



R A M I S S I O

B U S I N E S S T E R M S A N D
C O N D I T I O N S

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1 Basic provisions

1.1 Preamble

These Terms and Conditions govern the mutual rights and obligations of **RAMISSIO LTD**, based at SE15 2NL, London, 35a Astbury Road, Office Q, United Kingdom of Great Britain and Northern Ireland, Reg. No 09403996, with a branch designated as RAMISSIO LTD, odštěpný závod (“Ramissio” or the “Company”), ID No: 04201540, based at Za Hládkovem 973/4, Praha 6 – Střešovice, 169 00, registered with the Commercial Register at the Municipal Court in Prague, File Ref. A 77095, and third parties in contractual relations.

In separable parts of these Terms and Conditions are the Code of Ethics, Principles governing the protection of personal data, Claims Rules, Glossary of Terms, Compensation Plan, Ramissio trademark and presentation of the Ramissio brand (tonality, correct sharing, risk words). All its provisions are in accordance with Czech law and the ratified and promulgated directives of the European Union and by registering the registered user confirms that he or she is familiar with their content and agrees to them.

1.2 Contract

Ramissio provides access to its website at ramissio.com and to its relevant subdomains. The term “contract”, which is defined in further detail in these Terms and Conditions, means the acceptance of the Terms and Conditions and all the related annexes. Registration establishes a contractual relationship, by which the registered user confirms that they have registered voluntarily, have read, understood and accepted the Terms and Conditions and all the related annexes, and undertake to comply with them. If there is any discrepancy between this contract and any other agreement, principles or terms, the provisions in this contract will apply.

1.3 Principles governing the protection of personal data

Personal data comprise information that enable individuals to be identified. These include name, address, email, telephone number, etc. We draw attention to the fact that the provision of personal data is required for the establishment of the contractual relationship and the provision of such data is at the discretion of any person who intends to register. Depending on the type of registration that the user chooses, the user’s personal data are processed within the Ramissio group by licensed entities for various purposes in order to ensure proper cooperation. In this respect the registered user agrees that the Company is entitled to pass on their personal data to its representatives and third parties so that they can act in its name. Users should consider and accept the sharing of personal data only provided that they consent to the Principles governing the protection of personal data (see Annex No 2).

The Company is fully aware of its responsibilities when processing of personal data, fully respects the privacy of each registered user and undertakes to protect such data to the best of its abilities, particularly in accordance with the applicable laws. The Company collects and stored data from registered users to enable it to communicate clearly and fluently, to process orders, etc. Such data are required for general administration, for marketing purposes, for building and developing the Company’s business, for statistical and managerial needs (such as to calculate commission), statistical research purposes (including the analysis and monitoring of transactions and the creation of

marketing profiles enabling the Company to provide better services). In cooperation with state authorities the Company is obliged to share such data within the extent stipulated by law. See Annex No 2 for details.

1.4 Code of Ethics

The Company has created a Code of Ethics (see Annex No 1), which defines the approach and conduct to be adopted by registered users and the Company's employees, particularly in negotiations between these parties, towards the end customer, towards competitors and towards the general public. The Code of Ethics forms an integral part of the Terms and Conditions. The Company requires that this Code be followed and any breach of the Code or its principles and procedures could result in the termination of cooperation and all registration with Ramissio. Each registered user is obliged to act in accordance with the procedures and principles of each of the commitments stipulated in the Code. This Code must be fully understood and accepted to enable it to be spread amongst other users who join Ramissio.

1.5 Modifications

The Company reserves the right to unilaterally change or modify the terms of the contractual relationship by changing the Terms and Conditions and their inseparable annexes, principles and procedures, the product base, pricing policy and the bonus and remuneration system. These changes or modifications are published at least 30 days before they come into effect, assuming that the changes are known to the Company in advance, are available and can be influenced by the Company's own activities, through one of the Company's official channels of communication (e.g. newsletters, messages in MyOffice, SMS, emails, etc.); exceptions may include the Company's marketing and promotional events in which it is not desirable that such information be revealed. When continuing to purchase products, use benefits or receive commission after the implementation of any such changes, the Company considers that the registered user has accepted the changed or modified contract, including all its updates and addenda, without reservation.

2 Registration and membership types

2.1 Establishment of cooperation

2.1.1 Acceptance of registration and establishment of membership

Registration establishes a contractual relationship between the Company and the registered user (this term is used to refer to a member or customer). An individual or business entity that registers as a **Customer** or **Member** in the registration form may become a registered user. An individual or business entity interested in becoming a registered user may become a registered user provided that they meet the following conditions:

- 1a) they have full legal capacity in the case of an individual;
- 1b) the business entity is represented by a person authorised and with full legal capacity to do so;
- 2) they have properly completed the registration form during the registration process;
- 3) they have agreed to the Terms and Conditions.

If a person interested in becoming a registered user fails to meet the conditions specified under point 1a) of this article, the decision on whether to register that person will be taken by the Company. In the application for membership an individual or business entity interested in becoming a registered user is obliged to duly enter the ID number of the registered user whose structure the person intends to join. This is the ID number of the sponsor. After completion of the registration process the new registered user is assigned an ID, which identifies the user in communication with the Company and other registered users; the registered user performs all tasks, activities and actions under this ID number, and uses it to access MyOffice. Each individual or business entity may only have **one** registration (one possible temporary exception is inheritance – see Section 3.4.1 Transfer of account).

If the Company considers that there has been a breach of the Terms and Conditions in this respect, i.e. that a registered user has registered multiple times, it will delete the duplicate registration and will leave only the first registration. The Company reserves the right to reject a registration for serious reasons, which may particularly include missing, incorrect, duplicated or fraudulent information stated in the registration form. The Company will send notification of such a decision to the email address provided by the potential registered user and to the address of the first active sponsor.

2.1.2 Customer status

The customer is a registered user who decides not to be involved in the Company’s business opportunities but is interested in purchasing, using and consuming Ramissio products. The customer purchases products for the price stated in the current price list, may take advantage of all the Company’s available benefits, discounts and events. A customer account enables other potential persons interested in cooperation to be registered (sponsored). Customers are not involved in the Company’s business activities and have no entitlement to remuneration from the Compensation Plan. Each customer is assigned their own ID, which is stored in the network. Each customer has the option to administer their personal data through the Ramissio e-shop (Settings tab). The customer can become a member at any time by purchasing a Starter Kit. Once this type of order has been paid for in full and accepted, the customer is subject to the terms that apply for members.

The Company reserves the right to unilaterally terminate the contractual relationship between the Company and the Customer without prior warning. The Company will do so particularly in cases involving a breach of the Terms and Conditions, especially the further trading of Ramissio products.

2.1.3 Starter Kit

By selecting a Starter Kit the registered user commences cooperation with Ramissio as a member, with the entitlement to take advantage of all the benefits arising from the Compensation Plan. The Starter Kit contains the set of registration materials and other Ramissio products and materials as selected by the member. The registration materials set is a set of selected promotional materials that inform new members about products, services, sales techniques, etc.

2.1.4 Member status

A member is a person who decides to engage in the Company’s business opportunities. That person thus becomes an independent business partner that respects the current terms, procedures and principles of the Company. The contractual relationship thus established between the Company and the member does not constitute a relationship between employer and employee, representation, partnership or joint venture, etc. A member has no entitlement (literal or assumed) to bind the Company to any commitments. With the establishment of the contractual relationship the member acquires certain rights and entitlements, but also accepts commitments which the member is obliged to fulfil just as responsibly as the Company fulfils its commitments to its members.

All members have the same rights and obligations in relation to the Company; these rights and obligations are governed by these Terms and Conditions and all their related annexes, the Compensation Plan and other officially issued documents, values, procedures and principles. The registered user acquires member status by selecting this type of membership upon registering and after full payment and acceptance of the Starter Kit. At that moment the member acquires access to the MyOffice web office, where they can monitor, check and expand all the activities associated with their Ramissio membership, administer and edit their personal data and take advantage of all the available benefits permitted by the business opportunity.

A customer may also acquire member status - see Section 2.1.2.

3 General principles of membership

Each registered user who chooses the status of member when registering, is obliged to comply with the following general principles of membership.

3.1 Purpose of business activity

Ramissio is a European company that facilitates the sale of high-quality food supplements and cosmetics while providing an interesting business opportunity for all potential members. Goods are sold through the Company's website or through a network of independent business partners ("members").

The primary objective of the Company and the member's business activity is to sell the Company's products, to build the member's own retail network (group), and to provide training and support for this group by all available means. Expanding the network through the addition of other members is an important aspect of business development. All financial benefits, remuneration and bonuses associated with a member's involvement in a project are dependent solely on the work of each member, the member's personal turnover and the turnover of the member's group. Sponsoring in itself (with no fulfilment of an activity) does not provide any financial benefits.

Due to its essence and nature, the network itself becomes a guarded trade secret of the Company. It is created solely for the benefit of the Company and its members. Protecting the network internally and externally is a priority for the Company; any infringement involving a violation of rights or obligations and/or contractual provisions may make the Company less competitive and damage its integrity.

3.2 The member as a separate business entity

As membership does not imply any labour-law relationship with the Company, a member becomes a separate business entity, which must:

- abide by the principles and rules relating to the conclusion of this contract,
- act in accordance with with the applicable legislation, accounting and tax laws and regulations of the state in which it operates,
- abide by the Company's Code of Ethics,
- determine the amount of its remuneration based on its own decision concerning the amount of work devoted to the business,
- bear all the risks associated with the business, including any losses that it may incur as a result of its own actions,
- refrain from acting as an employee in relation to public authorities, i.e. it is not entitled to request any official or unofficial forms (unemployment support, loan application, etc.), confirmation or documentation from the Company,
- refrain from acting in the name of the Company,
- only engage in activities that will spread the good name of the Company, and refrain from any disparagement of the brand or unfair trade practices.

Each member is obliged to enter all the requisite details about their person or business entity in MyOffice, is liable for ensuring that such details are correct and is obliged to update the details if any changes occur. Changes permitted in registration are changes which do not relate to a change in the sponsor or information about the business entity's form of business.

If the form of cooperation changes from an individual to a business entity, members may enter such a change at any time. If the change is the opposite, i.e. from a business entity to an individual, the Company's cooperation must be requested by emailing support@ramissio.com.

If a business entity interested in becoming a member fails to fill in all the necessary details correctly when registering, that entity will be considered an individual.

Members are obliged to inform the Company of all changes that have a fundamental impact on the accuracy of the data entered. If the Company finds that imprecise or incorrect data have been entered, it is entitled to terminate the member's membership or declare the contract invalid from the outset.

3.3 Taxes and documentation

If members engage in business activity when disposing of products, they do so in their own name, on their own account and at their own liability. They are obliged to secure the appropriate licences for their business and are aware that they are personally responsible for due compliance with all the obligations stipulated by law, such as taxes and fees, keeping records of all data required for the correct assessment and payment of those taxes and/or fees, either separately or through third parties.

Any member who is a value added tax payer, in accordance with the provisions of Section 28(5) of Act No 235/2004 Coll., on Value Added Tax, as amended ("VAT Act"), hereby authorises the Company to issue tax documents for services provided in accordance with the Company's Compensation Plan and related documents. Tax documents must contain all the details stipulated by the VAT Act. Any member who is not a value added tax payer hereby authorises the Company to issue invoices for services provided in accordance with the Company's Compensation Plan and related documents. VAT payers and non-VAT payers are obliged to accept the Company's allocated accounting series, state the requisite variable symbol to ensure the consistency of the control report, ensure that all other details are present and correct and to refrain from changing the sums in commission invoices. The Company and the member agree that tax documents are issued in electronic form pursuant to the provisions of Section 26(3) of the VAT Act.

3.4 Sale, transfer, assignment of membership

A member may not sell, re-sell, transfer or assign their membership in Ramissio, including that of their entire group ("transfer") without requesting the written consent of the Company. The Company does not have the right to refuse a transfer without due reason. The Company will not grant its consent to a transfer if that transfer would affect the rights of the Company or other members, if there is no justified reason or purpose for the transfer or if the transfer would have a direct adverse impact on certain of the principles and rules of this contract, including its inseparable annexes. Transfers of membership are possible particularly in situations such as marriage, divorce or long-term illness.

The member and the recipient must announce their intention and provide electronic proof of the applicant's identity (e.g. data box, electronically signed email) or written proof.

The recipient thus becomes a registered user and accepts all the rights and obligations arising from the contract.

3.4.1 Transfer of account

If a member dies or is deprived of legal capacity, all the claims arising from the member's activity for Ramissio pass to the member's designated successor. The member's heir or other beneficiary is obliged to substantiate their claim with officially certified legal documents on the transfer, a court order or other form of arrangement between the two parties.

If the successor (heir or other beneficiary) is currently a member of Ramissio, that member is permitted multiple registrations.

In order to maintain activities and to protect the points in the binary tree the authorised member is obliged to declare the transfer of the account (death) as soon as possible, before the expiry of the activity (before points are forfeited in the binary tree). We recommend setting up an autoship, which will restore activities automatically.

The successor becomes entitled to receive payment of commission, remuneration and other benefits once the transfer has been successfully completed and after the successor has become a member and met the requirements stipulated in the Company's Compensation Plan.

3.5 Prohibited activities

Prohibited activities that will result in termination of Ramissio membership and thus the immediate unilateral termination of the contract between the Company and the member include:

Fraudulent registration: A member may not register or sponsor a person without their knowledge, use the data and contact details of clients with no interest in cooperating with Ramissio or register a false account in order to further their career or increase their earnings.

Speculative purchases: There are no specific conditions defined for the volume of stocks purchased by members. It is assumed that most products purchased are used for the next order, thus avoiding excessive and speculative purchases of high volumes of goods and/or direct supplies through another registration for the purpose of increasing the remuneration for the member's group. Speculation in purchasing behaviour or waiting constitute fundamental grounds for a breach of this contract.

Unauthorised cooperation: As an independent business entity a member may engage in any other non-competitive business activities. While this contract remains in effect it is prohibited to make proposals to Ramissio customers or members concerning cooperation, activities or a switch to other fields of business, particularly those that by nature meet the definition of direct competition. This therefore involves participation in other multi-level marketing, network marketing or in a company engaged in the direct sale of a network, enterprise or opportunity.

Concurrent cooperation: While this contract remains in effect a member is not entitled to offer programs, opportunities, products or services to future or existing Ramissio customers or members in connection with any programs, opportunities, products or services of another company.

Responsoring: Deliberate cross-sponsoring or attempts at cross-sponsoring are strictly prohibited. In this context responsoring means sponsoring or an attempt to sponsor a person or entity that has already concluded a contract with the Company (is registered with Ramissio) or is in the so-called waiting period after the termination of (or withdrawal from) the contract.

Prohibition on contacting suppliers: A member may not contact the Company's suppliers, partners, advisory bodies or consultants for reasons directly or indirectly connected with that member's business activities in Ramissio.

Prohibition on direct sales to users already registered. Members undertake to refrain from trading with one another in the goods they purchase. Individual transactions, either direct or indirect, are prohibited for the seller and the purchaser. Purchases and sales through third parties are also prohibited.

Internet advertising and sale. Distribution through channels other than the Company's official website is not permitted. The only exceptions are the official Ramissio subdomains. Promotion is not permitted using any form of PPC (pay-per-click) campaign, such as Sklik, Google Adwords, Facebook Ads, etc. Further details of approved forms of promotion are provided in Section 8 Brand promotion and intellectual property.

Creation of own promotional materials. The Company is the only entity fully entitled to create its own graphics, advertising and marketing materials, printed materials, newsletters and any other officially used communication tools in printed, graphic or written form. If a member is interested in using any of the above methods to promote their activities in Ramissio, they are obliged to follow the instructions specified in Annex No 6 - Presentation of the Ramissio brand.

Publication of prices. When promoting or distributing Ramissio products a member may not state or agree on a price that is lower than the recommended sale price. The recommended sale price is stated in the Ramissio Price List, which can be downloaded in the MyOffice Library. The recommended sale price means the price of individual products without including 3+1 free special offers.

Prohibition on using medical claims. It is prohibited to attribute to Ramissio products abilities or properties which are not stated by the Company on its official website or in its printed materials, or to which it does not refer directly. The Company has created guidelines and procedures (Ramissio correct sharing and RAMISSIO Risk Words), which clarify the manners in which terminology may be used when communicating with a customer or other members so as to avoid any violation of rights.

Changing sponsor. Each registered user has one direct sponsor that they choose themselves from registered members when registering. Changes to the sponsor are not permitted, unless they are the result of a decision taken by the Company in exceptional circumstances (see Section 4.3).

3.6 Measures taken upon breach of contract

In the event of a breach of the contract, any of its annexes or general rules and procedures, the Company may unilaterally terminate the contract with a member, with no entitlement to settlement. A contract cannot be terminated without objective reasons and without proper investigation by the Company. Before making the final decision on the termination of membership the Company has the right to restrict the member's login and access to the Ramissio system and, for the amount of time necessary, although for no longer than 30 days, to withhold all payments due under this contract.

In addition to the aforementioned measures the Company may also take any other steps to ensure the protection of the rights of other users and the Company, particularly:

- inform the member in writing of any breach of contract and the consequences arising from such a breach,
- initiate disciplinary proceedings,
- restrict access to the member's registration account with Ramissio,
- set the procedure and measures that must be taken by the member to assure compliance with the member's obligations,
- check the member's activity during this period,
- restrict or completely suspend payments due for the member's past activity, particularly entitlements to financial remuneration, bonuses and awards granted on the basis of the member's position in the Company's Compensation Plan, entitlement to the Dream Holiday and Car bonus, access to any event or training session organised by other members or the Company, restrict the member's right to enter orders and the right to a promotion in connection with the Company's Compensation Plan,
- claim compensation for damages commensurate to the severity of the breach of contract.

3.7 Disputes and termination of membership

3.7.1 Disputes between members

If a member gets into a situation involving a dispute with another member concerning any business-related procedure or behaviour in Ramissio, that member should act in a manner that enables the entire dispute to be resolved. If the dispute cannot be resolved despite all the member's efforts, the member's sponsor should be contacted. If the dispute still cannot be resolved, it is necessary to contact the sponsor attending the Leaders' Meeting, provide him with all the relevant information and ask him to resolve the problem. Only if the dispute cannot be resolved at the local level must the matter be passed on to the Company to be resolved.

3.7.2 Termination of the contract by a member

Membership may be terminated at any time by sending written notice to the Company's contact address or by email to support@ramissio.com. No fines or additional costs are charged for such a unilateral termination of membership. There is no notice period and the membership is terminated as of the date the written notice is delivered. All the system operations relating to the termination of the membership are completed within 5 working days. Unilateral termination of membership is only possible provided that the member is not subject to measures resulting from a breach of contract

(see Section 3.6) and that the member is not subject to disciplinary proceedings. A member's sponsor may also request that membership be terminated, but only in the event that the sponsor has been authorised to do so in writing by the member.

3.7.3 Termination of the contract by the Company due to a breach of contract

The Company may terminate membership particularly in cases involving a breach of the rights and obligations arising from the contract, including its inseparable parts, principles, procedures and rules. If the Company considers corrective measures to be inadequate or if a situation has not been adequately rectified or resolved despite the Company's orders, it may exercise its right to terminate the member's activities in Ramissio with immediate effect and with no compensation (see point 3.6. Measures taken upon breach of contract).

3.7.4 Termination of the contract by the Company due to inactivity

In the event that a member does not make any purchases or does not register new users for a period exceeding 24 consecutive months, the Company will unilaterally terminate that member's membership. If that person is then later interested in renewing their membership and continuing their cooperation with Ramissio, it is necessary to make a new registration; this may be requested at any time after the termination of the previous registration.

3.7.5 Common provisions

With the termination of their membership the member loses all the rights and benefits associated with their activity with the Company. Upon termination of membership the member is obliged to cease their activity, including using the names, symbols and know-how of the Company and also to cease presenting themselves as a member/business partner of Ramissio.

If a membership is terminated and the member is later interested in renewing cooperation with Ramissio, they may apply for new membership under any sponsor, provided that they have made no new purchases or a new registration within the previous 12 months (with the exception of point 3.7.3 Termination of the contract by the Company due to breach of contract).

During this period the member may not engage in any activity in Ramissio under a different registration.

In the case of a particularly gross breach of contract the Company is entitled to reject any future application to renew membership in the Company.

If the Company concludes that there has been an inappropriate change of sponsor or that an inappropriate request for a change of sponsor has been filed, the contract may be rejected, terminate or subject to all the available measures (see Section 3.6).

The Company will send notification of the termination of the contract to the member's email address and the address of the first active sponsor of the member's Sponsor Line.

4 Sponsorship

4.1 How to become a sponsor

By registering the user agrees to the terms of cooperation, meets the designated criteria and accepts all liability arising from these Terms and Conditions. As soon as a registered user persuades one or more customers or members to cooperate (register), that registered user also becomes a sponsor. A member or customer may become a sponsor. Each potential candidate has the decisive right to choose their own sponsor. If a duplicate registration is made, only the user's first registration is considered valid.

The registered user is obliged to ensure that candidates to be sponsored by that user register under the user's ID number and do not register under another member. This process may be irreversible and may result in the complete loss of the business contact.

4.2 Sponsoring activities

The activities of an active sponsor are subject to obligations which are essential for the growth of the group and the turnover of the sponsor. It is expected that sponsors will regularly train and educate their group, will hold meetings and pass on complete and accurate information relating to products and the work and marketing system. The sponsor has the option to submit group queries through the Sponsor Line for discussion at the Leaders' Meeting, where they are discussed and presented to the Company for consideration.

The sponsor communicates with their group, motivates and supports it, evaluates its activities and resolves situations that arise both within the group as well as in relation to the Company. The sponsor strives to resolve disputes within the group as soon as possible and in an amicable manner.

The sponsor checks that customers and group members act in compliance with the principles and precepts of this contract. The sponsor is obliged to cooperate with the Company (or their sponsor) in resolving crisis situations that extend beyond their rights and obligations, and to provide all available and truthful information to ensure that the crisis is resolved successfully.

Higher-ranking sponsors are an example for other new or less experienced members. Their conduct must be adequate for their status and knowledge of the Company's Compensation Plan, product base and values to ensure they are able to knowingly share them with less experienced members and thus assist them in their development.

4.3 Change of sponsor

The sponsor may only be changed in serious situations with the consent of the Company, in cases which do not affect the rights of other members.

A registered user may now only request a change to their sponsor on condition that:

- the registered user has not become a sponsor, i.e. has not created their own group,
- the first order has not yet been paid for,
- the first order has not been paid for and the request for the change of sponsor has been filed, but both of these occurred during an as yet uncompleted commission week.

The registered user must accompany the request for the change of sponsor with the written consent of the sponsor whose group the user is interested in joining, together with a description of the situation that led to the request. The request must be sent by email to

support@ramissio.com. If the request is justified, assuming that it meets all the specified conditions and that the change of sponsor will not affect the rights and obligations of other members, the Company will assess the request and will subsequently inform the user of its decision. The user requesting the change is aware that the Company's decision is final and binding and is obliged to comply with the decision.

Changes and shifts in the binary tree are precluded and prohibited, as are changes in the group. When adding a new member to the binary tree, exercise proper judgment or ask your sponsor for help. No changes or modifications may be made once the member has been added.

5 Goods

5.1 Ordering

Each registered user may enter their orders via the Company e-shop, online 24 hours a day, 7 days a week (with the exception of downtime or updates). Orders placed by email, telephone, fax or in any other manner are not accepted.

In order to enter an order in the Company e-shop users must log in using their login details (ID/email, password/PIN). After logging in the current prices are then available, including the appropriate amount of VAT. The prices of individual goods may vary depending on the conditions of the legal environment of that particular country.

The Company reserves the right to change its prices. In the event that a product is listed with the incorrect price, if a valuation error has been made, if incorrect information has been stated about a product or if the availability of a product changes, the Company has the right to reject or cancel the orders in question (regardless of whether or not they have been paid for).

Each product or other type of goods thus designated by the Company has its own specific point volume. The point volume is determined solely on the basis of the calculation of the amount of bonuses due under the Compensation Plan. The Company reserves the right to change this value.

In the event that an order has not been paid for in full within 20 days of completion of the order, the order is cancelled (10 days after the order was entered the registered user will be notified of the unpaid order by email). Exceptions to this are deferred orders, when the registered user enters a deferred future dispatch date in the order, or orders goods to be paid cash on delivery. The Company reserves the right to withhold or not process an order if not all the information needed to complete is available or if the order includes goods that are no longer in stock. These cases are resolved on an individual basis.

In the event that the details required to process an order are incorrect or inadequate and are not rectified in time or if information is not provided with a request that the details be changed before the goods are dispatched, additional costs may arise in connection with such changes; these additional costs are rebilled to the orderer (recipient). This mostly applies to foreign consignments, where separate fees are charged for any subsequent changes.

5.2 Combined orders

The Company enables registered users to enter so-called combined orders. The registered user thereby enables their sponsor to enter combined orders on their behalf. If a registered user is not interested in this option, in the MyOffice Settings it is necessary to check the box "I do not agree to allow my sponsor to enter an order in the form of a combined order using my ID."

5.3 Payment and delivery terms

A product becomes the property of the registered user the instant the purchase price is paid in full. The risk of damage and destruction of the goods passes to the registered user the instant the goods are handed over.

The consignment is sent to the recipient after the price has been paid in full, with the exception of goods to be paid for in cash on delivery. In the case of payments via bank transfer, in order for the payment to be correctly linked to the order it is essential to state the correct variable symbol of the order and to credit the correct amount to the correct account.

In the event of an error in the details of a payment (the amount paid, currency, overpayment/underpayment, incorrect variable symbol, etc.), the responsible member of staff must be contacted immediately by email at orders@ramissio.com. Overpayments and payments entered incorrectly are returned to the bank account from which the money was sent. In the event that a registered user would like money to be refunded to a different bank account, this request must be sent in writing.

When delivered via a carrier products are sent via a courier service to the purchaser's home. The consignment is sent within 5 working days of receipt of the order. The current list of packaging and shipping costs can be downloaded in MyOffice, or this information is available to registered users from Company staff on request.

If the recipient fails to accept an order for subjective reasons on their part (e.g. the designated person is not present at the delivery address when the consignment is delivered or is unable to pay the amount due), the costs of re-delivering the goods are billed to the recipient in full (this does not apply when orders are collected in person).

Orders may only be collected in person on collection days, every Thursday from 10.00 a.m. to 4.30 p.m., unless the Company branch office specifies otherwise (CZ, Brno – Bosonohy). Orders collected in person may only be issued to the orderer, or the person specified by the orderer to collect the goods.

If the goods are not collected as promptly as possible, the Company will charge a storage fee amounting to 50 CZK for each full or partial day after the collection deadline. The collection deadline is 20 days and is counted from the date the payment for the order is credited in the commission system.

5.4 Rights arising from defective performance, quality warranty, withdrawal from contract

5.4.1 Statutory rights of registered users

By entering into the contract and accepting the goods from the seller the purchaser hereby agrees to these Terms and Conditions. Ramissio reserves the right to check each individual case of goods returned or replaced; this does not affect the statutory rights of the registered user.

In the event that a contract for the sale of a product has been concluded with a registered user who is a consumer, that customer has the right to withdraw from the contract within fourteen days of receipt of the goods, without stating the reason.

The Company is liable for ensuring that products are free of defects upon receipt. When goods are received the Company guarantees the following:

- a) the product has the properties and is suited to the purpose agreed between the parties; if no such agreement has been made, the goods have the properties which have been stated by

the manufacturer and which can reasonably be expected considering the nature of the product,

- b) the product is suited to the purpose for which that type of item is generally used, or which is stated by the Company or the product manufacturer,
- c) the product is supplied in the requisite quantity, rate or weight and is in compliance with the legislative requirements.

Rights arising from defective performance may be exercised in accordance with the Civil Code. If a product shows a hidden defect within six months of receipt, it is considered that the product contained the defect when it was delivered. This does not apply if the defect was apparent upon receipt and must have been known to the purchaser. The expiry of the quality warranty is the best-before date/expiry date stated on the product label on the Company website.

5.4.2 Claims

Ramissio strives to ensure that products are the highest possible quality and are in no way damaged when delivered. However, if a product is damaged during transport or if the registered user considers the goods to be defective or of lower quality than expected, the following action needs to be taken:

The right arising from defect liability (claim) may be exercised in 3 possible ways at the Company's head office: RAMISSIO LTD, odštěpný závod, Křivánky 682/12c, 642 00 Brno – Bosonohy:

- a) in person at the Company's premises,
- b) via a courier service (freight company),
- c) through the user's sponsor.

The goods subject to the claim must be accompanied by a completed Claim Protocol (which can be downloaded in the MyOffice Library or in the section How to purchase from the E-shop) and proof of purchase of the goods (invoice, bank statement, credit card statement, etc.).

When completing the Claim Protocol it is essential to state the complete and correct information and confirm it with the user's handwritten signature. The details compulsory for completion of the Claim Protocol are the user's full name (for an individual), the company name (for a business entity), the order number (or invoice number), the date the claim was filed, a description of the defect forming the subject of the claim and the preferred means of settling the claim.

All products must be returned in their original packaging (e.g. glass bottles). If the Company does not receive a product that has been returned, the orderer must ascertain the error that has occurred during transport and resolve the matter in their own interest. The Company is in no way liable for any loss or damage to goods during transport. We therefore recommend that when returning goods the orderer should use verified carriers and keep the proof of dispatch. The Company will not accept any consignments sent cash on delivery.

A claim is not justified in cases where the defect or damage was caused by:

- a) demonstrably improper use of the product (e.g. use in violation of the user guide or in violation of the instructions specified on the product packaging or in the business support materials, etc.) or by any other improper conduct,
- b) the effects of a force majeure or mechanical damage to the product.

The Company is obliged to settle any claim without undue delay, although no later than within 30 calendar days of the date the claim was filed.

The purchaser has the right to claim reimbursement for the necessary costs (particularly postage fees paid when sending the goods against which a claim has been filed) actually and purposefully incurred in relation to the exercising of justified defect liability rights (we recommend requesting such

reimbursement within 30 days of the settlement of the claim – this does not affect the statutory time limit). This provision only applies in the event that a claim is acknowledged as justified.
Claims Rules see Annex No 3.

5.4.3 Rights and obligations of members

Members must respect the rights of their customers, which are defined by the statutory rights of registered users and the rights arising from defective performance, quality warranties and withdrawal from the contract, and thus provide their customers (end consumers) with the same warranties as those provided to its members by the Company. Members must thus:

- a) inform the Company about all notifications of cancellations or warranty claims they receive from their customers (consumers),
- b) provide all the assistance necessary to ensure the rights of the customer.

Members are obliged to handover all returned products to the Company within fourteen (14) days of receiving the returned product, together with the completed claims protocol.

Excessive and recurring returns (claims) are considered as abuse of the goods return principles and may result in suspension of the right to return goods and/or the member's business activity.

5.4.4 Storage and handling

The products belong to a special group of foods covered by a number of legislative rules and regulations that must be strictly adhered to. Under no circumstances may registered users change the packaging or labels of products which are in accordance with this legislation. It is prohibited to continue to sell products with a damaged or degraded label. Products may not be sold abroad, unless they are labelled in the language of that particular country and that label has been approved by the Company. The Company will provide duly approved language versions of labels and packaging for the countries in which it officially supports the growth of its business. If a registered user sells goods to a country whose language translation is not stated directly on the label, the product must be accompanied by a label in the language of that particular country that has been officially approved by the Company. The goods cannot be traded unless this condition is met.

Goods should be stored in accordance with the Company's recommendations stated on the product label, packaging or on the Company website. Although products have a shelf life specified by the manufacturer, they are perishable after a certain time. This is particularly due to the nature and properties of the products, which the Company strives to supply using the minimum possible (or completely free of) preservatives and other substances to prevent goods from perishing. Goods must not be stored or used in violation of the recommendations issued by the Company and this information must be duly provided to customers and business partners.

The proper treatment of products, the storage and handling of goods and purchaser awareness are fundamental obligations for each member and customer. Failure to comply with these obligations is considered a gross breach of this contract.

5.5 Autoship

Autoship is a general term for recurring orders entered according to the needs of the orderer. Consent to recurring orders is required for autoship. The settings for these orders are available in MyOffice and include information about the establishment of a recurring payment, the maximum amount of the recurring payment, the date and frequency of payments and whether the amounts paid are fixed or variable. By setting these orders and confirming them in MyOffice the orderer

consents to the establishment and parameters of the recurring payment. All communication relating to changes to these settings is via the email address specified in the orderer's account.

6 Commission system and remuneration

The Company only pays commission out to active members who engage in business in accordance with this contract. If a member complies with all the Company's conditions and principles, the Company will pay them commission in the agreed form and at the agreed interval to the account specified by the member. The commission period is one week, commencing on Monday at 00:00 and ending on Sunday 24:00 Central European time (CET, UTC+1).

The procedure for determining the amount of commission is summarised in the Company's Compensation Plan, which forms an inseparable part of these Terms and Conditions (see Annex No 5).

The member and the member's group are not guaranteed any specific income or any certain degree of profit. This is not a case of sudden enrichment, but is a system of work which every member may follow in order to achieve the desired results. The amount of remuneration depends on the amount of work, time and determination invested into the business. We do not recommend getting recklessly into debt to purchase products or services or leaving one's current job, if the member is unsure whether or not they want to invest all their current "working" time into Ramissio or incur expenses that threaten their existence and are not proportionate to the income they can achieve. All revenues from this activity reflect the member's own sales and the sales of the other members and customers of the member's group.

The Company has the right to unilaterally change the conditions of the compensation plan, as well as the form and frequency of remuneration and commission payments. In the event of a breach of this contract the Company also has the right to refuse to pay or to withhold commission until the situation has been rectified.

Each member is obliged to check their commission and in the case of any discrepancy to immediately contact the responsible member of staff by emailing support@ramissio.com. Any misunderstandings may only be resolved before the end of the commission week, after which no further changes may be made.

The member also agrees that any outstanding commission or future revenues from this business may be used to cover any claims due to the Company in the event that the member's direct or indirect actions result in a breach of this contract. The member is also aware that any action that could lead to such a breach must be avoided.

Given the costs and administration involved, the Company does not pay the member commission of lower than 20 PV (approx. 20 EUR/520 CZK) to the selected account, but leaves the funds available in the member's points wallet. The bonus may be drawn by applying a discount on an order or after the PV value in the points wallet increases above the limit for pay-out to the member's bank account (20 PV).

If the bonuses in the member's points wallet have not been completely drawn within 12 consecutive months from the date the bonuses were credited to the points wallet, those unpaid bonuses will be transferred to a special sub-account of FALCON, the Company's endowment project. After the funds have been transferred to the endowment project sub-account, those bonuses cannot be claimed retroactively.

7 Schemes and events organised by the Company

7.1 Dream Holiday

The Company Compensation Plan offers a bonus for the most successful members in the form of the Dream Holiday, which is organised by the Company. The conditions specified in MyOffice must be met in order to obtain this bonus. The Company reserves the right to unilaterally changes these conditions.

The Company chooses the destination and organises the holiday, the programme of events, trips, etc. It plans and holds the Dream Holiday in collaboration with selected travel agencies and agencies specialising in this type of holiday.

The Company enables the winners of the holiday to take one person of their choice to accompany them – e.g. partner, family member, friend, etc. The name of that person must be reported in advance. Those persons pay for their share of the trip themselves (including all cancellation fees, change fees and surcharges on top of the basic price). In the event that these costs are not paid for in full in a due and timely manner by the fellow traveller(s), they will be billed to the member who was awarded the bonus in the form of the Dream Holiday and who reported the name of the person to accompany them.

When planning the trip each of the winners is obliged to cooperate with the Company, particularly by providing the details and data needed to organise and purchase the holiday and the journey itself. Each winner is also obliged to have a valid passport and all the requisite permits and to carefully study the instructions prior to departure. In the event that a winner is unable to depart on the trip to the selected country for whatever reason, that person is obliged to inform the Company forthwith.

In the event that a member cancels their place on the trip, does not depart or announces in advance that they will not participate in the trip, they are obliged to either find another traveller to replace them (the costs of this change are billed to the cancelling member) or pay the Company all the costs associated with the cancellation of their trip in accordance with the conditions stipulated by the travel agency/agent organising the trip. In the event that member fails to pay in a due and timely manner, i.e. by the deadline specified in the invoice, such failure constitutes grounds for terminating cooperation. We recommend that members take out insurance to cover cases where they have made a binding commitment to go on the holiday but are unable to do so. Travel insurance is not included in the Dream Holiday; the Company recommends that members arrange their own insurance on an individual basis before the journey.

7.2 Ramissio Event Rise and Shine

The Company holds an annual celebration every year. Personal attendance at this event is one of the conditions required for obtaining the defendant bonus, the speaker bonus and the Dream Holiday. If a member is unable to attend the event for serious reasons, they are obliged to inform the Company of this fact in writing, at least 3 days prior to the event. The Company reserves the right to judge the reasons for non-attendance and the associated payment of the bonus/bonuses on an individual basis. In justified cases the Company may allow the cheque(s) to be accepted by another person with no loss of the entitlement to the bonus/bonuses.

7.3 Ramissio Academy

The Company offers a training programme to its members. Participation in this training programme is subject to the conditions specified in MyOffice.

8 Brand promotion and intellectual property

8.1 User feedback

None of the information, data, feedback, opinions, comments and references provided to the Company by its registered users are considered to constitute confidential information and the Company has the right to work with them, disseminate them, promote them or use them as an output for the future production and innovation of its products and for commercial sales and marketing strategies.

8.2 Use of the Ramissio trademark

Ramissio LTD does not permit the use of the Ramissio logo or the word Ramissio without the Company's consent. The Ramissio trademark is registered to Vladimír Drozd, Čeladná 853, Čeladná, 73912, Czech Republic under number 347166 with the Industrial Property Office in the Czech Republic, under number 13676846 for EU states and under number 5163513 for the USA. Use of the Ramissio trademark without the Company's consent will be resolved in accordance with the laws of the Czech Republic and the EU.

Use of the logotype and implementation of the marketing and promotional activities of the Company are governed by the official Brand Book. This material may be modified the Company on a continual basis. Each member can find the current version in the MyOffice web office.

How to proceed if a member is interested in using Ramissio in its own implementations?

- Download the current Company Brand Book in MyOffice.
- In the event that an implementation will contain a logo, the user must check that they have the current version of the Company logo.
- Proceed following the instructions for presenting the brand (tonality, correct sharing, risk words) – see Annex No 6.

In the event that an implementation will contain text, the user must check that the fonts used have been approved by RAMISSIO LTD. A definition of fonts can be found in the Ramissio Brand Book.

The Brand Book also contains recommendations concerning the appearance of business cards and other materials. If a registered user is interested in using these materials with corporate elements, the Company's regulations must be followed.

In the event that a registered user uses medical claims in an implementation, those claims must be in accordance with the Company's regulations (see Annex No 6); no other claims may be used. In the case of any legal dispute concerning medical terms, the Company will distance itself from all claims which do not comply with Company materials.

If other materials than those available in MyOffice are required, the registered user may draft them and send them to the Company for approval by email at marketing@ramissio.com. The implementation may only be completed after it has been approved by the Company. Implementation means all materials, clothing, promotional items, websites and profiles, presentations on social networks, etc., i.e. everything that presents the Company to potential end customers. This means everywhere that the Company logo is used.

8.3 Advertising and promotion

Without the Company's consent registered users may not create their own advertisement or present an advertisement that promotes the Company or the Company's products. This restriction applies to the following forms of internet advertising:

- PPC (pay per click)
- Advertisement in content network (context advertisement)
- Display/Banner advertisement
- Emailing
- Social media/Social networks (Facebook.com, YouTube, Linked.in, Twitter, Google+, Instagram, Foursquare, etc.)

Other forms of advertisement to which the prohibition applies:

- Television advertisements
- Press advertisements – classified ads, special offer leaflets, billboard advertisements
- Illuminated advertisements
- Radio spots
- Mobile advertisements – advertisements on cars, means of transport, etc.
- Outdoor advertisements – posters, billboards, atypical advertising space – house gables, fences, etc.
- Alternative media – walking advertisements, City Light display panels, towed advertisements, street furniture – benches, public transport stops, clocks, digital thermometers, etc.
- Promotional items – clothing or advertising items promoting the Company or its products.

In the event that a registered user wants to use an advertisement to support their activities, they may do so, but must use the advertisement forms approved or created by the Company. A registered user may only use an advertisement to support their Ramissio subdomain, so that after the advertisement is read, viewed or clicked, the visitor will be redirected to a Ramissio subdomain website.

The costs and all liability associated with the advertisement are borne by the registered user and the Company does not provide the registered user with any funds to cover advertising.

The registered user is not entitled to enter into a contract to promote the name of the Company.

It is strictly prohibited to promote the activities or a registered user or products through goods price comparison websites (Heuréka.cz, Zboží.cz, Hledjency.cz, etc.) or any e-shop apart from official subdomains.

If a registered user uses one of the pre-prepared graphic templates (invitations to a seminar, event or training, etc.) and adds the user's own details, it is essential to comply with the rules relating to that particular template and published in MyOffice.

Breach of the above prohibitions may result in the immediate termination of cooperation between the registered user and the Company, with no entitlement to settlement.

8.4 Business support materials

1. Business support materials are sponsor aids and business aids. These materials are not compulsory. A registered user who decides to use these aids must not make their membership conditional upon such use. When distributing these materials the registered user is obliged to inform the other party that the purchase of these materials is not compulsory and is not conditional upon further cooperation (with the exception of materials which form part of Starter Packs when registering).
2. No registered user may produce, sell or distribute business support materials which could be confused with literature or materials issued and distributed by the Company. Registered users may only use materials, sales aids (price lists, product catalogues, etc.) that have been approved by the Company and are designed for the purpose. The publication of such materials in printed form, in a classified advertisement or in any other manner permitting remote access is prohibited.
3. No registered user has the right to use the Company's logos, designations or other media symbolism and activities in the name of the Company without its prior written consent. Violation of this provision will be considered a gross breach of obligations.
4. A registered user who has received written consent may only use the marketing materials and symbols of the Company in accordance with the graphics manual and other rules of the Company.
5. A registered user may not spread claims, make declarations or imply or provide guarantees, either verbally or in writing, that conflict with the information materials prepared and approved by the Company.
6. A registered user may not spread claims relating to the therapeutic or curative effects of the Company's products, with the exception of claims which have been approved by the Company or are contained in its official materials. Violation of this provision will be considered a gross breach of obligations.
7. The use of unapproved car stickers, business cards and other support materials without the written consent of the Company is prohibited.

All current graphics and manuals are available in MyOffice.

9 Notifications and other provisions

9.1 Liability

The Company bears no liability for the late or non-fulfilment of its obligations due to reasons beyond the control of the Company; such reasons especially include force majeure, natural disasters, strikes, riots, terrorist attacks, wars, explosions, deaths, restrictions or interruptions in supplies of resources, government orders and regulations, etc.

9.2 Validity of changes

Any changes to the Company's Terms and Conditions, related annexes, principles and rules are valid and effective on the date they are sent out and published on the Company's official website.

9.3 Applicable law

If any of these provisions prove invalid or ineffective, this does not affect the validity or effectiveness of the other provisions of the Company's Terms and Conditions. The applicable law for the purposes of Ramissio membership is the law of the Czech Republic. Any matters not covered in the Company's Terms and Conditions, related annexes, principles and rules are governed by the provision of Act No 89/2012 Coll., the Civil Code, as amended, and the applicable court is the Municipal Court in Brno, Czech Republic.

Relations between the Company and third parties are governed by the Civil Code; Czech law is the applicable law in the case of international disputes, on the basis of Regulation (EC) No 593/2008.

9.4 Exclusivity

The Company does not guarantee any Ramissio member territorial exclusivity. Members are also not entitled to offer such exclusivity to their newly registered users. Equal conditions apply to all without distinction, in order to ensure a healthy competitive environment. Sales and recruitment may take place in all places in which the Company officially operates.

Annexes

Annex No 1

RAMISSIO LTD Code of Ethics

1. This Code of Ethics constitutes binding rules for the conduct of all persons in relation to RAMISSIO LTD (the “Company”), specifically registered users (members and customers), employees and co-workers of the Company.
2. These persons undertake to abide by the ethical, professional and moral standards which are essential in our culture for establishing and strengthening good interpersonal relations. In addition to the above, their conduct must be in accordance with the laws governing good morals in all the states in which the Company’s products are distributed.
3. These persons must refrain from any dishonest or immoral conduct that could cause damage to end clients or the Company, and particularly undertake to engage in honest business relations, without exerting excessive pressure and without using unfair trade practices, including the disparagement of competitors and their products.
4. These persons must act in manner intended primarily to sell suitable products to clients, with the aim of providing clients with a meaningful and necessary supplement to their diet and enabling them to change their lifestyle. Members must never offer potential customers goods they do not need solely for the purpose of making a profit.
5. The registered user must never make unfair use of or abuse information acquired from customers, and must especially refrain from sending out unsolicited commercial communications (“spam”) and other similar activities.
6. During the course of their activities registered users must provide clients with complete information, to the best of their knowledge and abilities. At the client’s request the registered user must provide undistorted information about the Company and the form of cooperation, including the remuneration method used. Examples of a member’s income must be truthful and no guarantees of a certain income may be given. It is not permitted to take advantage of clients’ credibility or ignorance to sell products. Registered users are obliged to inform clients of the rules for the use of products, particularly the potential side effects. In the event that a client is in the long-term care of a doctor, the registered user must recommend that the client consult a doctor before starting to use products.
7. The registered user is obliged to immediately resolve any misunderstandings or complaints of clients, in collaboration with the Company management in justified cases.
8. The registered user undertakes to respect the rights of other registered users. The registered user must refrain from engaging in any disloyal conduct that could damage the interests of the Company or its partners. The concurrent sale of other, rival products is particularly prohibited; it is also prohibited to create systematic bulk purchases and to file unjustified returns of goods purchased.
9. The registered user must be loyal to the Company, act with respect and consideration towards the Company. The registered user must act in a serious and professional manner and must do everything possible to avoid damaging the good reputation of the Company.
10. When giving presentations of the Compensation Plan, when selling products and during the course of the member’s activities, only materials approved by the Company may be used.

11. Registered users, i.e. members and customers, may not publicly communicate with the public media, issue official declarations or declare themselves to be employees, partners or suppliers of the Company.
12. The registered user is obliged to abide by this Code of Ethics. Failure to comply with or ignoring this Code of Ethics will be deemed a gross breach of obligations and will constitute grounds for the termination of the contractual relationship between the registered user and the Company.

Annex No 2

Protection of the personal data of registered users of RAMISSIO LTD

The personal data of registered users is protected under Act No. 101/2000 Coll., on the Protection of Personal Data, as amended.

1. The registered user consents to the processing of the following personal data: full name, residential address, invoicing and delivery address, bank account number, electronic mail (email address), telephone number (all jointly referred to hereinafter as “**personal data**”).
2. The registered user consents to allow the Company to process personal data for purposes relating to the rights and obligations arising from the contractual relationship. The registered user also consents to allow the Company to process personal data for the purposes of sending information and commercial or similar messages. The registered user agrees that such data may be provided to other registered users and cooperating entities in the ascending sponsor line in which the registered user is registered. The member has access to the personal data (email, telephone, town or city) of the registered users in that member’s group who are not part of the group of a member in a higher position than that member, only provided that the member meets the activity conditions. The registered user is entitled to revoke consent to the processing of their personal data at any time, or to refuse to allow their personal data to be processed for these purposes.
3. The registered user is aware that personal data must be correct and true and must inform the Company of any change to personal data without undue delay.
4. The Company may pass on the personal data of the registered user to be processed by a third party, as the processor.
5. Personal data are processed for the duration of the contractual relationship. Personal data are processed in electronic or printed form and are deleted or destroyed immediately upon the termination of the contractual relationship.
6. The registered user confirms that the personal data provided are accurate and has been informed that personal data are provided on a voluntary basis.
7. In the event that a registered user assumes that the Company is processing their personal data in contravention of the principles protecting the private and personal life of the registered user or in violation of the law, particularly if personal data are imprecise with regard to the purpose for which they are processed, that user may:
 - a) ask the Company for an explanation,
 - b) ask the Company to rectify the situation.
8. If a registered user requests information about how their personal data are processed, the Company is obliged to provide that information. In return for providing the information pursuant to the previous sentence, the Company has the right to claim reasonable reimbursement not exceeding the necessary costs of providing the information.

The registered user consents to the publication of photographs, videos or other audio-visual recordings ("recording") from Company events attended by the user, for marketing, advertising, promotional and commercial purposes. Such recordings are provided free of charge for an unlimited period of time; the registered user is aware that they are not entitled to any payment for the use of a recording. The registered user also consents to the publication of their name on all the Company's information channels when awarded bonuses under the Company's Compensation Plan.

Annex No 3

Claims Rules – procedure to be followed when filing a claim on goods

- I. The purchaser is obliged to read the Claims Rules and Commercial Rules of the Company before ordering goods.
- II. By entering into the purchase contract and accepting the goods from the seller the purchaser agrees to those Claims Rules.
- III. Defect liability right
 1. The right arising from defect liability (claim) may be exercised in 3 possible ways at the Company's head office: RAMISSIO LTD, odštěpný závod, Křivánky 682/12c, 642 00 Brno – Bosonohy:
 - a) in person at the Company's premises,
 - b) via a courier service (freight company),
 - c) through the user's sponsor.
 2. The goods subject to the claim must be accompanied by a completed **Claim Protocol** (which can be downloaded in the MyOffice Library or in the section How to purchase from the E-shop) and proof of purchase of the goods (business invoice). When completing the Claim Protocol the registered user is obliged to state the complete and correct information and confirm it with the user's signature.
 3. A claim is not justified if the defect or damage occurred as a result of:
 - a) demonstrably improper use of the product (e.g. use in contravention of the user guide or use in contravention of the instructions on the product packaging, business support materials, etc.) or improper conduct on the part of the registered user;
 - b) force majeure or mechanical damage to the product.
 4. The Company is obliged to settle the claim without undue delay, although no later than within 30 calendar days of the date the claim was filed.
 5. The purchaser has the right to claim reimbursement for the necessary costs (particularly postage fees paid when sending the goods against which a claim has been filed) actually and purposefully incurred in relation to the exercising of justified defect liability rights (we recommend requesting such reimbursement within 30 days of the settlement of the claim – this does not affect the statutory time limit). This provision only applies in the event that a claim is acknowledged as justified.

Practical information about how to proceed in specific situations

a) The goods received are visibly damaged (damaged packaging)

When receiving goods from a carrier (courier service), please check the delivered goods carefully. If a consignment shows any sign of damage, do not accept it! If a consignment is visibly damaged, it is necessary to write out a **damage report** with the carrier service driver/employee or **refuse to accept** the consignment. Information about a damaged consignment should be reported to orders@ramissio.com or objednavky@ramissio.com (order number or package number) or by telephoning the Company's number. The damaged consignment should be returned to the Company's address and the goods will be re-dispatched immediately.

b) If goods are damaged (hidden defect)

If you receive goods that are mechanically damaged, even though the packaging was intact, this fact needs to be reported either to the **carrier** and our **Company** within **3 working days**, or in the case of **PPL by calling 840 775 775**. Later claims will not be taken into consideration due to insurance of the consignment. Besides reporting the damage to PPL, also send information by email to orders@ramissio.com or objednavky@ramissio.com and enclose the following information:

- the consignment number or order number,
- a list of the damaged goods, stating quantities,
- photographs of the damaged packaging, goods.

c) The goods are spoiled

If you find that goods delivered show **visible signs of physiological deterioration** without opening the bottle or immediately after opening it, inform the responsible employee at objednavky@ramissio.com (orders@ramissio.com), who will settle the claim with you. Goods subject to a claim must be sent to the Company's address together with the completed **claims protocol** and **proof of purchase**. If the claim is acknowledged, the defective goods are replaced with a new defect-free product. However, for goods to be replaced with a new defect-free product, it is essential for the registered user to return the original (defective) product.

Annex No 4

Glossary of Terms

MyOffice

- Web office for all members, containing important information such as weekly and monthly overviews, downloadable documents (MyOffice Library), Ramissio Calendar, order management, commission and much more
- The web office can be found at office.ramissio.com

Compensation Plan

- Document dealing with bonuses and methods of awarding bonuses to registered users

Career Table

- Overview of career growth and the conditions stipulated to achieve the individual Positions, downloadable in the MyOffice Library

E-shop

Internet shop with Ramissio products, press and promotional materials and other more.

The e-shop can be found at eshop.ramissio.com

Ramissio product

Food supplements, cosmetic products and other products to which a point volume is allocated

Recommended sale price

- The recommended sale price is given in the Ramissio Price List, which can be downloaded in the MyOffice Library
- The recommended sale price means the price of individual products without including 3+1 free special offers
- Registered users may purchase Ramissio products at a 25 % discount (in the form of an order for a selected product on a 3+1 free special offer) and may sell them to their contacts for the recommended sale price or use them for their own consumption

Registration

- Anyone wanting to purchase Ramissio products and enjoy the benefits of the Compensation Plan needs to register at eshop.ramissio.com or office.ramissio.com
- Registration types:
 - o Customer
 - o Member
- By registering the registered user agrees to the Terms and Conditions (T&C), which can be downloaded in the MyOffice Library

Identification number (ID)

- All registered users are assigned a unique six-digit identification number, which is used to log into the E-shop and MyOffice

Member (M)

- a self-employed business partner of Ramissio who has registered on the Ramissio website as a Member and participates in the Ramissio project in their own name and on their own account
- may register other Members or Customers
- may purchase Ramissio products after purchasing the Starter Kit
- upon meeting the conditions is entitled to bonuses under the Compensation Plan

Customer (C)

- a Ramissio partner who has registered on the Ramissio website as a Customer
- may purchase Ramissio products
- may register other Members or Customers, but gains no profit from them
- is not entitled to bonuses under the Compensation Plan, with the exception of the 3+1 free bonus
- by purchasing the Starter Kit the Customer automatically becomes a Member

Registered user (U)

- the term used for all Members and Customers

Sponsor (S - sponsor)

- a registered user who has registered another registered user (U, under which I registered)

Sponsor Line (SL)

- the line of Sponsors from my Sponsor, his Sponsor and so on, through to Ramissio

Generation 1-n (G1, G2...)

- includes all registered users registered by a registered user
- G1 – all registered users for whom you are Sponsor
- G2 – all registered users for whom your registered users in G1 are Sponsor
- ...

Group (G)

- Registered users and all their registered users in all Generations (in G1-n)

Branch

- The group of my registered user for whom I am sponsor

Dynamic Compression (DC)

- The virtual regrouping of registered users (U) in the group so that each U is placed directly below the nearest active member from their Sponsor Line in the commission week
- This placement is only temporary and is used solely to calculate bonuses

Line 1-n (L1 – level 1, L2 ...)

- Created from the generation using Dynamic Compression (DC)

Binary tree (BT)

- Alternative placement of all registered users who have paid for at least one order

Binary Centre (BC 1,2,3)

- Binary Tree node
- By purchasing the PROFi Starter Kit the member acquires 3 Binary Centres
 - o Primary BC1
 - o Left BC2
 - o Right BC3

Binary leg (BL)

- A branch of the Binary Tree from a specific node
 - o Left Leg (LL – left leg)
 - The group of all registered users in the binary tree to the left of your BC
 - o Right Leg (RL – right leg)
 - The group of all registered users in the binary tree to the right of your BC
 - o Weaker / Stronger leg
 - Designation of the Left or Right Leg depending on the accumulated PV in the given leg (fewer points = weaker leg, more points = stronger leg)

- Continuous leg
 - Designation of the Left or Right Leg depending on the direction from the Binary Centre (BC) where I have been placed by my sponsor (if I have been placed to the left of the BC => my continuous leg is the left leg; if I have been placed to the right of the BC => my continuous leg is the right leg)

Note: the only factor important for bonuses from the Binary Tree is placement in the LL or RL; the depth or specific placement play no role

Point (PV - point volume)

- the value assigned to each Ramissio Product
- this is a virtual value used to ensure the uniform quantification of commission (bonuses)

Personal turnover (PPV – personal point volume)

- the point turnover for one’s own paid orders

Group turnover (GPV – group point volume)

- the point turnover for orders paid for within the Group (my orders and the orders of all the registered users from my group)

Balanced turnover (BPV – balanced point volume)

- The group turnover (GPV G1 and PPV for the month) subject to the Conditions for achieving the positions specified in the Career Table
- Only turnover determined by the condition for achieving a specific position may be included in the BPV from each branch (and personal turnover)
- **Recommendations:** Balance your branches so that each generates a maximum of 40 % of your GPV.

Activity (A)

- a Member is active provided that they have met the activity conditions
- the duration of activity is set at 4 weeks from the date on which the conditions are met
- activity conditions:
 - A (basic activity)
 - Personal turnover during the course of 4 weeks’ worth a minimum of 40 PV, besides points carried over from previous activity (this may be one order placed by the member worth at least 40 PV, or multiple orders placed by the member whose sum total is worth at least 40 PV)
 - A+ (higher activity)
 - The member’s own order paid for worth a minimum of 80 PV (points cannot be collected gradually; this is a one-off order)
- An active member is entitled to the following bonuses:
 - Gaining bonus
 - Group bonuses (mutual and differential)
 - Sponsor bonuses
 - Car bonus
 - Points in the BT may also be saved and carried over to the next period (for payment it is necessary that the member meets the Qualifications (Q) and is at least in position M1)

Qualifications (Q)

- a Member is qualified if they:
 - fulfil Higher Activity A+
 - have at least one Member in G1 that meets the Activity conditions and is assigned to the Left Leg of the Binary Tree

- have at least one Member in G1 that meets the Activity conditions and is assigned to the Right Leg of the Binary Tree
- the qualified member is also entitled to the following bonuses
 - binary bonus
 - defendant bonus

Position (P)

- Historical max. position (HMAXP)
- Previous month position (PMP)
- This month position (TMP)
- Calculation position for this week (CP) – higher position from last month and this month (higher from PMP and CMP)

Points wallet

- Used to store points from bonuses acquired, which are credited to the wallet in the weekly Pay-out Cycles.
- The points in the wallet can be used:
 - to gain a discount on goods ordered (only possible for an individual's own orders)
 - for payment to the Member's bank account or Payoneer card (when meeting the pay-out conditions the pay-out day can be set as weekly or monthly)
 - weekly pay-outs – these are paid immediately after the close of each Pay-out Cycle
 - monthly pay-outs – these are paid once a month immediately after the close of the last Pay-out Cycle which in commission terms falls in the given month
 - The points in the wallet acquired in one month are automatically carried over to the next month for a period of 1 year; points must therefore be drawn no later than within 12 months of the date they are credited to the points wallet, as they will not be carried over to subsequent months but upon closure of the account of that ID the points from the wallet will automatically be transferred to the Company sub-account and used for the Ramissio Falcon charity project.

Pay-out Cycle

- The Pay-out Cycle is weekly, commencing on the first day of the calendar week (Monday) and ending at midnight on the last day of the given calendar week (Sunday)
- The pay-out time is the local time in the Czech Republic, which is UTC+1:00 (during winter time) and UTC+2:00 (in summer time)
- The Pay-out Cycle demarcates the beginning and end of the period for which commission is calculated for the Member; after the end of this period the commission is credited to the points wallet (generally on the first working day after the end of this period - see Closure of Pay-out Cycle).
- Special display of the Pay-out Cycle in the monthly summary:
 - If the Pay-out Cycle (calendar week) falls at the turn of the month, the commission for the entire current Pay-out Cycle (week) is counted and displayed in the summary for the calendar month that has just finished.

Closure of Pay-out Cycle

- The Pay-out Cycle closes on the first working day after the end of the Pay-out Cycle
- This process involves recalculating all the bonuses of the given Pay-out Cycle, pay-outs to the points wallet and subsequent payment according to the settings in the user's MyOffice profile

Pay-out exchange rate

- The rate for exchanging points (PV) to a specific real currency

- The exchange rate is set by the Company, which reserves the right to make any corrections
- Pay-out rates for currencies used:
 - o 1 PV -> 1 EUR
 - o 1 PV -> 26 CZK

Starter Kits (SK)

- a combination of Ramissio products and the registration material set (RMS)
- payment of the order for a Starter Kit (SK) automatically renders the Member active and entitled to other bonuses depending on the type of SK
- option to purchase a higher SK – any Member may purchase any additional SK under their ID at any time and gain the specific benefits of that higher kit
- types of SK:
 - o BASIC – 40 PV
 - Minimal order value is 40 PV
 - Option to put together any combination of products, with the exception of products from the 3+1 free category
 - o STANDARD – 300 PV
 - Minimal order value is 300 PV
 - Option to put together any combination of products including from the 3+1 free category
 - Reduced transport fees
 - Purchasing a kit automatically puts a Member in the M1 management position, giving that Member advantages that apply even if the Member does not achieve the required turnover for the first managerial position in the following periods:
 - higher commission percentage of L2 mutual bonus
 - L3+ differential bonus
 - May also acquire a binary bonus upon meeting the Qualifications (Q)
 - o PROFI – 800 PV
 - Minimal order value is 800 PV
 - Option to put together any combination of products including 3+1 free category
 - Package transport costs free of charge
 - Purchasing a kit automatically puts a Member in the M1 management position, giving that Member advantages that apply even if the Member does not achieve the required turnover for the first managerial position in the following periods:
 - higher commission percentage of L2 mutual bonus
 - L3+ differential bonus
 - May also acquire a binary bonus upon meeting the Qualifications (Q)
 - Ticket to Event Rise and Shine free of charge
 - When purchasing the PROFI Starter Kit you also acquire another 2 Binary Centres. This means that under the same conditions you make just one recurring purchase and keep and pair your points on all 3 of your Binary Centres, thus tripling your profit from the Binary Tree. The condition stipulated for a maximum profit of 10 000 PV/week applies for each Binary Centre separately. The maximum profit from the Binary Tree is up to 30 000 PV/week.

The Binary Centre is expanded to 3 nodes by moving your existing Binary Legs one level higher; another two Binary Centres are created under the Member's main position and their inner legs are available to you.

Annex No 5

Compensation Plan – 7 types of bonuses for active members

1. Gaining bonus

The 10 % gaining bonus is paid on the first order by a sponsored registered user (i.e. a bonus on the first orders of all U in L1). Dynamic compression is applied to the gaining bonus with a protected pay-out for starting distributors, which ensures points for your wallet even if someone gets ahead of you in their career, for example by purchasing the Medium Starter Kit. The gaining bonus is also paid for each higher Starter Kit purchased.

How to acquire the bonus?

When a registered member registers a new member or customer.

Personal prerequisite

A / A+

Remuneration

The member acquires 10 % from the first order of each new registered user.

Dynamic compression is applied to the gaining bonus!

Each member should ensure they do not miss out on the bonus from a newly registered user or from each new higher kit purchased. They should also not forget to purchase products for their regular activity (basic or higher) worth 40/80 PV every 4 weeks.

2. Group bonuses

a) Mutual bonus from L1

The first line bonus of 10 % of the point volume of the orders of the Member's sponsored registered users (i.e. the bonus from the orders of all U in L1) with Dynamic Compression applied.

How to acquire the bonus?

It is necessary to build a first line full of members and customers who make regular purchases.

Personal prerequisite

A / A+

Remuneration

The Member acquires 10 % from all first line orders.

Dynamic compression is applied to the mutual bonus!

b) Mutual bonus from L2

The second line bonus amounting to 10 % from position R and as much as 20 % from position M1 of the point volume of the orders of the Member's sponsored registered users (i.e. the bonus from the orders of all U in L2 with Dynamic Compression applied.

How to acquire the bonus?

Teach your key 1st line members to register other members or customers who will make regular purchases.

Personal prerequisite

A / A+

Remuneration

Right at the state the member acquires 10 % of all their second line orders and from position M1 this bonus is even doubled!

Dynamic compression is applied to the mutual bonus!

c) L3+ differential bonus

The differential bonus is paid out from the Personal turnover (PPV) of registered users (U) from the member's 3rd line to an unlimited depth (L3+). This bonus may be up to 15 % depending on the position achieved (CP). The differential bonus acquired from a specific order is determined as the difference in the percentages claimable by the member according to their position (CP), and the percentages from this order already paid out to the member's group under this bonus.

How to acquire the bonus?

Build a network at least 3 lines deep.

Personal prerequisite

A / A+

Remuneration

Depending on the position achieved (CP), the member is entitled to a bonus of up to 15 % from your 3rd line purchases.

Dynamic compression is applied to the differential bonus!

If a member has members in a higher position (CP) anywhere in their group, that member is not entitled to the group bonuses from these members and their groups.

3. Binary bonus

The binary bonus may total 10 to 12 % of the turnover of the weaker leg of the Binary Tree depending on the position achieved (CP) according to the Career Table. The binary bonus is calculated on the basis of Binary Tree pairing. Pairing may occur if the member meets the following conditions:

The member is qualified = meets the conditions for higher activity and also has an active direct member in the left and right leg of the Binary Tree (NOTE! In this case dynamic compression is not applied)

The member is in at least position M1

Pairing is at the ratio of 1:2, where 1 PV of the member's weaker leg is always paired with 2 PV of the member's stronger leg. The binary bonus then amounts to 10, 11 or 12 % depending on the career position from the paired points of the weaker leg.

If a member owns 3 Binary Centres, each centre is paired separately according to the same rules. That member's earnings then comprise the sum total of the binary bonuses from all their Binary Centres.

The maximum earnings from each Binary Centre per 1 Pay-out Cycle is limited to 10 000 PV (with 3 Binary Centres earnings can be up to 30 000 PV). We therefore recommend pairing points from the BT on a regular basis.

In the case of orders from which a gaining bonus is paid, 50 % of the total point volume of the order is always credited to the BT. Other orders are credited to the BT in full.

The points acquired from the turnover of the individual BT legs can be carried over (accumulated) to the next week, provided that at least the conditions for basic activity are met. If a member is inactive for longer than 3 days, the points acquired in the BT are not carried over to the next day (they are forfeited); this does not apply to points that have already been paid out and paired.

4. Turnover bonuses

a) Sponsor bonus

Bonus amounting to 1 % of the weekly and monthly turnover of the Company. If the member's 1st generation purchases at least 3 STANDARD or PROFI Starter Kits during the week/month, that member is entitled to a weekly/monthly sponsor bonus based on the shares given in the following table:

Combination of 3 Starter Kits sold			Number of shares in 1 %
STANDARD	STANDARD	STANDARD	1 share
STANDARD	STANDARD	PROFI	2 shares
STANDARD	PROFI	PROFI	3 shares
PROFI	PROFI	PROFI	4 shares

Dynamic compression is not applied to this bonus.

How to acquire the bonus?

Recruit at least 3 new members with a STANDARD or PROFI Starter Kit or ensure that a 1st generation member purchases a higher Starter Kit.

Personal prerequisite

A / A+

Remuneration

The member may receive up to 1 % of the Company's total weekly or monthly turnover!

b) Defendant bonus

In return for active cooperation the member has the chance to collect extra income each year, for which 3 % of the Company's turnover is always earmarked. These funds are redistributed so that 1 % of the turnover is split amongst managerial positions, 1 % of the turnover is split amongst director positions and 1 % of the turnover is split amongst president positions as follows: for every 3 months (not necessarily consecutive), that a member is Qualified (Q) and also defends at least position M3 (TMP), that member acquires shares in accordance with the Career Table. Always according to the lowest position achieved (TMP) in the trio. These shares may be acquired up to 4 times during the year (every 3 months). The period is from the beginning of April to the end of March. **The shares from the annual bonus may only be claimed by members who accept their cheque in person at the annual Event Rise and Shine.** The defendant bonus then paid into the points wallet on the basis of this cheque.

How to acquire the bonus?

Maintain the qualifications and position M3 or higher for at least 3 months and acquire shares in the annual bonus.

Personal prerequisite

Q and position M3 or higher, acceptance of the cheque in person at the Event Rise and Shine

Remuneration

We redistribute 3 % of the Company's total annual turnover! You can acquire the biggest share in this extra bonus, too!

Defendant bonus – total of 3% of global turnover each year		
M3 - Sapphire	1 share	1 %
M4 - Ruby	2 shares	
M5 - Emerald	3 shares	
D1 - Diamond	1 share	1 %
D2 - Blue Diamond	2 shares	
D3 - Black Diamond	3 shares	
D4 - Double Black Diamond	4 shares	
D5 - Triple Black Diamond	5 shares	
P1 - Diamond	1 share	1 %
P2 - Royal Diamond	2 shares	
P3 - Imperial Diamond	3 shares	

Example

The member achieved the following positions in the months in which the Qualifications (Q) were met:

- April M1
- May M2
- June M3
- July M3
- August M2
- September M3
- October M4
- November M4
- December M3
- January M4
- February M3
- March M4

The positions are in descending order – forming groups of three; if each 3rd position is at least M3, the member is entitled to the following shares:

- M4 M4 M4 | M4 M3 M3 | M3 M3 M3 | M2 M2 M1
- M4 M4 M4 = entitled to 2 manager shares
- M4 M3 M3 = entitled to 1 manager share
- M3 M3 M3 = entitled to 1 manager share
- M2 M2 M1 = not entitled to a share

c) Speaker bonus

1.5 % of the Company's annual turnover is allocated to the speaker bonus. The bonus can be claimed by all members who pass the examinations and become qualified speakers. Detailed information is available in MyOffice. The speaker acquires 1 share for each public presentation given in accordance with the conditions. The speaker acquires 3 shares for each training session held as part of the Ramissio Academy programme. At the end of the given Ramissio year all the shares are added up and an amount equivalent to 1.5 % of the turnover will be redistributed amongst qualified speakers according to the number of shares they have acquired from eligible public presentations and training sessions held as part of the Ramissio Academy. Shares from the speaker bonus may only be claimed by qualified speakers who accept their cheque in person at the annual Event Rise and Shine. The period in question (Ramissio year) is from the beginning of April to the end of March.

How to acquire the bonus?

Become a qualified speaker and hold a public presentation or Ramissio Academy training session.

Personal prerequisite

Position M3 or higher, qualified speaker, acceptance of the cheque in person at the Event Rise and Shine

Remuneration

We redistribute 1.5 % of the Company's total annual turnover! You can acquire the biggest share in this extra bonus, too!

5. Car bonus

Bonus of 50 to 500 PV from position M2. Detailed information is available in MyOffice.

How to acquire the bonus?

In order to acquire the bonus you need to join the Car bonus programme by filling in the application in MyOffice; you must also be qualified and be at least in position M2 after deduction of the group turnover of members in the same or higher positions.

Personal prerequisite

A / A+, at least position M2, own vehicle with all-over sticker (may vary from country to country); further information is available in MyOffice

Remuneration

Each month the member will acquire up to 500 PV depending on the position achieved!

Additional information

The member is responsible for keeping the vehicle in good condition (clean, with the sticker undamaged); failure to do so may result in the Company deciding not to pay the monthly allowance of cancelling the Car bonus.

The member forfeits their entitlement to the Car bonus if:

- 5 years have passed since the application for the Car bonus was approved,
- the member ceases to be the owner of the vehicle,
- the vehicle does not have the solar sticker or if the sticker has been damaged and has not been replaced,
- the vehicle is not present at the Event Rise and Shine (applies for the Czech Republic and Slovakia), or up-to-date photographs of the vehicle are not sent (applies for other countries).

After 5 years have passed it is possible to apply for the Car bonus to be extended by emailing marketing@ramissio.com. The email must contain an up-to-date (no more than one month old) photograph of the solar vehicle and the ID number of the member. The application will be

assessed by a responsible member of staff and the applicant will be informed of the result within 30 calendar days.

A member who has met the requirements stipulated for the Car bonus is obliged to arrive at the Event Rise and Shine once a year in their vehicle and exhibit it in the place designated by the Company (applies for the Czech Republic and Slovakia). The vehicle must be in good condition (see above), otherwise the Car bonus may be suspended or revoked completely. In the event that a member from a country other than the Czech Republic and Slovakia is entitled to the Car bonus, that member is obliged to supply an up-to-date photograph of the vehicle in May each year, otherwise the member forfeits the entitlement to this bonus.

The individual types of Car bonus may vary from country to country.

6. Dream Holiday

The Dream Holiday is open to members who meet the qualification conditions during the period in question. Detailed information for this period is given in MyOffice. The Dream Holiday is only open to members who accept their cheque in person at the annual Event Rise and Shine. The period in question is from the beginning of April to the end of March.

7. Bonus 3+1 product FREE OF CHARGE = 25% discount on products

The bonus of a free product when ordering any set from the “3+1 product free of charge” category in the Ramissio e-shop is available to all registered users (this bonus may also be claimed by customers and inactive members).

Annex No 6

Presentation of the Ramissio brand – tonality, correct sharing and risk words

Tonality

Ramissio brand

Logo: RAMISSIO



R A M I S S I O

- Use of capital letters in the logo only and in names with the logo and the suffix LTD
- RAMISSIO LTD

RAMISSIO LTD

Company number 09403996

The conditions and methods for the use of the logo are described in greater detail in the Brand Book.

Correct way to write the brand name

Ramissio

- Always capital R, other letters lowercase
- **No declension!**
- Example: *Ramissio makes, with Ramissio products, between Ramissio members, matters concerning Ramissio...*

How the brand name is ~~not written~~

RAMISSIO, ramissio, RaMissio

How does Ramissio refer to itself?

- *Ramissio does*
- *We at Ramissio*
- *We do*
- *I, Ramissio, do*

How is the brand name pronounced?

[RAMISijO]

NOT: [ramiZijo], [rEmisio], [rEmiZijo], [ramisjo], etc.

Product names

Initial letters – R and the product name, always capitalised; the other letters are lowercase. Never write the product name without stating the brand – **always use the two-word product name.**

YES: Ramissio Goji, Ramissio Active, Ramissio Royal, Ramissio Strips, etc.

NO: Ramissio goji, RAMISSIO active, ramissio Royal, Ramissio strips, Detox, energy...

RAMISSIO correct sharing

There are certain principles relating to consumer protection which are upheld in Member States of the European Union and in most other countries. These principles, enshrined in law, define the conduct of companies offering natural products on the market, amongst other matters. Ramissio is one such company and these regulations are in place to ensure that companies issue true and safe claims about their products. In order to protect you and ourselves, we have compiled a list of tips on the expressions to use when mentioning Ramissio products, in order to prevent you and our Company from the potential consequences of a violation of the law.

Food supplements and cosmetic products

Ramissio products are classified by law into two categories: food supplements and cosmetic products. Cosmetic products include Ramissio Detox and Ramissio Strips. The term cosmetic products means any substance or mixture intended for contact with the outer parts of the human body solely or principally for the purpose of cleansing and protecting the body and keeping it in good condition. Cosmetic products may be made from any substance and may take any form. Claims relating to the use of a cosmetic product and the eventual results achievable by using the product are prohibited. For example the claim that a product “cures back pain” is a claim about its therapeutic effect and the claim for the cosmetic product should be restricted to the fact that the product “relieves back pain” thanks to its warming properties.

Permissible claims can normally be found on our website or in product leaflets. You may also state other claims about a cosmetic product, provided that they are true and are restricted solely to the “cosmetic” use or result of the product.

Nutritional claims about food supplements are very strict. For example a claim about the quantity of nutrients in a product must be in a special format and may only be stated provided that the product contains at least the minimum quantity of the given nutrient in one portion. Examples of nutritional claims include: “high in fish collagen”, “with pure 98% glucan”, “high in fibre”, etc. In the case of food supplements it is also possible to state, for example “Product is a source of...”

It is not correct to claim that a Ramissio product is able to cure, treat, diagnose or prevent an illness without proper scientific studies.

Nutritional claims described in European Union regulations may only be stated in cases where the product meets the specific conditions stipulated for the given claim.

Information that must be avoided

With Ramissio products do not use health-related claims that are not stated on the label, in the current official promotional materials or on the www.ramissio.com website. All claims about

products should be true, not misleading and substantiated by scientific proof. Regardless of how much success you have had with a Ramissio product, perhaps when helping to combat an illness in your family, do not use strong claims when sharing information about our products. Personal experience is no substitute for scientific study; this includes when you share your personal experience in the business environment, regardless of how significant claims about illnesses or claims about curative effects may seem. Do not declare that our products can cure an illness, even if you do not state the name of that specific illness. Do not use the claim that Ramissio products cure the symptom of an illness or group of illnesses, even in normal words (instead of the specialised terminology). Do not state or imply that a product can act as a substitute for prescription medicines or non-prescription medicines or that a product is a group of medicines. Do not state that our products can support or replace therapy or treatment. Do not imply that a product is useful as a supplement to normal treatment using medicine or that it can treat or prevent the adverse effects associated with an illness, if those effects are also states of the illness.

There are many ways to indicate that Ramissio products can help to cure, treat or prevent illness. The regulatory authorities monitor the objective intention of advertising formulations and decide whether they contain claims about illness. The table below gives several impermissible implicit claims about illnesses derived from these claims:

Unacceptable illness-related claims	Derived illness or disease	Acceptable formulation
Relieves oppressive chest pain.	Angina or heart attack	Helps to keep the circulatory system functioning properly.
Prevents fatigue in persons with a weakened immune system.	AIDS	Beta-glucan is considered the most effective immunostimulator and immunomodulator.
Improves joint mobility and alleviates joint inflammation and pain.	Rheumatoid arthritis	Collagen has a beneficial effect on joint and bone nutrition.
Antibiotic.	Infection	Beta-glucan is considered the most effective immunostimulator and immunomodulator.
Cures cancer.	Cancer	The active agents Lycium barbarum polysaccharides contained in goji berries can be beneficial in the treatment of cancer.
Promotes weight loss and the shaping of problematic areas.	Obesity	Fibre lowers the glycaemic index of foods and provides a lasting feeling of satiety.
Antidepressant.	Depression	Niacin helps to maintain normal mental activity.
Cures psoriasis.	Psoriasis	Aloe vera promotes normal skin condition and cleanses the body.

Reduces high blood pressure.	Hypertension	Potassium helps to maintain normal blood pressure.
Treats inflammation of the digestive tract.	Crohn's disease	The simple fatty acids of fructooligosaccharides provide natural nourishment to surrounding intestinal tissue, increasing its vitality and resistance to infection.

Declaration: This document comprises educational material only and the information contained herein must be considered as instructions. The examples stated in this document do not constitute a complete or exhaustive list of all acceptable and unacceptable claims. This document does not constitute the legal recommendations of RAMISSIO LTD. You should consult your lawyer concerning use of the information presented in this document.

RAMISSIO Risk Words

Ramissio LTD has compiled a list of types of risk words which must be avoided in conversations and communications concerning Ramissio products. We therefore ask each member to remove these and other similar words from their communications on the internet and in any PR materials that they create or administer and also to refrain from using them in their communications or materials in the future. This also includes in comments sections, links, etc., where risk words are discussed or a description of those words is given, as they relate to an illness or abnormal physical state of any type and are directly linked to our products and claims that they can be used to cure, alleviate, treat or prevent any illness or abnormal physical state.

The following table contains a list of the most commonly used risk groups of words, accompanied by examples, and the use of such words must be completely avoided. Besides removing these words from the places specified above, we also ask you not to try to reformulate risk words, express them in other words or imply them without directly using them. Each of these words and their meaning must be strictly avoided, even if you are simply using a description or referring to a description of such a word. This list is in no way complete; these are merely examples of frequently used words.

We ask that you distribute this list throughout your network in order to set a good example in removing risk words and/or their descriptions from your internet communications, PR materials, comments, links, etc., which concern Ramissio products.

Disorders	E.g. ADD/ADHD – attention disorders and hyperactivity, autism, OCD/PANDAS – obsessive-compulsive disorder/paediatric autoimmune neuropsychiatric disorder, insomnia...
Illnesses	E.g. Alzheimer’s disease, angina, arthritis, arthrosis, asthma, diabetes, Ebola, psoriasis, MMR - measles, mumps, and rubella, MS/multiple sclerosis, Parkinson's disease, cancer, high blood pressure...
Medicaments	E.g. antidepressants, antidiarrheal drugs, antibiotics, antihistamines...
Accidents, injuries	E.g. burns, fractures, torn ligaments...
Syndromes	E.g. fibromyalgia, toxic shock syndrome...
Risk adjectives	E.g. antibacterial, anti-inflammatory, antimicrobial, antiseptic, antiviral...
Other	E.g. cysts, high cholesterol, eczema...
Comparison or confusion with any approved medicinal product.	

Instead of using these and similar terms, focus on wellness, harmony, change of life or personal growth.

If you need any further information or have any questions, contact your network or email us at marketing@ramissio.com.