



# Independent Business Owner Agreement – United Kingdom General Terms and Conditions

- Purpose of this Agreement:** This Independent Business Owner Application and Agreement [“Agreement”] sets forth the conditions under which a person may participate as an ACN Independent Business Owner (“IBO”) and obtain the right to promote and sell ACN Services and ACN Products and promote the ACN Opportunity. This Agreement is made up of the Application, these **General Terms and Conditions**, the **Policies and Procedures**, the **Compensation Plan**, the **Privacy Policy**, and any supplementary documents provided by ACN from time to time.  
An IBO may choose to join ACN as a Team Trainer or as a Sales Consultant. Any differences between the two Positions are covered in these **General Terms and Conditions**.
- General Provisions**  
(a) IBOs are compensated and promoted based on the successful promotion and sale of ACN Services and ACN Products to Customers in accordance with these **General Terms and Conditions** and the **Compensation Plan**. Success as an IBO is based on the IBO’s individual efforts and abilities, and no earnings, profits or business success are promised or guaranteed. No compensation is earned for the promotion of the ACN Opportunity or the sponsorship of new IBOs.  
(b) It is illegal for a promoter or a participant in a trading scheme to persuade anyone to make a payment by promising benefits from getting others to join the scheme. Do not be misled by any claims that high earnings are easily achieved. The contract terms, services and products, trading schemes and compensation systems of direct marketing companies are not subject to prior review or approval by any government agency.  
(c) The person submitting this Application and Agreement confirms that the IBO is authorized to enter into an Agreement with ACN and that the individual or Primary Contact Person identified in the Application (1) is at least 18 years of age, (2) is a citizen or legal resident of the United Kingdom; and (3) has authority to work in the United Kingdom, Individuals and/or companies residents in British Overseas Territories are excluded from becoming Independent Business Owners.  
(d) Your Activity under this Agreement shall be centered in the United Kingdom; however, you may be able to promote ACN Services and ACN Products in any country in which the ACN Group operates subject to these **General Terms and Conditions** and compliance with applicable laws and regulations in such countries.  
(e) You have the right to withdraw from this Agreement and get your money back for 14 days in accordance with clause 12.  
3. **Definitions:** Capitalized terms have the following meanings unless the context requires otherwise:  
(a) “ACN”, “We”, or “Us” means ACN European Services Ltd, Companies House No. 3650246, with its principal office at Albemarle Street, London W1S 4HQ or if the context requires, another member of the ACN Group. “ACN Group” means all legal persons under common ownership with ACN European Services Ltd.  
(b) “ACN Business Tools” means training and marketing materials produced by ACN or by an ACN Business Partner exclusively for ACN and available for purchase by Independent Business Owners from the ACN Business Tools website.  
(c) “ACN Business Partner” is a person with whom the ACN Group contracts for the provision of ACN Services, ACN Products, ACN Business Tools, or the ACN Opportunity. Independent Business Owners are not ACN Business Partners.  
(d) “ACN Opportunity” means the business opportunity provided by ACN to promote and sell ACN Services, ACN Products, and the ACN Opportunity.  
(e) “ACN Services” means services or products offered to Customers by the ACN Group, an Independent Business Owner, or an ACN Business Partner.  
(f) “Compensation Plan” means the current country-specific commissions and bonuses plan by which an Independent Business Owner is remunerated by ACN for successfully promoting or selling ACN Services and ACN Products. Amounts earned for sales of ACN Products by an Independent Business Owner directly to a Customer are not part of the **Compensation Plan**.  
(g) “Customer” means a person who purchases ACN Services or ACN Products from ACN or an Independent Business Owner.  
(h) “Customer Contract” means an agreement between (1) a Customer and (2) ACN or an ACN Business Partner for the purchase of ACN Services or ACN Products. Agreements between an IBO and a Customer are not Customer Contracts for the purpose of this Agreement.  
(i) “Distributorship”, “Activity” or “Position” means your business activity as an IBO.  
(j) “Downline” means an Independent Business Owner’s sales organization and may include directly-sponsored Independent Business Owners and people sponsored by those Independent Business Owners.  
(k) “Effective Date” means the date that an Independent Business Owner Application is accepted by ACN and the IBO is notified of such acceptance.  
(l) “Home Country” means the country in which a Distributorship is originally established.  
(m) “Independent Business Owner” or “IBO” means an individual or business entity that enters into an Agreement with ACN for the promotion and sale of ACN Services, ACN Products, and the ACN Opportunity. You refers to the IBO entering into this Agreement.  
(n) “Intellectual Property” means all trademarks, service marks, trade names, logos, copyrighted materials, know-how, business documentation, operation methods, processes and systems, and other proprietary rights owned by any member of the ACN Group.  
(o) “Model Withdrawal Form” means a template provided by ACN which can be used by IBOs to exercise their right of withdrawal under clause 12.1. “Model Withdrawal Form and Instructions” means a template form provided by ACN which IBOs can provide to their Customers when selling ACN Products.  
(p) “Sales Consultant Starter Fee” means the required one-time payment that gives you the right to promote and sell ACN Services and ACN Products and to promote the ACN Opportunity in your Home Country.  
(q) “Starter Kit” means the selection of ACN Products and ACN Business Tools an IBO joining as a Team Trainer receives as part of the Team Trainer Starter Fee.  
(r) “Team Trainer Starter Fee” means the required one-time payment that gives you the right to promote and sell ACN Services and ACN Products and to promote the ACN Opportunity in any country in which the ACN Group operates.  
(s) “Term” means (1) the period starting on the Effective Date and expiring 12 months from the date the IBO joins the Team Trainer or Sales Consultant Starter Fee (the “Initial Term”) or (2) any 12-month renewal period (“Renewal Term”).  
(t) “UK DSA” means the Direct Selling Association of the United Kingdom.  
4. **IBO Status:** An IBO is a self-employed independent contractor and is not an employee, partner, or legal representative of ACN. An IBO may select their own means, methods and manner of work and may choose the hours and locations of their activities, subject to the obligations of this Agreement. An IBO conducts business for their own account and is responsible for all expenses, debts, and liabilities incurred in the operation of the IBO’s Distributorship. ACN shall not be responsible for paying or reimbursing any such costs. An IBO’s compensation is based on the successful promotion and sale of ACN Services and ACN Products and not on the amount of time worked. An IBO may not take the following actions in the name of or on behalf of ACN: (a) incur obligations, debts, or liabilities; (b) sign any documents; (c) collect monies from Customers or IBOs except for retail sales of ACN Products by IBOs directly to Customers; or (d) take any actions that could impose this Agreement vis-à-vis a third party. An IBO agrees that the activities conducted by it under this Agreement are not intended as the IBO’s main source of income and shall in no event be considered the IBO’s primary activity.  
An IBO who joins ACN on a Team Trainer Position can promote and sell ACN Services and ACN Products. Team Trainers can also promote the ACN Opportunity and directly sponsor IBOs in any country in which the ACN Group operates provided that they comply with local laws, regulations and DSA codes. An IBO who joins on a Sales Consultant Position can only promote and sell ACN Services and ACN Products in their Home Country. Sales Consultants can also promote the ACN Opportunity within their Home Country but will not be allowed to directly sponsor IBOs.  
An IBO who joins as a Sales Consultant can choose to provide their status to a Team Trainer at any time by paying the Team Trainer Starter Fee.
- Financial Obligations of IBOs; Limit on Purchases in the First 7 Days:** An IBO’s only financial obligation to ACN during the Initial Term is the payment of the Team Trainer or the Sales Consultant Starter Fee. An IBO’s only financial obligation during the Renewal Term is the payment of the renewal fee (“Renewal Fee”). An IBO is not required to purchase ACN Services, ACN Products or ACN Business Tools. If an IBO purchases ACN Services or ACN Products, the IBO is subject to the terms and conditions of the applicable Customer Contract, provided that, if the IBO fails to pay for ACN Services or ACN Products, ACN may, in addition to any remedies in the Customer Contract, (a) offset amounts owed from any remuneration due to the IBO under this Agreement; (b) impose reasonable penalties and statutory interest; and (c) initiate a compliance investigation under clause 21.  
Under UK law, a new IBO may not pay or undertake to pay ACN more than GBP 200 (including the mandatory Team Trainer or Sales Consultant Starter Fee, VAT and shipping) 7 days after the Effective Date. If you attempt to purchase ACN Products or ACN Services and your total purchase exceeds GBP 200, your order will not be processed. ACN will contact you at the end of the 7 days to confirm whether you want to place an order. If you decide to place an order after the 7-day period, ACN will use the payment method that you provided with your Application to process your order.
- Use of Intellectual Property:** The ACN Group is the owner of all Intellectual Property. By this Agreement ACN grants IBOs a non-exclusive license to use Intellectual Property for the purpose of promoting and selling ACN Services, ACN Products and the ACN Opportunity, as further specified in this Agreement and the **Policies and Procedures**. This Agreement does not convey any other rights to the Intellectual Property. IBOs may not alter the Intellectual Property or any materials containing it without ACN’s prior written approval. Unauthorized use of the Intellectual Property is a violation of this Agreement and may be unlawful. The right to use granted by this Agreement may be terminated by ACN at any time without notice and shall end upon termination of this Agreement.
- Use of Marketing and Training Materials:** IBOs may use any printed and electronic materials that are produced or approved by ACN to promote or sell ACN Services, ACN Products, and the ACN Opportunity and to train other IBOs. IBOs may not make a profit from the sale or resale of marketing or training materials, whether produced by ACN or IBO. IBOs may charge for such materials in an amount intended solely to recover the IBO’s direct costs.
- Promotion of ACN Services, ACN Products, and the ACN Opportunity:** IBOs may use only direct selling and relational marketing to promote ACN Services, ACN Products, and the ACN Opportunity. IBOs shall adhere to the highest ethical standards and all applicable laws and regulations that IBOs are responsible for complying with at local, national and European laws, regulations, and industry codes applicable to the IBO’s Activity.  
Without limiting the generality of the foregoing, IBOs shall:  
• identify themselves as an ACN Independent Business Owner to prospective Customers and IBOs and inform them that ACN is a member of the DSA;  
• provide full, truthful, and clear information about ACN and the terms, conditions, and

- prices of ACN Services, ACN Products, and the ACN Opportunity and about ACN’s after-sales service;  
• not use misleading, deceptive, or unfair sales practices or make false, misleading, or exaggerated claims about ACN Products, ACN Services, or the ACN Opportunity;  
• present the ACN Opportunity as nothing less than an equal opportunity regardless of ethnic background, sexuality, gender, nationality or religious or political beliefs;  
• not promote, discuss or offer ACN Product, ACN Services, the ACN Opportunity or ACN Services or ACN Products in general together with any religious, spiritual or political organizations or individuals which implies any business or social associations between ACN and the organization or individual;  
• only make such claims about ACN Services, ACN Products, and the ACN Opportunity as are contained in official ACN materials or otherwise authorized by ACN;  
• advise potential Customers and IBOs of their right to withdraw from a Customer Contract or an Independent Business Owner Application and Agreement;  
• provide Customers and new IBOs with access to and copies of any required documents, including the Customer Contract or the Independent Business Owner Application and Agreement, the terms and conditions, the prices, and an invoice; and  
• provide heightened protection to vulnerable persons.  
When promoting and selling ACN Services and ACN Products, IBOs shall ensure that prospective Customers have the opportunity to review the terms and conditions and prices lists for the ACN Services or ACN Products that they intend to purchase prior to submitting an order. For a Customer who does not purchase ACN Service or ACN Products online from ACN, IBOs shall provide the following documents and information to the Customer at the time of purchase: (1) a written copy of the Customer Contract (including the terms and conditions, and the prices); (2) an invoice; and (3) the Model Withdrawal Form and Instructions. IBOs shall specifically advise such Customers of their right to return ACN Products for a full refund for 14 days from the purchase. IBOs shall provide a copy of the **USA Code of Practice for Consumers to Customers**. Copies of these documents are available in the **IBO Back Office**.  
When promoting the ACN Opportunity, IBOs shall ensure that prospective IBOs have the opportunity to review these **General Terms and Conditions**, the **Policies and Procedures**, and the **Compensation Plan** prior to submitting an Application. IBOs shall inform prospective IBOs that success as an IBO depends on the successful promotion and sale of ACN Services and ACN Products to Customers. IBOs shall not make any representation, promise or guarantee that prospective IBOs may or will obtain any specific earnings, profits, or business success or that such earnings, profits, or business success are easily achieved.  
An IBO’s failure to adhere to the provisions of this clause 8 will subject the IBO to compliance action by ACN. If an IBO fails to adhere to the provisions of this clause 8, ACN incurs any financial or other liability as a result of the IBO’s non-compliance with this clause 8.  
**Ethics and Compliance with Law:** The promotion and sale of ACN Services, ACN Products, and the ACN Opportunity is subject to governmental regulation by local, national, and European governmental authorities. IBOs shall adhere to all applicable laws and regulations when promoting ACN Services, ACN Products, and the ACN Opportunity. This obligation includes, but is not limited to:  
• compliance with all laws, regulations, and industry codes applicable to the promotion and sale of ACN Services, ACN Products, and the ACN Opportunity, including consumer protection, direct selling, distance selling, telecommunications, and data protection rules;  
• obtaining any permits, trade licenses, or registrations, including visas and work authorizations, required in any country in which an IBO chooses to operate their business;  
• maintaining accurate and complete records (such as order forms, invoices, and receipts) in connection with the operation of the business;  
• making all registrations, notifications, and filings necessary to ensure the proper assessment and payment of taxes (including personal and corporate income tax, national or local business taxes and VAT), governmental fees, and social contributions (such as social security and pensions); and  
• adherence to the UK DSA Code of Practice for Consumers and Code of Business Conduct (available at [www.seldia.eu](http://www.seldia.eu)), and the Direct Selling Association code of conduct for any country in which the IBO operates (whether or not ACN is a member of the Direct Selling Association in such countries).  
ACN may request documents or information from an IBO at any time to verify the IBO’s compliance with this clause 9. An IBO’s failure to cooperate with such a request may result in compliance action by ACN. If an IBO fails to cooperate with such a request, ACN incurs any financial or other liability as a result of the IBO’s non-compliance with this clause 9.  
**Compensation:** IBOs are compensated and promoted to higher positions in accordance with the then-current **Compensation Plan** and based on the successful sale of ACN Services and ACN Products by IBOs. IBOs are not entitled to receive any commission or other payments unless they upgrade their status to a Team Trainer in accordance with clause 4. An IBO understands and acknowledges that success as an IBO is determined by the IBO’s own efforts and abilities and that an IBO is not guaranteed any specific earnings, profits, or business success. An IBO confirms that the IBO does not have any pre-arranged or guaranteed specific earnings, profits, or business success. **NO COMPENSATION IS EARNED FOR THE PROMOTION OF THE ACN OPPORTUNITY OR THE RECRUITMENT OR SPONSORING OF NEW IBOs.** An IBO expressly agrees that the **Compensation Plan** may be modified by ACN without prior notice and that any such change does not give rise to a claim for damages by the IBO against ACN. The IBO’s obligation of confidentiality pursuant to the Agreement following a change to the **Compensation Plan** shall be deemed acceptance of such change. An IBO acknowledges that the IBO must have an active Distributorship at the time compensation is paid in order to receive payment. An IBO confirms that the provisions of this clause 10 are reflected in the consideration provided under this Agreement and in the decision by the IBO to enter into this Agreement. Amounts earned by IBOs for retail sales of ACN Products by IBOs to Customers do not form part of the **Compensation Plan**.  
**Invoices and Payment of Compensation:** An IBO and ACN agree to use self-billing for the services rendered by the IBO to ACN. The IBO authorizes ACN to prepare and issue invoices (“Invoices”) in the name and for the account of the IBO. Invoices will be prepared and issued electronically by ACN following the end of the relevant reporting period. ACN shall notify the IBO of any such invoice by email. If the IBO does not have an invoice from ACN as a Sales Consultant, the Invoice will be deemed accepted by the IBO and sent back to ACN for payment. The parties agree that this delivery method constitutes acceptance of the Invoice. ACN shall issue sequentially numbered invoices using a number block assigned to the IBO. An IBO acknowledges that a fee will be applied for processing payments to the IBO.  
ACN shall use reasonable measures to ensure the authenticity of origin and integrity of the content of invoices, including (a) limiting access to invoices to authorized ACN personnel; (b) requiring IBOs to use a unique user ID and password to access invoices; and (c) employing other technical means to prevent unauthorized access to or alteration or deletion of invoices. IBOs shall not modify or delete any invoice and shall prevent unauthorized access to invoices in the IBO’s possession.  
An IBO shall promptly inform ACN of any change to their name, address, VAT registration, or other details that may affect the issuance of invoices. If an IBO is or becomes registered as a VAT payer and fails to inform ACN of such registration, ACN shall have no financial or other responsibility with respect to previously issued invoices and no obligation to re-issue invoices.  
**Ending this Agreement**  
**Revocation During the Withdrawal Period:** If you have joined ACN on a Team Trainer or a Sales Consultant Position within 14 days of the Effective Date, you may withdraw from this Agreement within 14 days of the Effective Date (“Withdrawal Period”) without giving a reason. If you have joined ACN on a Team Trainer Position and you wish to withdraw from this Agreement, you must also return the Starter Kit. To exercise your right of withdrawal, you must send the completed Model Withdrawal Form or other written communication to ACN before the end of the Withdrawal Period. If you have purchased ACN Products, you have not yet begun use of or opened any, ACN will automatically terminate those subscriptions and refund any amounts paid by you for such services.  
**Termination Following the Withdrawal Period:** After the expiration of the Withdrawal Period, an IBO may terminate this Agreement upon 14 days’ written notice to ACN. If you purchased ACN Services, ACN Products or ACN Business Tools, you may separately return such items to ACN in accordance with clause 13.5.  
**Termination of this Agreement by ACN:** ACN may terminate this Agreement at any time in writing upon 14 days’ notice to an IBO or immediately if an IBO breaches this Agreement or the **Policies and Procedures**.  
**Exclusions:** This clause 12 does not apply to ACN Services or ACN Products purchased by an IBO as a Customer. An IBO’s rights with respect to those purchases are governed by the terms and conditions applicable to such purchases.  
**Returns and Refunds Policy**  
**Returns and Refunds During the Withdrawal Period:** If you exercise your right of withdrawal under clause 12.1, ACN will refund any amounts paid by you for the Team Trainer or Sales Consultant Starter Fee (including VAT and the outbound shipping costs) in accordance with clause 13.5. If you withdraw from this Agreement but fail to return the Starter Kit in accordance with clause 13.5, you will not be entitled to a refund of the Starter Kit. You may also return ACN Products purchased during the Withdrawal Period, at your own cost, and receive a refund in accordance with the applicable terms and conditions for such purchases.  
**Returns and Refunds up to 60 Days from the Order Date:** You may return ACN Products purchased by you up to 60 days from the date the order has been placed (“Order Date”) without giving a reason, provided that the IBO has not begun use of or opened any, and is in a resalable condition. You must return the ACN Products at your own cost. Starter Kits are not eligible for return or refund under this clause.  
**Returns and Refunds up to 12 Months prior to the Termination Date:** If you exercise your right to terminate this Agreement under clause 12.2, you may return ACN Products purchased by you in the 12 months preceding the date your termination notice is received by ACN (“Termination Date”). You must return the ACN Products at your own cost. Starter Kits are not eligible for return or refund under this clause.  
If you exercise your right under the preceding paragraph, ACN will issue a refund for the net purchase price of the ACN Products (including VAT but excluding shipping costs) in accordance with clause 13.5 and provided that the ACN Products:  
• are suitable for resale;  
• are not past or close to their sell-by date; and  
• have not been acquired in violation of this Agreement.  
ACN may deduct the following amounts from your refund:  
• any compensation paid to you in respect of the returned ACN Products;  
• any amounts you owe ACN at the time of termination;
- the amount of any diminution in value of the ACN Products caused by your handling; and  
• a handling charge equal to 10% of the purchase price of the returned ACN Products.  
**Returns and Refunds After Termination by ACN:** If ACN terminates this Agreement in accordance with clause 12.3, you may return ACN Products purchased by you in accordance with clause 13.3. If you exercise this right, ACN will refund the costs of returning the ACN Products to ACN and will not deduct the handling charge from your refund.  
**Issuance of Refunds:** Any refund issued under clauses 13.1 to 13.4 will be paid within 14 days from:  
• the date the withdrawal or termination notice is received by ACN; or  
• if you are returning ACN Products, from the date the ACN Products have been received by ACN.  
You forfeit your right to a refund if you do not return the ACN Products to ACN within 21 days from the date of withdrawal or termination. Refunds will be issued using the same means of payment you have used to pay ACN. Unless we agree otherwise.  
**Returns and Refunds of ACN Business Tools:** ACN Business Tools must be returned and will be refunded in accordance with the process specified on the ACN Business Tools website.  
**Exclusions:** This clause 13 does not apply to ACN Products purchased by an IBO as a Customer. An IBO’s rights with respect to those purchases are governed by the terms and conditions applicable to such purchases.  
**Contractual Liabilities Following Termination:** Upon termination of this Agreement, an IBO shall be released from all obligations under this Agreement except for (a) liabilities relating to payments made to the IBO; (b) amounts owed by the IBO for ACN Products, ACN Services, or ACN Business Tools that are not eligible for refund under clause 12; (c) the provisions of clauses 9, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 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954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000.

- Personal Data**  
ACN collects, maintains, and processes information, including personal data, from IBOs within the scope of the Data Protection Act 1998 (the “Act”), as amended, and in accordance with the **Privacy Policy**, by electronic and non-electronic means. Personal data is used by ACN for (a) the discharge of its duties under this Agreement; (b) calculation and payment of compensation to IBOs; (c) provision of services and products to IBOs; (d) communications to IBOs including marketing opportunities related to ACN Services and ACN Products; (e) fulfillment of legal, financial, accounting, and administrative obligations; (f) the functioning of ACN’s legal and administrative systems; (g) the provision of services and products to IBOs; (h) other members of the ACN Group; (i) employees, external consultants, and advisors of the ACN Group; (j) other IBOs; (k) ACN Business Partners; and (l) other recipients permitted by law. Some recipients of IBOs’ personal data may be located in countries outside the European Union, including the United States, which are deemed not to provide equivalent data protection. The collection of IBOs’ personal data for the above purposes is essential for the discharge of ACN’s obligations under this Agreement. IBOs consent to ACN’s collection, use, and disclosure of their requested data or the withholding or withdrawal by IBOs of their consent to such data may result in rejection of the Application or termination of the Agreement.  
**Processing of Personal Data by ACN:** ACN agrees (a) to process personal data fairly and lawfully; (b) to take reasonable measures to ensure that personal data are complete and accurate; (c) not to use personal data for any unlawful purpose; (d) to collect only personal data necessary for the purposes set forth in clause 20.1; and (e) to take appropriate measures to secure personal data against access by or disclosure to unauthorized persons. An IBO may exercise their right to access, correct, or delete their personal data in accordance with the Act and ACN’s procedures by contacting ACN IBO Services in writing at [uk\\_helpdesk@acn.eu](mailto:uk_helpdesk@acn.eu) or its registered address.  
**Use of Personal Data for Marketing Communications and Research:** With an IBO’s express consent and in accordance with the **Privacy Policy**, ACN may use the IBO’s personal data for the purpose of sending commercial and marketing communications to the IBO and for scientific and market research and opinion polls. The IBO’s personal data may be transferred to third parties, including ACN, for the purposes of marketing the IBOs, and ACN Business Partners for these purposes. An IBO may withhold or withdraw their consent for ACN to use IBO’s personal data for these purposes at any time.  
**IBOs Handling Customer and IBO Data:** IBOs may have access to personal data of Customers and other IBOs. IBOs shall treat such personal data as confidential information under clause 19 and shall handle such personal data in compliance with the Act and this Agreement. IBOs shall provide prospective Customers and IBOs with any privacy information or documentation required by ACN or ACN Business Partners.  
**Violation of this Agreement by IBOs:** Violation of this Agreement by IBOs, including violations of the **Policies and Procedures** or attempts to take improper advantage of the **Compensation Plan**, shall be considered a breach of this Agreement and may subject IBOs to legal action and compliance proceedings under the processes set forth in the **Policies and Procedures**. Disciplinary action for demonstrated violations is at the sole discretion of ACN. An IBO agrees that all compliance proceedings and appeals therefrom will be handled exclusively in accordance with the processes set forth in the **Policies and Procedures**, and the IBO waives their right to seek relief from the courts or any other party to the benefit of their Distributorship may be suspended while a compliance investigation is ongoing.  
**Entire Agreement:** This Agreement comprises the entire agreement between the IBO and ACN. Prior communications, representations, arrangements, express or implied warranties and conditions made by any person concerning this Agreement, whether written or oral, are expressly excluded and are unenforceable.  
**Modification:** This Agreement may be modified by ACN at any time and without prior notice. Any communication by ACN or ACN Business Partners to IBOs regarding such changes shall constitute a binding contract. IBOs may not assign or transfer their rights or obligations of this Agreement or the IBO position without the prior written consent of ACN.  
**Notices:** Except as provided in clause 23, any notice under this Agreement shall be in writing and sent by post, facsimile, or electronic mail to the address or telephone number designated by the non-notifying party. Any notice period shall commence on the day notice is sent.  
**Assignment:** This Agreement is binding upon and inures to the benefit of the heirs, successors, and assigns of ACN and an IBO. ACN may assign this Agreement to another member of the ACN Group at any time. An IBO may not assign or transfer the rights or obligations of this Agreement or the IBO position without the prior written consent of ACN.  
**Severability:** If any provision of the Agreement is determined to be invalid or unenforceable, in part or in whole, the remaining provisions shall not be affected.  
**Media Contacts:** IBOs shall not communicate with any print, radio, television, Internet, or other media outlet on behalf of ACN or any ACN Business Partner without the prior written approval of ACN. Media inquiries regarding ACN shall be referred to ACN.  
**Waiver:** The failure of ACN or IBOs to require performance of the Agreement shall not constitute a waiver of the right to require the other party to perform or remedy any breach of this Agreement and shall not be construed as a waiver of the right to seek enforcement of the Agreement or damages for any continuing or future breach.  
**Choice of Law and Venue:** This Agreement is subject to the laws of England and Wales. Disputes arising under or related to this Agreement or in relation to other agreements between ACN and an IBO shall be resolved exclusively by a competent court of London.

ACN European Services Ltd.



## INSTRUCTIONS FOR EXERCISING YOUR RIGHT OF WITHDRAWAL

### **Right to Withdraw**

You have the right to withdraw from your Independent Business Owner Application and Agreement (“**Agreement**”) within 14 days without giving a reason (“**Withdrawal Period**”). If You have joined ACN on a Team Trainer or a Sales Consultant Position, the Withdrawal Period will expire 14 days after the date of the conclusion of your Agreement with ACN. To exercise your right of withdrawal, You must inform Us of your decision to withdraw before the Withdrawal Period has expired by contacting Us in writing (by post, e-mail or telephone). If You inform ACN of Your desire to withdraw from this Agreement over the telephone, You will be required to confirm Your cancellation in writing.

ACN contact details		
Post:	E-mail:	Telephone:
ACN European Services Ltd. P.O. Box 427 Hounslow TW4 6DR United Kingdom*	<a href="mailto:RepAdministration@acneuro.com">RepAdministration@acneuro.com</a>	020 360 85 052

\* This address is only to be used to send notices of withdrawal from your Agreement. Product and Starter Kit returns will not be accepted at this location and will be returned to You.

You may use the attached Model Withdrawal Form to advise Us of your decision to withdraw but You are not required to do so.

### **Effects of Withdrawal**

If you withdraw from your Agreement, ACN will refund any payments received from You within 14 days from the date on which You informed Us of your decision to withdraw. ACN will reimburse You using the same means of payment that You used to pay Us, unless otherwise agreed.

If You have joined ACN on a Team Trainer Position and You wish to withdraw from this Agreement, You must also return the Starter Kit. **The Starter Kit must be returned to the following address: Attn.: ACN Europe BV, UPS SCS, Tasmanweg 9-11, 5928LH Venlo, the Netherlands.**

ACN will also terminate Your Business Assistant and Downline Reporting if You have purchased them and refund amounts You paid for such services. If You purchased any other ACN Services, ACN Products or ACN Business Tools and withdraw from this Agreement, You must separately revoke and return such purchases by providing written notice to ACN under the applicable terms and conditions for such purchases.



## MODEL WITHDRAWAL FORM

(Complete and return this form only if You wish to withdraw from this Agreement. If You wish to return products or the Starter Kit, please, follow the specific instructions regarding returns under the applicable terms and conditions.)

**To: ACN European Services Ltd.**

P.O. Box 427

Hounslow TW4 6DR

United Kingdom

[RepAdministration@acneuro.com](mailto:RepAdministration@acneuro.com)

I hereby give notice that I wish to withdraw from my Agreement with ACN:

Independent Business Owner Name:	
Independent Business Owner Address:	
Independent Business Owner Telephone:	
Business ID:	
Independent Business Owner Signature:	
Date:	

***The Starter Kit must be returned to the following address: Attn.: ACN Europe BV, UPS SCS, Tasmanweg 9-11, 5928LH Venlo, the Netherlands.***