



Level 16, 201 Elizabeth Street, Sydney NSW 2000, **Australia**
45-46 James Place East, Dublin 2, **Ireland**
1100 One Bentall Centre, 505 Burrard St. Box 11, Vancouver, BC V7X 1M5, **Canada**

IT WORKS! LOYAL CUSTOMER LOYALTY PROGRAM

TERMS & CONDITIONS

Effective November 1, 2020, It Works! is implementing a new loyalty program for its Loyal Customers (hereinafter the “**Loyalty Program**”). This Loyalty Program replaces the previous Perks Points Program. It Works! will extend certain perks and privileges to its Loyal Customers as described in more detail herein, and additional offers may be extended from time to time, all as determined by It Works! in its sole discretion. These terms and conditions form the agreement (“**Agreement**”) between you (“**Loyal Customer**”) and It Works! with respect to the Loyalty Program.

ELIGIBILITY

The Loyalty Program is offered by It Works! to all It Works! customers in the United States, Australia, Canada and Europe who have successfully completed the Loyal Customer Agreement by making a three (3) consecutive month autoshipment order or making a € 50 EUR*** (VAT excl.) Membership Fee payment and placing a single order for product. At the start of the Loyalty Program, existing Loyal Customers can qualify for Gold and Platinum Status based on having met the qualifications and requirements set forth below.

ACCEPTANCE OF TERMS

By participating in the Loyalty Program, Loyal Customer agrees to these Terms and Conditions, Loyal Customer is responsible for knowing the Loyalty Program Terms and Conditions.

IT WORKS!’S RIGHT TO CHANGE/CANCEL LOYALTY PROGRAM

It Works! may alter, limit, modify, or terminate the Loyalty Program, the Loyalty Program structure, any other feature of the Loyalty Program, or these Terms and Conditions in its sole and absolute discretion at any time and in any manner without notice.

LOYALTY PROGRAM COMMUNICATIONS

It Works! will communicate with Loyal Customer via email about special Loyal Customer promotions, offers, and more. It Works! will also use this channel to communicate the Loyal Customer’s Gold and Platinum Status, notify Loyal Customer of eligibility for a benefit, communicate Loyalty Program changes and more. Please note that even if you opt out of receiving marketing or promotional communications, It

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**€200 EUR Equivalent (all VAT exclusive): 179.74 GBP / 1,489 DKK / 2,120.40 NOK / 2,070 SEK*

***€300 EUR Equivalent (all VAT exclusive): 269.61 GBP / 2,233.50 DKK / 3,180.60 NOK / 3,105 SEK*

****€ 50 EUR Membership Fee Equivalent (all VAT exclusive): 42.00 GBP / 375.00 DKK / 465.00 NOK / 465.00 SEK*



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Works! may continue to send you non-marketing or non-promotional emails, such as those about your Loyal Customer account or our ongoing business relations.

LOYAL CUSTOMER BENEFITS BY STATUS

Loyalty Program status is based solely on a customer's product purchase activity and dollar spend on itworks.com on a twelve-month rolling cycle. The criteria for each status are as follows:

LOYAL CUSTOMER STATUS

A customer receives Loyal Customer status by enrolling as a Loyal Customer and completing the Loyal Customer Agreement by making a three (3) consecutive month autoshipment order or making a € 50 EUR*** (VAT excl.) Membership Fee payment and placing a single order for product. During the term of the Loyal Customer Agreement and after successful completion of the Loyal Customer Agreement, the Loyal Customer will receive:

- 40% off retail pricing
- Coupon for 20% off a one-time ad-hoc order placed in the Loyal Customer's Birthday and Anniversary months.
- Free gift with fourth (4th) autoship

LOYAL CUSTOMER GOLD STATUS

If a Loyal Customer completes the Loyal Customer Agreement and has processed a total of four (4) **autoship** orders for a combined order value of Two Hundred Dollars (€200 EUR* VAT excl.) or more within a 12-month period, the Loyal Customer will receive Loyal Customer Gold Status. Once a Loyal Customer achieves Loyal Customer Gold Status they will receive:

- An additional 10% off Loyal Customer pricing for ad-hoc orders
- Free standard shipping on all autoship orders (**not available in Switzerland**)
- Coupon for 50% off a one-time ad-hoc order placed in the Loyal Customer's Birthday and Anniversary months
- Sample gifts with 7th autoship order
- Early access to select new products
- Early access to select promotions

IF A GOLD STATUS LOYAL CUSTOMER DOES NOT PLACE FOUR (4) ORDERS OF ANY TYPE (AUTOSHIP OR AD-HOC) FOR A COMBINED TOTAL OF AT LEAST €200* EUR (VAT excl.) WITHIN THE LAST 12 MONTHS, THE CUSTOMER WILL REVERT TO LOYAL CUSTOMER STATUS, AND LOSE THEIR GOLD STATUS BENEFITS.

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IN ORDER FOR THE LOYAL CUSTOMER TO REGAIN GOLD STATUS, THE LOYAL CUSTOMER MUST HAVE PROCESSED FOUR (4) ORDERS OF ANY TYPE FOR A COMBINED TOTAL OF €200* (VAT excl.) EUR OR MORE WITHIN THE LAST 12 MONTHS.

LOYAL CUSTOMER PLATINUM STATUS

If the Loyal Customer completes the Loyal Customer Agreement, qualifies for Gold Status and completes a total of eight (8) orders of any type (autoship or ad-hoc) for a combined order value of Three Hundred Dollars (€300 EUR** VAT excl.) or more within a 12-month period, they become eligible for Loyal Customer Platinum Status and will receive:

- An additional 25% off Loyal Customer pricing for ad-hoc orders
- Free shipping on ALL orders (**not available in Switzerland**)
- Sample gifts with 9th autoship order
- Coupon for 50% off a one-time ad-hoc order placed in the Loyal Customer's Birthday and Anniversary months
- Early access to select new products
- Early access to select promotions

IF A PLATINUM STATUS LOYAL CUSTOMER DOES NOT PLACE EIGHT (8) ORDERS OF ANY TYPE (AUTOSHIP OR AD-HOC) FOR A COMBINED TOTAL OF AT LEAST €300 (VAT excl.) EUR WITHIN THE LAST 12 MONTHS, THE CUSTOMER WILL REVERT TO GOLD STATUS OR LOYAL CUSTOMER STATUS BASED ON THEIR PRODUCT PURCHASING ACTIVITY AND LOSE THEIR PLATINUM STATUS BENEFITS. IN ORDER FOR THE LOYAL CUSTOMER TO REGAIN PLATINUM STATUS, THE LOYAL CUSTOMER MUST HAVE PROCESSED EIGHT (8) ORDERS OF ANY TYPE FOR A COMBINED TOTAL OF €300** (VAT excl.) EUR OR MORE WITHIN THE LAST 12 MONTHS.**

NO TRANSFER

Loyalty Program benefits may not be transferred, purchased, sold, assigned, auctioned, or traded, including, without limitation, by death or as part of a domestic relations matter. Benefits have no cash value and are not exchangeable for cash.

In addition to any other requirement and/or limitation that may be communicated to Loyal Customers at the time a benefit is offered, the following shall apply:

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TAXES

Loyal Customer is responsible and liable for any applicable federal, state or local income, sales, use or other taxes which may result from Loyal Customer's participation in the Loyalty Program.

No Warranty

It Works! and each of its respective subsidiaries, divisions, and affiliate entities, along with each such It Works!'s respective officers, directors, employees, and agents make no warranty, express or implied, including but not limited to, any warranties of merchantability or fitness for a particular purpose with respect to the Loyalty Program or any products or services related to such Loyalty Program.

Any Questions

For any additional questions please contact Customer Support: <https://itworkseu.com/contactus>.

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