



Life Force
AUSTRALASIA Pty Ltd

Corporate Address: Mitchell Park, Unit 5/22 Hudson Avenue, Castle Hill, NSW 2154
Mailing Address: PO Box 6384 Baulkham Hills Business Centre, NSW 2154
Toll Free Orders & Registrations: 1 800-888-306 • Inquiries: 61-2 9659 2250
Fax: 61-2 9659 2262 • Email: lfanz@lifeforce.net
Web: www.lifeforce.net • ABN 089 051 294

Order Form

1) PERSONAL INFORMATION *please print clearly*

Surname _____ Given Name _____ ID# _____
Address _____
Suburb _____ State _____ Post Code _____
Home Phone (____) _____ Other Phone (____) _____ Email _____

2) SHIPPING INFORMATION Check box if shipping address is the same as above. Proceed to Step 3.

Surname _____ Given Name _____
Address _____
Suburb _____ State _____ Post Code _____

3) PRODUCT ORDER Select your order type: One Time Order New Autoship Order Autoship Modification

Item #	Product Name	Quantity	Price	BV	Total BV	Total Price

3a) For New Autoships Only:
Choose process date, 1st–25th: _____ Choose start month: _____

Total BV
For Order



4) PAYMENT METHOD

MasterCard American Express Visa *Ensure shipping charges are included with this form of payment method. **For Direct Debit please complete the Direct Debit Request forms.
 Direct Debit** Money Order* Cheque* Exp. Date
Credit Card #
Card Holder Name _____ CVN #
 Billing address same as personal Billing Address _____
Suburb _____ State _____ Post Code _____
Card Holder Signature X _____
Signature required when sending form in for processing. By signing you agree to the order selection above and charge to the credit card provided.

Order Sub Total \$	
Freight / Handling	

Grand Total \$	
-----------------------	--

All prices include GST where applicable. If paying by cheque or money order please call Customer Service at 1800 888 306 to get exact price including freight cost.

If you would like to add a secondary credit card to serve as a backup payment method please call Customer Service at 1800 888 306.

5) SIGNATURE REQUIRED

I have read and understand the policies and procedures printed on page 2. Please ship the attached automatic order to me.

Signature: _____ Date: _____

WHAT IS AUTOSHIP?

Autoship is where you select to have your products sent to you automatically every month. Being on Autoship has four distinct advantages:

- 1) You get the Autoship price, which is the lowest price, for your monthly order and any additional orders you place.
- 2) Your order is automatically processed on the same date every month. No need to remember to call in.
- 3) You always know your products will be arriving on time, before you run out.
- 4) Being on Autoship qualifies you to earn bonuses. (See the Life Force Compensation Plan for complete details.)

AUTOSHIP DETAILS

1) The products you designate will be automatically processed each month on the date you specify, regardless of any other orders you have placed during the month. You can change the order up to five business days prior to the processing date. You can choose any date between the 1st and 25th of the month.

2) If your initial Autoship order is received after your chosen processing date, we'll place an order immediately, and your selected date for your Autoship will begin the following month. For example, if you want your Autoship to begin on the 10th and we receive your order on the 15th, we'll process your initial order immediately, and process your future Autoship orders on the 10th.

3) When the processing date of an automatic order falls on a weekend or holiday, the order will be processed either the previous or next business day.

4) Your Autoship order may be paid by Visa, MasterCard, American Express or Direct Debit. To enroll in Direct Debit please fill out the Direct Debit form available at www.lifeforce.net. If payments are declined three consecutive months, your Autoship order will be permanently cancelled.

5) Autoship cancellations must be submitted to Life Force in writing via mail, email or fax at least five business days prior to the processing date. Requests must include your Member/Customer name and ID. If your Autoship package is returned or refused, your Autoship order may be cancelled and your membership may be subject to the disciplinary measures listed in the Policies and Procedures. Terminated members may not reapply for membership for three calendar months following the month in which the termination occurred.

RETURNS POLICY

Life Force has a 100% satisfaction guarantee to all customers and members.

Member Product Guarantee

When a member purchases from Life Force, the member shall receive a 100% refund or replacement, less shipping and handling, when goods are returned either used or unused and received within 45 days of purchase. After 45 days and before 90 days, the member shall receive a 90% refund or replacement, less shipping and handling, only when the items returned are reusable and resalable with a realistic expiration date (no less than nine months). Once received by Life Force, refunds will be issued within 30 days of receipt by the shipping department. Returns exceeding 90 days of purchase will not be honored, whether the product is sealed or opened. Return shipping fees are the responsibility of the member.

Members must prove that over 70% of previously purchased company products have been sold or consumed before further products can be ordered and prior to credits being processed. Proof of purchase (invoice, copy of invoice, or invoice number) is required for all refund or replacements. Life Force will clawback all commissions and incentives paid to members relating to the purchase of the products being returned.

Any refund requests may cancel the Independent Member Agreement at the option of Life Force. However, in the following instances: 1) A member makes three returns for refunds in a rolling 12-month period; or 2) A member returns over AUD\$500 worth of merchandise at any given time; Life Force will interpret these actions as the member voluntarily resigning their membership. To maintain BV statistics, Life Force will not process returns on the last working day of the month, but will instead process these returns on the first working day of the next month. Any abuse of the refund product guarantee may result in the termination of membership.

Customer Product Guarantee

If a customer returns an order placed with Life Force within ten days of the order transaction date, Life Force will refund 100% of the purchase prices including shipping and handling costs. If after purchasing a Life Force product and using it for a reasonable amount of time the customer is not completely satisfied, contact the customer service department who will assist you with a 100% refund or replacement, less shipping and handling, when goods are returned either used or unused and received within 45 days of purchase. Once received by Life Force, refunds will be issued within 30 days of receipt by the shipping department. Returns exceeding 45 days of purchase will not be honored, whether the product is sealed or opened. Return shipping fees are the responsibility of the customer.

Customers must prove that over 70% of previously purchased company products have been sold or consumed before further products can be ordered and prior to credits being processed. Proof of purchase (invoice, copy of invoice, or invoice number) is required for all refund or replacements. To maintain BV statistics, Life Force will not process returns on the last working day of the month, but will instead process these returns on the first working day of the next month. Any abuse of the refund product guarantee may result in the termination of membership.

Visit www.lifeforce.net for complete Policies and Procedures.