



Your Choice for a Better Life

Procedure of ordering, delivery and  
return of products in Lonjivita



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1. The Company shall accept orders for Products from Independent Distributors/Clients duly registered on LONJIVITA's Website and having their own identification number (ID).
2. The Independent Distributor/Client shall send the Order for supplying a certain range and quantity of Products by filling a special order form on the Company's website using the Independent Distributor/Client's Back Office and his ID's.
3. When making the order the Independent Distributor/Client shall specify the method of payment and the way of delivery by selecting them from the variants offered at the Company's Website.
4. Methods of Products delivery:
  - a. The Company shall deliver the Products to the address of the collection point of the transport or post operator in accordance with the address specified by the Independent Distributor/Client (hereinafter referred to as the Delivery). In this case the sum of Order shall additionally include the cost of Products Delivery by the Company. Delivery can be made by a selected transport, Courier Company or by a mailing operator. Selected transport or Courier Company shipment is possible only if delivery address belongs to the service area of the above operators. Otherwise the shipment will be done by post operator. Delivery specification is fixed during the completion of the order.
  - b. In case a group of Independent Distributor/Clients intend to arrange consolidated delivery (COD) they pick the delivery option Temporary Storage at Company Warehouse. Free storage is possible within 10 days. During this term Independent Distributor/Client should make a decision on the COD and inform client support service about it using e-mail [cis.support@lonjivita.com](mailto:cis.support@lonjivita.com).
  - c. Since 11<sup>th</sup> day of the storage the company will accrue storage cost according to the tariffs of the warehousing agent. To receive the order which was stored in company warehouse more than 10 days Independent Distributor/Client should cover the accrued cost for storage. Otherwise the company has a right to hold part of the order to cover the cost of storage.
  - d. If the cost of storage will excess the price of the order, the order will be announced cancelled without any compensation.
5. The Independent Distributor/Client shall make a 100 % advance payment of the order.

The Order shall be considered agreed from the moment of its payment by the Independent Distributor/Client. The responsibility for right order execution and correctness of the data, specified by the Independent Distributor/Client during order formation, fully lies on the Independent Distributor/Client.

6. Further orders shall be placed only if the remaining Products possessed by the Independent Distributor at the date of ordering does not exceed 30 % of the amount of previous order(s); the Company reserves the right not to supply the Products to the Independent Distributor if the latter fails to provide confirmation of the remaining Products stock in possession.
7. If Delivery is selected, the orders received and agreed on working days before 10.00 Moscow time shall be shipped on the next working day to a transportation company or a mailing operator. The orders received and agreed on working days after 10.00 Moscow time shall be shipped in one working day. The orders received and agreed on days off or holidays shall be shipped by the Company on the next working day.

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8. Independent Distributor/Clients shall be solely responsible for correct specification of the order delivery address. If the delivery is made to the out-of-date or incorrect address, the expenses on delivery shall be paid by the Independent Distributor/Client in full, in accordance with invoices drawn up and additional invoices related to payment for services, and delivery to the correct address shall be made at an additional fee. Besides, the Independent Distributor/Client shall pay a duty in the amount of 700 rubles for delivery readdressing.

9. When the Products are delivered, the Independent Distributor/Client or its Consignee shall accept the Products by quality, quantity and range from the transportation company or mailing operator and sign the documents of products acceptance. In case of discrepancy the Independent Distributor/Client or the Consignee shall make an act of discrepancy and/or refuse to accept the Products from the transportation company or the mailing operator.

10. In case of deficiencies/defects in Products as well as any shortage or damage are detected, the Independent Distributor/Client shall perform the following actions:

- a. to inform the Company on any undelivered or wrongly delivered Products ordered within 10 calendar days following receipt of the order;
- b. if the Products are damaged in transit, to refuse the order and immediately inform the Company;
- c. if the order is lost, not later than seven working days from the date on which the order has to be received, to apply for the substitute supply.

11. The date of Products supply shall be the date of actual Products acceptance by the Independent Distributor/Client, its legal representative or the Consignee and signing of the acceptance/transfer documents. After the acceptance/transfer documents are signed, the risk of accidental loss or accidental damage of Products shall pass from the Company to the Independent Distributor/Client, and the Company's obligations to supply the Products shall be considered fulfilled.

12. Upon the written request of the Independent Distributor/Client, its legal representative or the Consignee, the Company may use its seal to certify the copy of Certificate of Conformity or Declaration of Conformity and/or other documents, additionally agreed upon by the Parties, related to each supply of Products.

The Independent Distributor/Client, its legal representative or the Consignee can also read the declaration of conformity for the Products on the Company's Website.

13. As the product of the Company belong to the food products, return could be done within 14 days only in case of error in order execution or broken package. If the defects of the product or error in order completion will be proved by providing Notice to the company with the acceptance notes of post operator/transport company, LONJIVITA LLC will cover the loss by monetary means or adequate product exchange whatever will be requested by customer within 10 days upon receiving the proof of the loss from Independent Distributor/Client.