

ITEM #	DESCRIPTION	SVP	AUTOSHIP PRICE	ORDER VALUE PRICE	RRP
TRUE HEALTH					
USANA Nutritional - Essentials					
104	Body Rox (Teen Essentials: 84 tablets/bottle)	14	\$ 30.00	\$ 33.40	\$ 40.00
101	Essentials (Mega Antioxidant, MultiMineral) (112 tablets/bottle)	30	\$ 75.00	\$ 83.30	\$ 100.00
100	HealthPak 100 (56 packets/carton) Each Packet: 2 x Mega Antioxidant, 2 x MultiMineral, 1x Active Calcium Plus, 1 x AO Booster.	100	\$ 199.00	\$ 221.10	\$ 264.70
103	Mega Antioxidant (112 tablets/bottle)	20	\$ 49.50	\$ 55.00	\$ 66.00
102	MultiMineral (112 tablets/bottle)	10	\$ 27.50	\$ 30.60	\$ 36.60
105	Usanimals (Essentials for Kids: 56 tablets/bottle)	8	\$ 21.00	\$ 23.40	\$ 28.00
USANA Nutritional - Optimizers					
121	Active Calcium Chewable (112 tablets/bottle)	15	\$ 35.00	\$ 38.90	\$ 46.70
120	Active Calcium Plus (112 tablets/bottle)	15	\$ 34.00	\$ 37.80	\$ 45.00
122	BiOmega III (56 soft gencaps/bottle)	12	\$ 31.00	\$ 34.50	\$ 41.40
123	CoQuinone (56 soft gencaps/bottle)	25	\$ 67.00	\$ 74.00	\$ 89.00
124	E-Prime (60 caps/bottle)	12	\$ 32.00	\$ 35.60	\$ 42.50
125	Garlic EC (60 tablets/bottle)	8	\$ 25.00	\$ 27.80	\$ 33.40
126	Ginkgo-PS (112 tablets/bottle)	25	\$ 59.00	\$ 65.60	\$ 78.50
135	HepaPlus (84 tablets/bottle)	25	\$ 49.95	\$ 55.40	\$ 66.50
127	OptOmega (237ml)	8	\$ 21.00	\$ 23.40	\$ 28.00
128	Palmetto Plus for Men (30 soft gencaps/bottle)	17	\$ 38.00	\$ 42.20	\$ 49.00
129	PhytElle for Women (90 tablets/bottle)	17	\$ 38.00	\$ 42.20	\$ 49.00
130	Poly C (120 tablets/bottle)	10	\$ 24.00	\$ 26.70	\$ 32.00
131	Procosamine II (120 tablets/bottle)	15	\$ 39.00	\$ 43.30	\$ 52.00
133	Proflavanol (90 tablets/bottle)	17	\$ 38.50	\$ 42.80	\$ 49.00
132	Proflavanol 90 'Extra-Strength' (56 tablets/bottle)	35	\$ 68.00	\$ 75.60	\$ 89.00
134	Visionex (56 tablets/bottle)	25	\$ 53.50	\$ 59.40	\$ 69.00
USANA Nutritional - Natural Energy Drink					
939	Rev3 Energy Surge (28 Pack)	30	\$ 73.00	\$ 81.15	\$ 97.35
USANA Nutritional - Foods					
220	Fibery Drink Mix, Almond Crème (462g)	16	\$ 38.00	\$ 42.30	\$ 50.70
221	Fibery Drink Mix, Peach Mango - (420g)	16	\$ 38.00	\$ 42.30	\$ 50.70
210	Nutrimeal Drink Mix, Dutch Chocolate (540g)	17	\$ 39.00	\$ 43.40	\$ 52.00
211	Nutrimeal Drink Mix, French Vanilla (540g)	17	\$ 39.00	\$ 43.40	\$ 52.00
212	Nutrimeal Drink Mix, Wild Strawberry (540g)	17	\$ 39.00	\$ 43.40	\$ 52.00
202	Nutrimeal Drink Mix, Chocolate Whey (549g)	18	\$ 46.00	\$ 51.10	\$ 61.30
232	Nutrition Bar, Oatmeal Raisin (14 bars)	20	\$ 48.00	\$ 53.30	\$ 64.00
230	Nutrition Bar, Peanut Butter Crunch (14 bars)	20	\$ 48.00	\$ 53.30	\$ 64.00
233	Nutrition Bar, Chocolate Fusion (12 bars)	20	\$ 48.00	\$ 53.30	\$ 64.00
200	SoyaMax Protein Powder (406g)	15	\$ 41.00	\$ 45.60	\$ 54.70
Sensé - Skin Care & Personal Care					
302	Daytime Protective Emulsion with Sunscreen (38ml)	25	\$ 52.00	\$ 57.80	\$ 69.00
306	Eye Nourisher (12ml)	15	\$ 31.00	\$ 34.40	\$ 39.00
300	Gentle Daily Cleanser (120ml)	12	\$ 29.00	\$ 32.20	\$ 39.00
301	Hydrating Toner (120ml)	10	\$ 25.00	\$ 27.80	\$ 33.00
303	Night Renewal (38ml)	25	\$ 52.00	\$ 57.80	\$ 69.00
305	Perfecting Essence (30ml)	35	\$ 70.00	\$ 77.80	\$ 89.00
307	Rice Bran Polisher (75ml)	10	\$ 25.00	\$ 27.80	\$ 33.00
308	Nutritious Crème Masque (75ml)	13	\$ 29.00	\$ 32.20	\$ 39.00
304	Serum Intensive (30ml)	30	\$ 59.00	\$ 65.60	\$ 79.00
391	Body Polishing Gloves (pair)	1	\$ 6.70	\$ 7.40	\$ 9.00
311	Energizing Shower Gel (240ml)	8	\$ 23.00	\$ 25.60	\$ 30.70
314	Firming Body Nourisher (225ml)	15	\$ 34.00	\$ 37.80	\$ 45.00
315	Intensive Hand Therapy (60ml)	8	\$ 20.00	\$ 22.20	\$ 27.00
312	Revitalizing Shampoo (250ml)	8	\$ 23.00	\$ 25.60	\$ 30.70
313	Nourishing Conditioner (250ml)	8	\$ 23.00	\$ 25.60	\$ 30.70
320	Sensé Prelude 5 Gentle Daily Cleanser 15ml, Hydrating Toner 15ml, Daytime Protective Emulsion 8ml, Night Renewal 8ml and Perfecting Essence 5ml.	10	\$ 26.50	\$ 29.40	\$ 35.30
USANA Dental Care USANA					
399	USANA Toothpaste (Net Wt. 128g)	6	\$ 14.70	\$ 16.30	\$ 19.55
USANA Nutritional & Foods Packs					
163	Basic Pack Essentials, Active Calcium Plus, BiOmega III, Procosamine II, Proflavanol, Poly C, Peach Mango Fibery.	100	\$ 229.00	\$ 254.40	\$ 305.30
104	Body Rox (6 Pack)	55	\$ 139.00	\$ 154.40	-
161	Couples Pack 2 x Essentials, 2 x Proflavanol, 1 x Peach Mango Fibery.	100	\$ 239.00	\$ 265.60	\$ 318.70

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			PRICE	PRICE	
USANA Nutritionals & Foods Packs					
214	Nutrimeal Bulk Pouches (30 Pack) 30 x Dutch Chocolate	30	\$ 100.00	\$ 110.00	\$ 130.00
215	Nutrimeal Bulk Pouches (30 Pack) 30 x French Vanilla	30	\$ 100.00	\$ 110.00	\$ 130.00
216	Nutrimeal Bulk Pouches (30 Pack) 30 x Wild Strawberry.	30	\$ 100.00	\$ 110.00	\$ 130.00
232	Oatmeal Raisin Nutrition Bar (6 Pack)	75	\$ 225.00	\$ 248.00	\$ 309.00
127	OptOmega (2 Pack)	10	\$ 35.00	\$ 38.90	\$ 47.00
230	Peanut Butter Crunch Nutrition Bar (6 Pack)	75	\$ 225.00	\$ 250.00	-
133	Proflavanol (6 Pack)	100	\$ 210.00	\$ 231.00	-
132	Proflavanol 90 Extra Strength (6 Pack)	200	\$ 375.00	\$ 412.50	-
251	5-Day Jump Start (Single) UPDATED CONTENTS! 1 x black Reset-branded enviro bag, 1 x mini-HEALTHPAK 100™, 5 x French Vanilla NUTRIMEAL™ pouches, 5 x Wild Strawberry NUTRIMEAL™ pouches, 5 x Dutch Chocolate NUTRIMEAL™ pouches, 5 x Peanut Butter Crunch Nutrition Bars (singles), 5 x Oatmeal Raisin Nutrition Bars (singles), 1 x Reset Program Guide	30	\$ 95.00	\$ 105.60	\$ 126.40
463	Phase 1 Transform UPDATED CONTENTS! 1 x Essentials, 1 x French Vanilla NUTRIMEAL™, 1 x Wild Strawberry NUTRIMEAL™, 1 x Dutch Chocolate NUTRIMEAL™, 1 x Peanut Butter Crunch Nutrition Bars (box), 1 x Oatmeal Raisin Nutrition Bars (box), 1 x Bulk NUTRIMEAL™ pouches (30 of Dutch Chocolate), 1 x Reset Program Guide, 4-week access to Healthy for Life ANZ Program	100	\$ 309.00	\$ 343.30	\$ 411.00
462	Phase 2 Maintain UPDATED CONTENTS! 1 x Essentials, 1 x French Vanilla NUTRIMEAL™, 1 x Wild Strawberry NUTRIMEAL™, 1 x Dutch Chocolate NUTRIMEAL™, 1 x Peanut Butter Crunch Nutrition Bars (box), 1 x Oatmeal Raisin Nutrition Bars (box), 1 x French Vanilla NUTRIMEAL™ pouch (single), 1 x RESET Program Guide, 4-week access to Healthy for Life ANZ Program	50	\$ 220.00	\$ 244.40	\$ 292.60
105	Usanimals (6 Pack)	30	\$ 95.00	\$ 105.60	-
† Bulk pack not available on Autoship & designed for retail purposes, not personal use.†					
Sensé Packs					
351	Sensé Basic Pack Gentle Daily Cleanser, Hydrating Toner, Daytime Protective Emulsion, Night Renewal	60	\$ 140.00	\$ 155.00	\$ 185.50
351	Sensé Basic (4 Pack) 4 x Gentle Daily Cleanser, 4 x Hydrating Toner, 4 x Daytime Protective Emulsion, 4 x Night Renewal	125	\$ 425.00	\$ 472.00	-
350	Sensé Deluxe Facial Care Pack with Perfecting Essence Gentle Daily Cleanser, Hydrating Toner, Rice Bran Polisher, Nutritious Crème Masque, Eye Nourisher, Perfecting Essence, Daytime Protective Emulsion and Night Renewal	100	\$ 225.00	\$ 250.00	\$ 300.00
350	Sensé Deluxe Facial Care Pack with Serum Intensive Gentle Daily Cleanser, Hydrating Toner, Rice Bran Polisher, Nutritious Crème Masque, Eye Nourisher, Serum Intensive, Daytime Protective Emulsion and Night Renewal	100	\$ 225.00	\$ 250.00	\$ 300.00
350	Sensé Deluxe (4 Pack) with Perfecting Essence 4 x Gentle Daily Cleanser, 4 x Hydrating Toner, 4 x Rice Bran Polisher, 4 x Nutritious Crème Masque, 4 x Eye Nourisher, 4 x Perfecting Essence, 4 x Daytime Protective Emulsion and 4 x Night Renewal	200	\$ 620.00	\$ 688.00	\$ 826.00
350	Sensé Deluxe (4 Pack) with Serum Intensive 4 x Gentle Daily Cleanser, 4 x Hydrating Toner, 4 x Rice Bran Polisher, 4 x Nutritious Crème Masque, 4 x Eye Nourisher, 4 x Serum Intensive, 4 x Daytime Protective Emulsion and 4 x Night Renewal	200	\$ 620.00	\$ 688.00	\$ 826.00
354	Sensé Hair & Body Pack Revitalizing Shampoo, Nourishing Conditioner, Energizing Shower Gel, Firming Body Nourisher and Intensive Hand Therapy	40	\$ 99.00	\$ 110.00	\$ 130.00
360	Sensé Shower Pack Revitalizing Shampoo, Nourishing Conditioner and Energizing Shower Gel	25	\$ 63.00	\$ 69.00	\$ 84.00
320	Sensé Prelude 5 (6 Pack)	50	\$ 132.50	\$ 147.10	\$ 176.50
320	Sensé Prelude 5 (20 Pack)†	40	\$ 279.00	\$ 309.70	\$ 371.60
320	Sensé Prelude 5 (50 Pack)†	0	\$ 499.00	\$ 498.40	\$ 598.10
† Bulk pack not available on Autoship & designed for retail purposes, not personal use. †					
Product Sales Aids					
504	Essentials Brochure (14 Pack)	-	\$ 4.50	-	-
504	Essentials Brochure (28 Pack - 2 x 14 Packs)	-	\$ 8.00	-	-
504	Essentials Insert for ANZ Comparative Guide (28 Pack)	-	\$ 5.00	-	-
502	Product Information Book (Single)	-	\$ 4.50	-	-
502	Product Information Book (5 Pack)	-	\$ 21.50	-	-
503	Health Product Handbook (14 Pack)	-	\$ 22.00	-	-
503	Health Product Handbook (28 Pack)	-	\$ 36.00	-	-
503	Health Product Handbook (56 Pack)	-	\$ 64.00	-	-
SA251	RESET DVD (Single)	-	\$ 5.00	-	-
571	RESET DVD (14 Pack)	-	\$ 39.00	-	-
571	RESET DVD (28 Pack)	-	\$ 59.00	-	-
505	Sensé Catalogue (Single)	-	\$ 1.50	-	-
505	Sensé Catalogue (14 Pack)	-	\$ 15.00	-	-
505	Sensé Catalogue (28 Pack - 2 x 14 Packs)	-	\$ 25.00	-	-

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Product Sales Aids					
568	Sensé DVD (Single) English/Chinese/French/Spanish options on DVD.	-	\$ 5.00	-	-
568	Sensé DVD (25 Pack) English/Chinese/French/Spanish options on DVD.	-	\$ 79.95	-	-
568	Sensé DVD (50 Pack) English/Chinese/French/Spanish options on DVD.	-	\$ 119.95	-	-
799	Sensé Retail Bag (25 Pack)	-	\$ 8.50	-	-
Accessory Items					
720	USANA Enviro Shopping Bag (Single)	-	\$ 2.55	\$ 2.55	\$ 2.55
720	USANA Enviro Shopping Bag (14 Pack)	-	\$ 31.30	\$ 31.30	\$ 31.30
752	Blender Bottle	-	\$ 11.00	\$ 12.20	\$ 14.60
769	Pill Box	-	\$ 4.50	\$ 5.00	\$ 6.00
TRUE WEALTH					
Starter Kits					
450	Business Development System** BDS Binder, Get Started Today, Matching Bonus DVD, Sensé Catalogue, Product Information Book, Health & Freedom Newspaper, BDS insert, eBDS, BDS Ruler, Price List, Receipt Book, 3 x Income Maximizer	-	\$ 85.00	-	-
650	Business Development System Binder	-	\$ 18.00	-	-
SA450	Business Development System Insert	-	\$ 25.00	-	-
451	eBDS** with Get Started Today, Matching Bonus DVD	-	\$ 19.95	-	-
**All new Associates are required to purchase a BDS or eBDS from USANA at the time of their enrolment. BDS & eBDS also includes: 3 free cycles of Online Business Services (To qualify for Online Business Services you must remain on a monthly 100SVP Autoship).					
Business Packs					
402	1BC Enrolment Pack 2 x Essentials, 2 x Proflavanol, 1 x Active Calcium Plus, 1 x BiOmega III, 1 x CoQuinone, 1 x Procosamine II.	150	\$300.00	\$333.30	-
400	Platinum Business Starter Pack - 1 Business Centre 2 x Essentials, 2 x Active Calcium, 2 x Proflavanol 90, 2 x BiOmega III, Daytime Protective Emulsion with Sunscreen, Night Renewal, Gentle Daily Cleanser, Hydrating Toner, Perfecting Essence, Eye Nourisher, Rice Bran Polisher, Nutritious Creme Masque, 5 x Income Maximizer.	250	\$ 580.00	\$644.45	-
403	3BC Enrolment Pack 2 x Essentials, 2 x Active Calcium Plus, 2 x BiOmega III, 2 x Poly C, 2 x Proflavanol 90, 2 x CoQuinone, 2 x Procosamine II, 1 x Sensé Basic Pack, 1 x Sensé Shower Pack, 1 x Peach Mango Fibergy, 1 x Dutch Chocolate Nutrimeal	500	\$860.00	\$955.60	-
401	3 Business Centre - Business Builder Kit HealthPak 100, Essentials, Active Calcium Plus, BiOmega III, Poly C, Proflavanol 90 Extra Strength, Nutrimeal Bulk Pouches (30 of Dutch Chocolate), RESET 5-Day Jump Start Pack, Gentle Daily Cleanser, Hydrating Toner, Daytime Protective Emulsion, Night Renewal, Perfecting Essence, Energizing Shower Gel, Revitalizing Shampoo, Nourishing Conditioner, Firming Body Nourisher, Body Polishing Gloves, Health & Freedom Newspaper (14 pk English), Product Information Book (single English), Sensé Catalogue (14 pk), Health & Freedom DVD, USANA Difference DVD, Sensé DVD, Blender Bottle, 10 x Income Maximizer. Sponsor receives a Commission Fast Start Bonus of \$247.50 AU.	500	\$ 1,295.00	-	-
405	Platinum Business Starter Pack - 3 Business Centre 4 x Essentials, 4 x Active Calcium Plus, 4 x CoQuinone, 4 x Proflavanol 90, 4 x BiOmega III, Daytime Protective Emulsion with Sunscreen, Night Renewal, Gentle Daily Cleanser, Hydrating Toner, Perfecting Essence, Eye Nourisher, Rice Bran Polisher, Nutritious Creme Masque, Peanut Butter Crunch Nutrition Bar, Almond Cream Fibergy, Dutch Chocolate Nutrimeal, 10 x Income Maximizer.	550	\$ 1,295.00	\$1,438.90	-
404	Professional Pack 2 x HealthPak 100, 2 x Essentials, Body Rox, Usanimals, Active Calcium Plus, BiOmega III, Poly C, Procosamine II, Proflavanol 90 Extra Strength, Nutrimeal Bulk Pouches (30 of Dutch Chocolate), Peach Mango Fibergy, 2 x RESET 5-Day Jump Start Packs, Sensé Prelude 5, Gentle Daily Cleanser, Hydrating Toner, Daytime Protective Emulsion, Night Renewal, Perfecting Essence, Energizing Shower Gel, Revitalizing Shampoo, Nourishing Conditioner, Firming Body Nourisher, Intensive Hand Therapy, Natural Toothpaste, Health & Freedom Newspaper (14 pk English), Product Information Book (single English), Essentials Brochure (14 pk), Sensé Catalogue (14 pk), Health & Freedom DVD, USANA Difference DVD (14 pk), Sensé DVD, Blender Bottle, 13 cycles Income Maximizer, 2 x Meeting Passes (Meeting passes are only valid for 12 months and can only be redeemed for International and Asia Pacific Conventions and Celebrations only.)	1250	\$ 2,179.00	-	-
Business Sales Aids					
550	Health & Freedom DVD (14 Pack) English/English with Chinese Subtitles.	-	\$ 39.00	-	-
501	Health & Freedom Flip Chart	-	\$ 8.00	-	-
500	Health & Freedom Newspaper (14 Pack)	-	\$ 23.00	-	-
500	Health & Freedom Newspaper (28 Pack)	-	\$ 40.00	-	-
500	Health & Freedom Newspaper (56 Pack)	-	\$ 74.00	-	-
640	Health & Freedom PresentationPro ANZ English/Chinese	-	\$ 79.95	-	-
824	Income Maximizer™	-	\$ 29.00	-	-
552	USANA Difference DVD (14 Pack) English/English with Chinese Subtitles	-	\$ 39.00	-	-
565	LifeMasters Single (1 CD) Achieve your business potential - be informed, inspired & motivated by USANA Leaders.	-	\$ 5.50	-	-
565	LifeMasters Subscription (10 CD's) Motivation delivered directly to your doorstep over your next 10 autoships.	-	\$ 55.00	-	-

ITEM #	DESCRIPTION	SVP	PRICE	PRICE	RRP
Business Support Materials					
509	Associate Application Forms (10 Pack)	-	\$ 1.90	-	-
591	Autoship Forms (10 Pack)	-	\$ 2.50	-	-
495	Preferred Customer Forms (10 Pack)	-	\$ 2.50	-	-
590	Product Order Forms (10 Pack)	-	\$ 2.40	-	-
511	Retail Receipt Pad	-	\$ 3.50	-	-
580	Get Started Today (14 Pack)	-	\$ 14.00	-	-
580	Get Started Today Chinese (14 Pack)	-	\$ 14.00	-	-
Other Languages					
450	Business Development System Chinese BDS Binder, Get Started Today, Matching Bonus DVD, Sensé Catalogue, Product Information Book, Health & Freedom Newspaper, BDS insert, eBDS, BDS Ruler, Price List, Receipt Book, 3 x Income Maximizer	-	\$ 85.00	-	-
451	eBDS** with Get Started Today, Matching Bonus DVD	-	\$ 19.95	-	-
501	Health & Freedom Flip Chart Chinese	-	\$ 8.00	-	-
500	Health & Freedom Newspaper Chinese (14 Pack)	-	\$ 23.00	-	-
500	Health & Freedom Newspaper Chinese (28 Pack)	-	\$ 40.00	-	-
500	Health & Freedom Newspaper Chinese (56 Pack)	-	\$ 74.00	-	-
552	USANA Difference DVD Mandarin/English with Chinese subtitle (14 Pack)	-	\$ 39.00	-	-
640	Health & Freedom PresentationPro ANZ English/Chinese	-	\$ 79.95	-	-
502	Product Information Book Chinese (Single)	-	\$ 4.50	-	-
502	Product Information Book Chinese (5 Pack)	-	\$ 21.50	-	-
550	Health & Freedom DVD (14 Pack) English/English with Chinese Subtitles.	-	\$ 39.00	-	-
568	Sensé DVD (Single) English/Chinese/French/Spanish options on DVD.	-	\$ 5.00	-	-
568	Sensé DVD (25 Pack) Sensé DVD English/Chinese/French/Spanish options on DVD.	-	\$ 79.95	-	-
568	Sensé DVD (50 Pack) Sensé DVD English/Chinese/French/Spanish options on DVD.	-	\$ 119.95	-	-
552	USANA Difference DVD (14 Pack) English/English with Chinese Subtitles.	-	\$ 39.00	-	-

**All new Associates are required to purchase a BDS or eBDS from USANA at the time of their enrolment. BDS & eBDS also includes: 3 free cycles of Online Business Services (To qualify for Online Business Services you must remain on a monthly 100 SVP Autoship).

ORDER, RETURN & EXCHANGE INFORMATION

Order Information

Place new enrolments, orders and change your Autoship online at www.usana.com. No handling fee for orders placed online!

Shipping & Handling

Regular Delivery via Australia Post

Shipped Order (online order) \$10.00

Shipped Order (phone, fax or mail order) \$14.00* shipping (includes \$4 handling)

Autoship Order \$10.00*

Express Delivery Option via Australian Air Express

Flat rate of \$16.00* for online orders only

Business Centre order handling fee \$3.00*

Business Centre orders may be picked up Monday to Friday 9.00am - 5.00pm (AEST). All Applications and Orders must be placed by 4.30pm (AEST)

USANA Customer Service - Phone: 02 9842 4600 Toll Free Phone: 1800 670 126 Fax: 1800 670 127

USANA Customer Service Email: custservanz@usana.com ANZ Technical Services Email: techservanz@usana.com

Customer Service Centre Hours of Operation: Monday to Friday 8.30am - 5.00pm (AEST)

USANA Australia Pty Ltd 3 Hudson Ave Castle Hill NSW 2154 ABN 92 077 828 230

Returns & Exchanges Policies

Policy 7.2.3 in Policies and Procedures: If an Associate elects to cancel his/her Associateship during the thirty (30) day period immediately following his/her enrolment, USANA will refund 100% of the price of the starter kit and all products purchased as part of an Associate's initial order (excluding shipping). The cancelling Associate must return the products and the entire Starter Kit to USANA, shipping prepaid, along with a letter explaining that he/she wishes to terminate his/her Associateship and receive a refund. Please note that this 100% refund (less shipping) does not apply once an Associate places his/ her second product order.

After the initial order, an Associate may return to USANA products, including promotional materials and sales aids, purchased within the past twelve (12) months for a refund of ninety percent (90%) of the purchase price (less handling and delivery charges) if the merchandise is in resalable condition, unless otherwise required by law. Note that merchandise is NOT resalable if it is not listed in the current USANA price list or there are less than three (3) months shelf life remaining (by reference to the expiry date). Returns that result in refunds in excess of 100 points will result in the termination of the Associates or Preferred Customer Agreement.

Moreover, USANA may deduct from the amount of the refund any commissions or bonuses the Associate may have received as a result of the products that he/she is returning.

Exchanges: An Associate may choose to exchange their product that was purchased within the past 12 months at a nominal cost. An exchange order will incur an Exchange Fee of \$

PREFERRED CUSTOMERS

Policy 7.2.2 in the Policies and Procedures: USANA offers Preferred Customers a 100% 30-day money back guarantee on their initial (first) order. If for any reason the Preferred Customer is dissatisfied with any USANA product, he/she may return the product within 30 days for a replacement, exchange or full refund. After the initial order, a Preferred Customer may return to USANA products purchased within the past twelve (12) months for a refund of ninety percent (90%) of the purchase price (less handling and delivery charges) if the merchandise is in resalable condition, unless otherwise required by law. Note that merchandise is NOT resalable if it is not listed in the current USANA price list or there are less than three (3) months shelf life remaining (by reference to the expiry date). Returns that result in refunds in excess of 100 points could be deemed as a voluntary cancellation of the Preferred Customer Agreement.

Exchanges: A Preferred Customer may choose to exchange their product that was purchased within the past 12 months at a nominal cost. An exchange order will incur an Exchange Fee of \$5.50* in addition to any applicable shipping and handling costs.

RETAIL CUSTOMERS OF USANA ASSOCIATES

Policy 7.2.1 in Policies and Procedures: USANA obligates its Associates to honour the Company's 100%, unconditional, 30-day, money-back guarantee to all Retail Customers. If for any reason a Retail Customer is dissatisfied with any USANA product, he/she may return the product to the Associates from whom the product was purchased within thirty (30) days from the date of purchase for a replacement, exchange, or full refund of the purchase price. If the Retail Customer requests a refund, the Associates who sold the product to the Retail Customer must immediately refund the Retail Customer's purchase price. (Retail Customers must return merchandise to the Associates who sold it to them; USANA will not accept returned merchandise directly from Retail Customers.) The Associates, in turn, should complete a Customer Product Return Form and forward the form along with the original sales receipt and returned merchandise to USANA within ten (10) days of the Customer's return. USANA will then replace the returned merchandise with like product and ship it to the Associates. All retail customers must be provided with a copy of an official USANA sales receipt at the time of the sale.

*Prices include GST.