

MONAVIE LLC  
STATEMENT OF  
POLICIES AND PROCEDURES

---





- I will be respectful of every person I meet while doing
- At all times I will conduct myself and my business in an
- I will not engage in activities that would bring disre
- I will not make discouraging or disparaging claims

making any type of slanderous statements.

- I will be truthful in my representation of MonaVie products by making no diagnostic, therapeutic, cura

system, program, or method of marketing other than

- I will provide support and encouragement to my

- I will correctly represent all the bonus/compensation

ers' potential success, or use compensation checks as marketing materials. I further understand that I

make any purchase from, or payment to, any individual

MonaVie or at [www.MonaVie.com/IDS](http://www.MonaVie.com/IDS).

- I will abide by all of MonaVie's Policies & Procedures

MonaVie is a direct sales company that markets its prod

women who market our products and services. To clearly

compliance@monavie.com or seek an answer from

to make. Amendments shall be effective upon notice

or make available to all Distributors a complete copy of

- Have a valid Social Security or Federal Tax ID num
- Submit a properly completed, MonaVie-authorized

check coinciding with their renewal date. Distributors

Kit will include various marketing materials and includes  
 chase resalable kits from any Distributor who terminates

objective, a copy of the IDS must be presented to all

- Sell MonaVie products in accordance with Policies &
- Participate in the MonaVie Compensation Plan (re
- Sponsor other individuals as Customers or Distribu  
 a marketing organization and progress through the
- Receive periodic MonaVie literature and other Mo
- Participate in MonaVie-sponsored support, service,
- Participate in promotional and incentive contests and

The terms "income claim" and/or "earnings representa

XXX dollars last year" or "Our average Black Diamond  
 makes XXX per month." An example of a "statement of

the date of its acceptance by MonaVie (subject to reclas

tional volume. Cranking these assumptions through the

in any type of package that also contains corporate-

monitor, television, projector, etc.) a slide of the IDS must  
discussion of the Compensation Plan or the making of

[www.MonaVie.com/IDS](http://www.MonaVie.com/IDS).

Black Diamonds who develop sales aids and tools in

Alternatively, Distributors who have achieved the rank of  
Black Diamond may develop their own web pages. How  
ever, any Black Diamond who does so: (a) must use only

trademarks, designs, or symbols outside of corporate-

in any manner the name, picture or likeness, or voice

Only Distributors who have achieved the rank of Black  
marketing materials, advertising materials, and/or other

networks, online auction sites, video websites, or any  
other online forum to market, sell, advertise, promote, or

of MonaVie's trade names, trademarks, service names, service marks, product names, or any derivative thereof,

- Advertisements may not contain references to MonaVie
- You may not use any of MonaVie's trademarks or

and/or appointment, and the services performed must

- No advertisement may imply that a job, position, sal
- No advertisement may promote, represent, or imply incomes. The MonaVie opportunity is not a job, and
- No specific income can be promised or implied, and

- There must be a functioning return email address to
- There must be a notice in the email that advises the
- The email must include the Distributor's physical
- The email must clearly and conspicuously disclose
- The use of deceptive subject lines and/or false
- All opt-out requests, whether received by email

telemarketing practices. Both federal agencies (as well as part of their telemarketing laws. While you may not consider yourself a “telemarketer” in the traditional marketer” and “telemarketing” so that your inadvertent

not be taken lightly, as they carry significant penalties (up

Therefore, Distributors must not engage in telemarketing

The term “telemarketing” means the placing of one or

MonaVie opportunity constitute telemarketing and are

- The prospect’s purchase, rental, or lease of
- A financial transaction between the prospect and

however, that if a Distributor makes a habit of “card this a form of telemarketing that is not subject to this “acquaintances,” the Distributor must make such

products, services, and the Marketing and Com

less from any and all liability including judgments,

particular, no Distributor may make any claim that

Distributor Support. Distributors may display and/or

trustees. Members of the entity are jointly and sever

flea markets, or farmer's markets as these events are not

To protect the integrity of all marketing organiza  
tions and safeguard the hard work of all Distributors,

have earned commissions or achieved rank are not

Distributor. All bonus and commission checks will be

multilevel or network marketing business ventures or marketing opportunities (collectively "Network Marketing"). However, during the term of this Agreement,

work Marketing business.

Distributor or Customer for another Network Market

nize that because network marketing is conducted through networks of independent contractors dis

provision shall apply to all markets in which

- Distributors shall not display MonaVie promo
- Distributors shall not offer the MonaVie opportunity to other Distributors in conjunction with any
- Distributors may not offer any non-MonaVie

- Directly or indirectly disclose any information con
- Directly or indirectly disclose the password or
- Use the information to compete with MonaVie or for
- Recruit or solicit any Distributor or Customer of Mo

approve or endorse any direct selling or network market  
not represent or imply that MonaVie or its Marketing and

to place orders and track commissions and bonuses.

Each Distributor is responsible for paying local, state/

the first Distributor's marketing organization. This policy

the Company's attention immediately. MonaVie may take  
organizations and/or those Distributors who encour

employee, partner, or joint venture with the Company.

- Distributors may not answer the telephone by

NFR markets.

- A Distributor may only represent that he/she is a

- Customers in NFR markets must purchase MonaVie

- Indemnity: You agree to indemnify and hold

- Customers and Distributors receive product on an

- No Open Sales Meetings may be conducted.
- Customers and Distributors in NFR markets are prohibited from distributing and/or using sales tools pro
- Bulk order buying is prohibited.
- Commissions paid under the U.S. Compensation Plan may vary in NFR markets.

MonaVie encourages Distributors in NFR markets to expand their businesses. However, Distributors are subject to disciplinary action, including termination and/or legal

age under typical automobile, property, or homeowner's/

or gifting/distributing product in an unopened country or market is strictly prohibited.

In markets where the company is operating a Not for

- U.S. Customer Service Representatives located in Salt Lake City, Utah, support Customers and Distributors in NFR markets. Hours of operation are Monday
- Most products available in the United States are also available in NFR markets. Any product not available in NFR markets is due to NFR restrictions. Prices in NFR markets may seem higher than those in other

ing bonuses or achieving rank is prohibited. MonaVie may make if, in our sole judgment, we believe those

In addition, no person is permitted to make a per

Distributor's marketing organization provided the follow

- Execute a Distributor Agreement;
- Comply with terms and provisions of the Agreement;
- Meet all of the qualifications for the deceased Distributor's rank/status;
- Provide MonaVie with an "address of record" to which all bonus and commission checks will be sent. Bonus and commission checks of a MonaVie business single check jointly to the successor(s).
- Form a business entity and acquire a federal Taxpayer to joint successors. MonaVie will issue all bonus and commission checks and one 1099 to the business

MonaVie Distributors must be jointly sponsored as one

individually or jointly, nor may they participate directly or

assignment of a MonaVie business is subject to certain

- The Distributor must have achieved the rank of

- Protection of the existing line of sponsorship
- The buyer or transferee must become a quali
- One of the parties may, with consent of the
- Before the sale, transfer, or assignment can be
- The selling Distributor must be in good standing
- The parties may continue to operate the MonaVie business jointly on a “business-as-usual” basis,

MonaVie may take disciplinary action pursuant to these

checks between divorcing spouses or members of dissolv  
 organization and will issue only one commission check  
 sion checks shall always be issued to the same individual

may take disciplinary action against the entity.

Distributors must not disparage, demean, or make negative remarks about MonaVie, other MonaVie Distribu

and commission checks, it is critically important that the

information that is submitted will be kept confidential.

The MonaVie Marketing and Compensation Plan is

and train new Distributors in MonaVie product knowl  
keting and Compensation Plan, and compliance with

- Distributors must satisfy the Personal Sales Vol  
fulfill the requirements associated with their rank  
as specified in the MonaVie Marketing and Com
- At least 70% of a Distributor's total personal
- Distributors must develop or service at least five

Distributors do not make improper product or busi

repackage MonaVie's products. Products are to be sold in their original packaging only.

Subject to the limitations set forth in this provision, the

third-party customers alleging injury from use of a product or injury due to a defective product. The Distributor

third-party claimant's letter alleging injury; failure to so

MonaVie does not permit any individual/Distributor to pick up another Distributor's will-call order without prop

Call center upon pickup, and must contain the following

- Original Signature of Distributor who placed the
- Statement of permission releasing the order to the
- ID number of Distributor who placed order
- Date order was placed
- Order number
- Exact content of order

entities without the knowledge of and/or execution of an

or resold in a month; and/or (f) any other mechanism or artifice to qualify for rank advancement, incentives,

every Distributor's Virtual Office so you can track when

with respect to any subject matter of this agreement or

money-back guarantee to all retail customers. Every

A Customer who makes a purchase of \$25.00 or more

retail receipt. When a Distributor makes a sale or takes

electronic check payments; returned products; credit card  
and electronic check charge-backs, the information is

representations of any kind whatsoever. In particular but

MonaVie and/or other persons creating or transmitting

the time of the sale. The back of the receipt provides the

tors or third parties are not subject to refund) and which  
Starter Kit and/or Resalable products and sales aids, the

ited back to the same account. If a Distributor was paid a

- All merchandise must be returned by the Distribu
- All products to be returned must have a Return

Arbitration Rules, and judgment on the award rendered

jurisdiction thereof. Distributors waive all rights to trial by jury or to any court. All arbitration proceedings shall be held in Salt Lake City, Utah. All parties shall be entitled to

with a strong preference being an attorney knowledge

to a judgment in any court of competent jurisdiction. This

having jurisdiction a writ of attachment, a temporary injunction, preliminary injunction, permanent injunction, or

Jurisdiction and venue of any matter not subject to arbitration shall reside exclusively in Salt Lake County,

All checks returned by a Distributor's bank for insuffi

returned check fee will be charged to the account of the Distributor. After receiving a returned check from a

shall be held in Salt Lake City, Utah, and shall last no

by Credit Card, money order, or cashier's check. Any  
for NSF checks and returned check fees will be withheld  
from subsequent bonus and commission checks.

to use their credit card, or permit debits to their checking  
accounts, to enroll or to make purchases from the Com

The Company makes the assumption that all product  
sales tax is based upon the tax rate in the jurisdiction

tracking and reporting all sales and sales taxes due. Sales

consecutive weeks, receiving a commission check for

A Distributor's rank/classification is contingent upon

is active for eight consecutive weeks, and has personally

that links any particular Distributor to the Company.

Any multilevel or network marketing business venture or marketing opportunities.

multilevel marketing, network marketing, or direct sales

unopened and unused, 2) original packaging and label