inform all third parties to whom they sell Enagic products of the facts above and further agree not to promise any possibility of transferring Independent Distributor rights. An Independent Distributor may not sell, assign or

otherwise transfer his Independent Distributorship, marketing position or other Independent Distributor rights without written application to and approval from the Company. This clause is also applicable to the transfer of any interest in an entity that owns An Independent Distributorship, including but not limited to a corporation, partnership, trust or other non-individual entity.

- 31.3.** The potential buyer must be of similar standing as the selling Independent Distributor. The Independent Distributorship must be offered in writing first to his/ her referrer. If the referrer declines the offer, the Independent Distributor may offer the Independent Distributorship for sale to direct Independent Distributors of the referrer within the same group. An Independent Distributor who sells his/ her Independent Distributorship shall not be eligible to re-qualify as An Independent Distributor for a period of at least six (6) months after the sale.
- 31.4.** The Company reserves the right to review the sale agreement and to verify waiver from the direct referrer in the event the direct referrer declines to purchase the Independent Distributorship. An Independent Distributor may not add a co-applicant to their Independent Distributorship and thereafter, remove their name from the Independent Distributorship, as an effort to circumvent the Company's sale, assignment, delegation, or merger procedures. The primary Independent Distributor must wait twelve (12) months after adding a co-applicant to the Independent Distributorship before they are allowed to remove their name from the Independent Distributorship.
- 31.5.** It is prohibited to use a sale or transfer to attempt to circumvent Company policy on raiding, soliciting, cross-referring or interference. An Independent Distributor seeking to sell or transfer his Independent Distributorship must acknowledge and agree to Clause 60 prior to the finalization of the sale or transfer of his Independent Distributorship.

### **32. Rights of the Company**

- 32.1.** The Company expressly reserves the right to alter or amend prices, Rules and Regulations, Policies and Procedures, product availability and the compensation plan. Upon notification in writing, such amendments are automatically incorporated as part of the Agreement between the Company and Independent Distributor. Company communication of changes may include, but shall not be limited to mail, email, fax, posting on the Company website, publication in company newsletters or magazines, et cetera.
- 32.2.** The Company reserves the right to make all final decisions as to the interpretation of the articles stated in this document. The final Company decision based on the interpretation of the articles stated herein is effective immediately. All Independent Distributors are obliged to follow the Company's decision as to the interpretation of the articles herein.

### **33. Non-Individual Ownership**

- 33.1.** A partnership or corporation may also be considered as Independent Distributor. However, no individual may participate in more than six (6) Independent Distributorships in any form without express written permission from the Company. It should be noted that any request for more, Company approval for An Independent Distributor to participate in more than six (6) Independent Distributorships will only be considered on a case-by-case basis and on the individual merits of each case.
- 33.2.** An Independent Distributorship may change status under the same sponsor from individual to partnership or corporation or from partnership to corporation with proper and complete documentation.
- 33.3.** To form a new Independent Distributorship as a partnership or corporation or to change status to one of these forms of business, An Independent Distributor must request

a change request form from the Company's Office (105 Hassanacor Building Sheik Zayed Road Al Barsha First, Dubai, United Arab Emirates – [www.enagic.ae](http://www.enagic.ae)). This form must be submitted detailing all partners, stakeholders, officers or directors in the partnership or corporation. The partner or officer who submits the form ("Authorized Party") must be authorized to enter into binding contracts on behalf of the partnership or corporation. In addition, by submitting the partnership/corporation form, the said individual certifies that no person with an interest in the business has had an interest in An Independent Distributorship within three (3) months of the submission of the form (unless it is the continuation of an existing Independent Distributorship that is changing its form of doing business).

#### **34. Individual Independent Distributorship**

**34.1.** An independent distributor may have up to six (6) distributorships in the Company (including any that may be owned as an entity), as long as they are within the same distributorship/ in the same branch/ country. The allowed six (6) distributorships may include a combination of any Kangen Water business accounts, Ukon DD and/or Ukon Sigma accounts. Distributor may not be An Independent Distributor to another Company, either individually or jointly, nor may participate as a partner, owner, stakeholder, trustee, director, or association member, outside his patronage.

#### **35. Entity Independent Distributorship**

**35.1.** An entity can have up to six (6) distributorships in the Company (including any that may be owned as an individual), as long as they are within the same distributorship/ in the same branch/ country. The allowed six (6) distributorships may include a combination of any Kangen Water business accounts, Ukon DD and/or Ukon Sigma accounts. No independent distributor may participate in more than six (6) independent distributorships in any form without express written permission from the Company, as long as they are within the same Independent Distributorship:

- A.** Proprietorship – a copy of fictitious name filing must be submitted.
- B.** Corporation: copies of Trade License, Articles of Incorporation and Memorandum of Association must be submitted.

#### **36. Entity Guarantee for Owners**

**36.1.** Although the Company allows Independent Distributors the opportunity to conduct their Independent Distributorship as a corporation, the Company is also aware that a corporation is under the control of its owners and principals and that the actions of individual owners or beneficiaries may affect Company's business. It is therefore agreed that in the event where the Independent Distributor is a corporation, the actions of the corporation's shareholders, officers, directors, trustees, beneficiaries, agents, employees or other related or interested parties and the actions of such parties, insofar where they violate the Company Policies and Procedures, shall be attributable to the corporate. In the event that any of the corporation's shareholders, officers, directors, trustees, beneficiaries, agents, employees or other related parties terminate(s) his/their ownership interests in the Independent Distributorship, any breach(es) of the Company Policies, Handbook and Agreement by such parties, insofar where he/they continue to have a beneficial financial interest, either directly or indirectly, in the Independent Distributorship, shall be attributable to the corporation's Independent Distributorship.

#### **37. Members of Same Household**

**37.1.** Responsibility – members of An Independent Distributor's household may operate together as under a single Independent Distributorship and may not become separate



Company Independent Distributors. A Household is defined as husband, wife, and dependents. It is important to note that children who have attained the age of majority of eighteen (18) years will not be considered to be a part of their parents' household for the purposes of the Independent Distributorship.

- 37.2.** The Company recognizes that members of the same household may be involved in direct selling opportunities. Although the actions of the parties are assumed to be taken in good faith, in some circumstances, there might be an abuse of relationships in which the non-company household member is engaged in recruitment, solicitation or raiding of the Company sales organization. Since the household member that has an ownership interest in the Company Independent Distributorship is in the best position to prevent the raiding or cross-referring activities by their members of their household (as defined in clause 37.1), any cross-recruiting activity of the non-Company household member shall be attributed to the household Independent Distributor and will accordingly subject the Independent Distributor to possible disciplinary action or the termination of the Agreement.

### **38. Foreign Independent Distributors**

- 38.1.** A foreign Independent Distributor (outside the Middle East covered countries) will be solely responsible for all applicable taxes, duties, and other fees associated with his Independent Distributorship. The foreign Independent Distributorship is subject to all applicable laws and regulations of his country of residence. The Company is not responsible for any failure by the foreign Independent Distributor to abide by the laws of the foreign Independent Distributor's country of residence or other controlling jurisdiction. While the Company does attempt to provide notice whenever possible, it may not always be possible to do so. Change in Company policy or other actions such as termination may occur without notice to the foreign Independent Distributor.

### **39. Default in Payment**

- 39.1.** An Independent Distributorship will be terminated if An Independent Distributor defaults in payment of product purchases from the Company. For the avoidance of doubt, potential Independent Distributor shall not be required to provide any form of payment or benefit in order to be, other than where payment or benefit is made in relation to demonstration equipment and materials, accepted as An Independent Distributor by the Company. In the event where An Independent Distributorship purchases product, either in the capacity of a consumer or Independent Distributor of the Company, and subsequently defaults on payment, the Independent Distributorship is subject to immediate termination of the agreement. The preceding rule is applicable to An Independent Distributor who is either an individual or to a corporation or partnership Independent Distributor where one of the principal owners' defaults in payment.

### **40. Disciplinary Actions**

- 40.1.** An Independent Distributor's violation of any policies and procedures, the Agreement, terms and conditions or any illegal, fraudulent, deceptive, or unethical business conduct may result, at the Company's sole and entire discretion, in one or more of the following disciplinary actions.
- A.** Issuance of a written warning or admonition; and/or
  - B.** Imposition of a fine, which may be imposed immediately or withheld from future annuity checks; and/or
  - C.** Reassignment of all or part of An Independent Distributor's organization; and/or
  - D.** Freezing of annuities for an indefinite period; and/or

- E. Suspension, which may result in termination or reinstatement with conditions or restrictions; and./or
- F. Termination of the Independent Distributorship.

#### **41. Right to Terminate**

- 41.1. The Company reserves the right, at its sole and entire discretion, to terminate any Independent Distributorship at any time if the Company determines that the Independent Distributor has violated the provisions of the Agreement, including the provisions of the clauses contained in this document herein, including as and when these clauses may be amended by the provisions of applicable laws and standards of fair dealings. In the event of termination, the Company shall notify the Independent Distributor by mail at the most current address of the Independent Distributor lodged with the Company.
- 41.2. In the event of a termination, the “Terminated Independent Distributor” agrees to immediately cease representing himself as An Independent Distributor.

#### **42. Termination**

- 42.1. When a decision is made to terminate An Independent Distributorship, the Company will inform the Independent Distributor in writing that the Independent Distributorship is terminated immediately, effective as of the date of the written notification. The termination notice will be sent by registered mail to Independent Distributor’s most recently known address lodge with the Company.
- 42.2. The Independent Distributor will have fifteen (15) days from the date of mailing of the registered letter in which to appeal the termination in writing, and provide written response as to the findings of violations by the Company of the Company Policies, Handbook and/or Agreement. The Independent Distributor’s appeal and/or response correspondence must be received by the Company within twenty (20) days of the Company’s termination letter. If the appeal is not received within the 20-day period, the termination will automatically be deemed to be final.
- 42.3. If An Independent Distributor files an appeal in accordance with the stipulated procedures and time period, the Company will review and consider the Independent Distributor’s appeal. In addition, the Company will also consider any other appropriate action, and notify the Independent Distributor of its decision in due course.
- 42.4. The decision of the Company will be final and subject to no further review. In the event the termination is deemed to be final, the termination will be effective as of the date of the Company’s original termination notice. The Terminated Independent Distributor may not be sponsored as a Company Independent Distributor again.
- 42.5. Upon termination of An Independent Distributorship, all rights under the Agreement cease. The terminated ex-Independent Distributor will no longer be eligible for any annuity, bonuses or prizes. The terminated ex-Independent Distributor can also no longer advertise, sell or promote the Company products or purchase products from the Company and any violation of this clause will be sufficient grounds for the Company, at its sole and entire discretion, commence whatever action including but not limited to, legal action, against the terminated ex-Independent Distributor.

#### **43. Patronage**

- 43.1. All Independent Distributors have the right to refer others. In addition, every person has the ultimate right to choose his own referrer. If two (2) Independent Distributors should claim to be the referrer of the same New Independent Distributor, the Company shall regard the first application received by the corporate home office as controlling.
- 43.2. As a general rule, it is good practice to regard the first Independent Distributor who has meaningfully worked with a prospective Independent Distributor as having the first

claim to patronage though this is not necessarily the sole factor of consideration. Other factors of consideration such as common sense and equitable principles should also be utilized.

- 43.3.** The Company may provide the Independent Distributors with various methods of registration or information of newly referred Independent Distributors, including but not limited to, facsimile registration and online registration for the convenience of the Independent Distributors. Until such time as the Company receives a duly completed application, containing all appropriate and required information as well as the signature of the proposed new Independent Distributor, the Company will only consider any application as one which is merely a non-binding expression of interest. Although the Company is attempting to create convenience for its referring Independent Distributors, it is the responsibility of each referring Independent Distributor to cause delivery to the Company of **a properly completed and signed Independent Distributor agreement** if the referrer is expected to be recognized as the official referring Independent Distributor. For the avoidance of doubt, potential Independent Distributor shall not be required to provide any form of payment or benefit in order to be referred.
- 43.4.** There is no “magic” involved in the Company or in any business. Those who sponsor widely but who do not help new Independent Distributors develop their business meet will be met with limited success. Therefore, it is the Independent Distributor’s responsibility to follow through and make sure the new Independent Distributor is properly informed and trained in the areas of product knowledge, the compensation plan, and the professional guidelines of the network marketing industry, the Company Policies, Handbook and Agreement.
- 43.5.** When soliciting a prospective Independent Distributor to join the Company’s network program, the Independent Distributor must clearly explain the following:
- A.** Products: type, performance and quality of each product;
  - B.** Compensation plan;
  - C.** Policies and Procedures;
  - D.** Independent Distributor’s rights and duties; and
  - E.** Other important items that will affect the judgment of the prospective Independent Distributor.
- 43.6.** Independent Distributors should never provide false and/or misleading information in order to encourage the conclusion of a sales agreement or to prevent the buyer from canceling the agreement.
- 43.7.** Retail sales are a requirement of the Company’s network program.
- 43.8.** Each Independent Distributor must identify himself by name and Company ID number to the prospective buyer.
- 43.9.** The Company offers no sales discounts or other concessions, and the Independent Distributor may not offer either. Any discounts offered by Independent Distributors may be grounds for termination.

#### **44. Transfer of Patronage**

- 44.1.** Transfer is rarely permitted and is actively discouraged. Maintaining the integrity of patronage is absolutely crucial for the success of the overall organization.
- 44.2.** Transfers will generally be approved in the following two (2) circumstances:
- A.** In the case of unethical referring by the original referrer – in such cases, the Company will be the final authority; or
  - B.** Resigning from the Company entirely – waiting six (6) months to reapply under the new referrer.

- 44.3.** In cases of unethical referring, the individual may be transferred with any members intact; in all other events, the individual alone is transferred without any downline Independent Distributor being removed from the original line of patronage.

#### **45. Income Claims**

- 45.1.** No income claims, income projections, income representation, or showing of Annuity checks (“check waving”) may be made to prospective Independent Distributor. Any false, deceptive or misleading claims regarding the opportunity or product/service are prohibited. In their enthusiasm, Independent Distributors are occasionally tempted to represent hypothetical income figures based upon the inherent power of network marketing as actual income projections. This is counter-productive since new Independent Distributors may be quickly disappointed if their results are not as extensive or as rapid as a hypothetical model would suggest. The Company believes firmly that the income potential is great enough to be highly attractive in reality without resorting to artificial and unrealistic projections.

#### **46. Representation of Status**

- 46.1.** In all cases, any reference the Independent Distributor makes to him must clearly set forth the Independent Distributor’s independent status. For example, if the Independent Distributor has a business telephone, the telephone may not be listed under the Company’s name or in any other manner which does not disclose the independent contractor status of the Independent Distributor.

#### **47. Judgment and Tax Lien**

- 47.1.** The Company will comply fully with any court order or instruction/demand by any Federal Tax Authority, in relation to An Independent Distributor’s earnings as a result of his Independent Distributorship relationship with the Company.

#### **48. Subpoenas Duces Tecum (Demands for Records)**

- 48.1.** Assuming proper jurisdiction, the Company will comply with all subpoena’s duces tecum demanding financial compensation records of An Independent Distributor in his capacity as an independent contractor with the Company.

#### **49. Request for Records**

- 49.1.** The Company will comply fully with all requests for records accompanied by a properly prepared and signed authorization by the person whose records are being sought. The Company will comply fully with all requests for records by Government of any country of the listed countries under Middle East agencies with the authority to request such records and accompanied by the requisite legal documentation.

#### **50. Newspaper Advertisement**

- 50.1.** Some Independent Representatives use classified advertising in the newspapers to find prospects. The following rules apply – no advertisement may imply that a “job” or “position” is available. No specific income can be promised, and advertisements must contain no misleading facts or distortions of the Company opportunity or product line.

#### **51. Business Cards and Stationery**

- 51.1.** Any printed materials, including business cards and stationery, must be approved by the Company in advance. The criteria for approving these materials will include an assessment of the quality of the materials submitted as well as properly checking the adequacy of establishing the independent status of the Independent Distributor.

## **52. Telephone Solicitation**

**52.1.** The use of the Company's name or copyrighted materials may not be made with automatic calling devices or "boiler room" operations either to solicit Independent Distributors or retail customers. The use of these methods in ways that are legal and the equivalent of the "blind ads" alluded to above cannot be regulated by the Company.

## **53. Press Inquiries**

**53.1.** Any inquiries by the media are to be referred immediately to the Company. This policy is to assure accuracy and a consistent public image.

## **54. Endorsement**

**54.1.** Independent Distributors may not represent that the Company's program has been approved or endorsed by any Middle East Government agency.

## **55. Indemnification and Hold Harmless**

**55.1.** The Independent Distributor hereby indemnifies and releases the Company, its officers, directors, agents and assigns and holds harmless from and against the full amount of any and all claims, causes of action, judicial and administrative proceedings suits, charges, liabilities, losses, damages, costs and expenses, including without limitation court costs and reasonable fees and expenses of attorneys and consultants, which are or may be made, filed or assessed against Company at any time arising out of Independent Distributor's business operations and representations made by the Independent Distributor in the operation of his business, arising from the following:

- A.** Violation and/or lack of compliance with terms of the Independent Distributor agreement, policies and procedures, rules and regulations, marketing program manual or guidelines or any other directive from the Company as to the method and manner of operation of the Independent Distributor business; and/or
- B.** Engaging in any conduct not authorized by the Company in the Company marketing program; and/or
- C.** Any fraud, negligence, or willful misconduct in the operation of the Independent Distributor business; and/or
- D.** Misrepresentation or unauthorized representation regarding the Company's product or service, marketing opportunity or potential or the Company's marketing program; and/or
- E.** Failure to adhere to the relevant laws of Middle East; and/or
- F.** Engaging in any action which exceeds the scope of authority granted to the Independent Distributor by the Company; and/or
- G.** Engaging in any activity over which Company has no effective control as to the actions of the Independent Distributor.

## **56. Waiver**

**56.1.** The Company does not, at any time, give up its right to insist on compliance with these rules or with the applicable laws governing the conduct of a business. This is true in all cases, both specifically expressed and implied, unless an officer of the Company who is authorized to bind the Company in contracts or agreements specifies in writing that the Company waives any of these provisions.

**56.2.** In addition, any time the Company gives permission for a breach of the rules, that permission does not extend to future breaches. This clause deals with the concept of "waiver," and the parties agree that the Company does not waive any of its rights under any circumstances short of the written confirmation alluded to above.

## **57. Governing Law**

- 57.1.** These Policies are governed by the federal laws of the United Arab Emirates (UAE) and the relevant laws of the Emirate of Dubai and shall be governed in all respects there by. The parties agree that jurisdiction and venue shall lie with the place of acceptance of the Independent Distributor application.

## **58. Partial Validity**

- 58.1.** If any article or articles of this document shall be held to be invalid, illegal, unenforceable or in conflict with the law of any jurisdiction, the validity, legality, and enforceability of the remaining articles shall not in any way be affected or impaired there by.

## **59. Non-Competition**

- 59.1.** For a term of one (1) year after sale, transfer or termination of the Independent Distributorship, An Independent Distributor agrees that Distributor shall not, directly or indirectly, disrupt, damage, impair or interfere with the business of the Company within Middle East, whether by way of interfering with, or raiding its employees or Independent Distributors, disrupting its relationship with customers, agents, representatives, Independent Distributors, suppliers, vendors or manufacturers or otherwise. "Disrupting" or "interfering" include, but are not limited to, direct or indirect solicitation or recruitment for other direct selling business opportunities or products or services of other direct selling companies.

## **60. Product Handling and Independent Distributor's Responsibility**

- 60.1.** The prospective Independent Distributor shall fulfill stated personal sales volume requirements to be recognized and registered as an active Company Independent Distributor.
- 60.2.** Special favorable payment plans are available to Independent Distributor who wishes to purchase Company products.
- 60.3.** The Independent Distributor may sell products through the Company-contracted credit companies.
- 60.4.** The Independent Distributor shall take full responsibility for any of the following issues arising in connection with his own customer(s).
- 60.5.** The Independent Distributor shall take the following actions without delay in case of cancellation of a sales agreement during the Cooling-off Period:
- A.** Refund the annuity and other applicable fees/charges to the Company;
  - B.** Substitute the canceled account with another account;
  - C.** Any actions other than A and B above will be taken after discussions involving the Independent Distributor, the Company and the referrer.
  - D.** Provide such information as the Company may request from time to time in connection with the Company's collection of money payable for the products.
  - E.** Provide such information as the Company may request from time to time in connection with the Company's handling of sales-related claims other than the above;
  - F.** The annuity shall be paid by cheque issued by the Company in favor of the Independent Distributor promptly after the expiration of the cooling-off period or otherwise based on the Independent Distributor's instruction.

## **61. Direct sales License for Enagic Independent Distributor or Independent Store**

- 61.1.** An Independent Distributor/ Independent Store is **NOT ALLOWED** to do the following:

- A. To sell goods or services other than those approved by Enagic Kangen Water Equipment LLC, Dubai.
  - B. Amend or create any part of the Marketing Plan.
  - C. To sell any of Enagic products at a discounted price.
- 61.2.** The Independent Distributor **MUST DO** the following:
- A. To put and show a price on all items on display and prices of services offered.
  - B. To publish/ state direct all kinds of advertising materials (Own Catalogue, Business Card, Printing Material), letterheads and independent website for public review;
  - C. To show and display the copy of Trade License from the government authority at the appropriate place of the premises/ office of company business for purposes of reference/ public viewing.

## **62. E-mail and business card, website, any advertisement**

- 62.1.** The Independent Distributors must indicate the **\*Independent Distributor\*** of Enagic Kangen Water Equipment LLC, (Dubai/ Middle East) in E-mail and Business Card, website, and any other advertisement. The Independent Distributor is not allowed to use the words **\*Enagic Kangen Water Equipment LLC, (Dubai/ Middle East) \*** only.

## **63. Handling fee for Registration Change**

- 63.1.** Change of Registration Area
- A. When the company opens a new branch, then there is no charge for change of registration processing.
  - B. When an Independent Distributor moves to a new location, they are responsible for paying **USD 50** in addition relevant countries' taxes as a Regional change fees.
  - C. Change of registration can only be done once every 6 months.
  - D. Tokurei must be paid off before moving to another area.

## **64. Proxy Shipping**

Proxy shipping is NO longer permitted between company branches for Independent Distributors.

**I (We)** \_\_\_\_\_  
**hereby have read and understood the content of the above policies and procedures and I have agreed to the Enagic's Policies and Procedures.**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**ENAGIC KANGEN WATER EQUIPMENT L.L.C (license No. 784258)**  
**Office No.105, Hassanacor Building, Al Barsha First, Dubai, UAE.**  
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