# OPTAVIA® PROCEDURES - U.S.

## Enrolling as an Independent OPTAVIA Coach

You may enroll as an independent OPTAVIA Coach by completing the following steps:

1. By agreeing to the terms and conditions of the Independent OPTAVIA Coach Agreement; and
2. Purchasing an OPTAVIA Business Kit from the Company. Business Kits can be purchased via your OPTAVIA shopping cart or by calling the Coach Support Team at 888.OPTAVIA (888.678.2842). You are not required to purchase any other products or other materials to become a Coach with OPTAVIA.

If at the time of enrollment you do not agree to the terms and conditions of the Agreement, your sole recourse is to notify the Company and cancel your business. Failure to cancel within five (5) days of purchasing your OPTAVIA Business Kit constitutes your acceptance of the Agreement.

## Enrolling as a Married Couple

Spouses that wish to start an Independent OPTAVIA Coach business together are required at the time of enrollment to:

1. Agree to the terms and conditions of the Independent OPTAVIA Coach Agreement;
2. Submit one W-9 form for the Coach Account; and
3. If the spouse Coaches wish to have communications from their business originating from both spouses, designate the Coach business as “Susan and Tom Smith” in the primary account holder position. If the Coaches wish for communications to come from one spouse only, Coaches will need to submit a Co-Applicant Account Add-On Form to add a Co-Applicant (in a secondary account holder position); Coaches will be required to designate only one spouse in the “primary” account holder position, for example, “Susan Smith” as the “primary” and Tom Smith as the “secondary/Co-Applicant.”

If the spouse of an existing OPTAVIA Coach business later wishes to become an OPTAVIA Coach, he/she can be added to the Coach Account by:

1. Agreeing to the terms and conditions of the Independent OPTAVIA Coach Agreement;
2. Updating the W-9 form, if necessary; and
3. Update the Coach business name in the primary account holder position or submit a Co-Applicant Account Add-On Form as outlined under step iii.

## Renewing an OPTAVIA Coach Business

Coaches will periodically receive reminders from the Company to renew their business. Coaches may renew their businesses by placing an order for a Business Renewal via the OPTAVIA Shopping Cart or by contacting the Coach Support Team at 888.OPTAVIA (888.678.2842).
Reinstatement of an OPTAVIA Coach Business Within 30 Days of Conversion

Should an OPTAVIA Coach fail to timely renew his/her business, the business will convert to “Client” status. Once the business is converted, the Coach’s downline organization (including all personally sponsored Clients and Coaches) will automatically “roll-up” to the Coach’s Sponsor/Business Coach. Coaches that wish to reinstate their business are permitted to do so (at the discretion of the Company) subject to the following requirements:

i. Coaches that wish to reinstate their OPTAVIA Coach business within thirty (30) calendar days of conversion may do so by paying an administrative fee, in addition to the renewal fee. Personally sponsored Coaches and Clients will not be restored without written communication via fax, letter, or e-mail (e-mail address must match what is on file with OPTAVIA) from the converted Coach’s Sponsor/Business Coach or from the Coach that rolled up.

OPTAVIA reserves the right to accept or decline a request for reinstatement of an OPTAVIA Coach business at its sole discretion.

Reinstatement of an OPTAVIA Coach Business More Than 30 Days After Conversion

Again, should an OPTAVIA Coach fail to timely renew his/her business, the business will convert to “Client” status. Once the business is converted, the Coach’s downline organization (including all personally sponsored Clients and Coaches) will automatically “roll-up” to the Coach’s Sponsor/Business Coach. Coaches that wish to reinstate their business are permitted to do so (at the discretion of the Company) within the following time-frames and subject to the following requirements:

i. Coaches that wish to reinstate their OPTAVIA Coach business more than thirty (30) calendar days from the date of conversion must purchase a new OPTAVIA Coach Business Kit under the same Sponsor/Business Coach. Personally sponsored Clients will not be restored without written communication via fax, letter, or e-mail (e-mail address must match what is on file with OPTAVIA) from the converted Coach’s Sponsor/Business Coach.

ii. Personally sponsored Coaches will not be restored to a reinstated Coach. Coaches that wish to transfer back to their Sponsor must follow the Coach Sponsor Transfer Request process outlined in these Procedures, including submitting a Coach Sponsor Transfer Request Form.

OPTAVIA reserves the right to accept or decline a request for reinstatement of an OPTAVIA Coach business at its sole discretion.

Enrolling as a Business Entity

If you wish to enroll your OPTAVIA Coach business as a Business Entity (corporation, partnership, limited liability company, trust, etc.), you are required to complete, sign and submit a Business Entity Addendum. A hard copy of the Business Entity Addendum, signed by all owners of the Business Entity, must also be submitted along with the electronic form.

Please note, if changes are subsequently made to an existing Business Entity (such as changes in ownership, entity type, etc.), an amended Business Entity Addendum must be submitted. A hard copy of the amended Business Entity Addendum, signed by all owners of the Business Entity, must also be submitted along with the electronic form.
<table>
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<tr>
<th>Reporting Policy Violations</th>
<th>If a Coach observes any Policy violations by other Coaches in the field, he/she shall provide written details of the incident (such as dates, number of occurrences and names of individuals involved, etc.) along with any supporting documentation (such as screen shots of the Policy violation, etc.) and provide same to the Company via the Policy Violation Form. While Coaches may include their contact information when submitting the Policy Violation Form, they are not required to do so.</th>
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| Returning Products, Business Kits, and Business Support Materials upon Cancellation or Termination of an OPTAVIA Coach Business | Upon voluntary cancellation or termination of an independent OPTAVIA Coach business, the Coach may return his/her Business Kit and any Company-produced Business Support Materials that he or she personally purchased from OPTAVIA within twelve (12) months from the Coach’s date of purchase (the one year limitation shall not apply to residents of Maryland, Massachusetts, Wyoming and Puerto Rico) so long as the goods are in currently marketable condition. Any Business Support Materials that are produced by a third party, i.e. non-Company produced, shall not be subject to this return Policy (please note, all products sold at www.OPTAVIAGEAR.com are produced by a third party). In addition, residents of Georgia, Idaho, Louisiana, Maryland, Montana, Massachusetts, Oklahoma, Texas, Wyoming, and Puerto Rico may return any products that they purchased from the Company within one (1) year prior to the date of their cancellation so long as the products are in currently marketable condition.  

Upon the Company’s receipt of returned goods and/or Business Support Materials and confirmation that they are in currently marketable condition, the Coach will be reimbursed 90% of the net cost of the original purchase price(s). Shipping and handling charges will not be refunded. If the purchases were made through a credit card, the refund will be credited back to the same account. Goods are in “currently marketable condition” if they are unopened and unused and packaging and labeling has not been altered or damaged. Merchandise that is clearly identified at the time of sale as nonreturnable, closeout, discontinued, or as a seasonal item, is not in currently marketable condition. The merchandise must be returned within thirty (30) days from the date of the Coach’s cancellation/termination.  

Returns may be submitted by written request and must be accompanied by proof of payment, invoice, or packing slip and a Return Authorization Number. Shipping labels related to the return of Business Kits will be provided by the Company at no cost to the Coach. Upon receipt and inspection of the return, the Company will process any appropriate refund, minus any setoffs owed to the Company for returned products, etc. |
### Order Returns & Refunds

At OPTAVIA, we believe you can live the biggest life possible. We know that requires a healthy you, and complete satisfaction with your purchase and your experience. If you are not 100% satisfied with your order for any reason, please return your product within thirty (30) days of receipt of your order for a full refund (less shipping and handling fees).

Once we receive your return, we will process the request within two (2) business days to ensure you receive your refund in a timely manner. We recommend retaining proof of your return in the event your package does not reach our warehouse as expected.

For any questions regarding your order, please contact our Client Support Team at 1-888. OPTAVIA (888.678.2842). Please note:

i. All returns require a Return Authorization Number, which can be obtained from a member of our Client Support Team at 1-888.OPTAVIA (888.678.2842).

ii. Refunds are available on consumable products and blenders only. Simply place all Fuelings in their original box when returning.

iii. Any free promotional items you may have received with your order are yours to keep and do not qualify for a refund.

iv. All return postage fees are the responsibility of the Client.

### Canceling an OPTAVIA Coach Business

An OPTAVIA Coach can cancel his/her business by:

i. Declining to renew his/her OPTAVIA business after twelve (12) months. Clients and personally sponsored Coaches will roll-up to the canceling Coach’s Sponsor/Business Coach; OR

ii. Resigning in writing at any time, regardless of reason. Resignation must be submitted to the Company. Upon acceptance of resignation, the OPTAVIA Coach business will be canceled, and all Clients and personally sponsored Coaches will roll-up to the resigning Coach’s Sponsor/Business Coach.

### Appealing Disciplinary Sanctions

OPTAVIA has the right to impose any of the disciplinary sanctions outlined in the Policies. Should the Company elect to institute disciplinary sanctions against a Coach, the Coach has the ability to appeal the sanctions as follows:

i. The Coach will have fifteen (15) days from the date of receipt of the certified letter outlining the disciplinary sanctions in which to appeal same. The Company must receive the Coach’s written appeal correspondence within twenty (20) days of the date of the Company’s letter. If the appeal is not received within the 20-day period, the disciplinary sanction(s) will automatically be deemed final;

ii. If the Company receives a timely appeal of the disciplinary sanction(s), the Company’s Policy Committee will review and reconsider the disciplinary sanction(s), consider any other appropriate action(s), and notify the Coach, the Coach’s Sponsor and first qualified Global Director of its decision concerning the Appeal;

iii. The Policy Committee’s decision concerning the appeal will be final and subject to no further review. In the event a termination or suspension is not rescinded, the termination or suspension will be effective as of the date of the Company’s original notice to the Coach.
<table>
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<tr>
<th>Business Transfer (Sale of an OPTAVIA Coach Business)</th>
<th>To effect a transfer or sale of an OPTAVIA Coach business, the following must take place:</th>
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<td>i. The Seller Coach (&quot;Seller&quot;) must submit a Business Transfer Request Form, this Form will also serve as notice to the Company of the Seller’s intention to transfer/sell the business;</td>
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<td>ii. Once the Company receives the Business Transfer Request Form from the Seller, the Company has the right of first refusal to purchase the business, at the same terms and conditions and sale price as that offered to other eligible purchasers. The Company shall have seven (7) business days from receipt of the Business Transfer Request Form within which to exercise its right of first refusal. If the Company exercises its right of first refusal, the purchased business will &quot;compress&quot; or &quot;roll-up;&quot;</td>
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<td>iii. If the Company declines to purchase the business within 7 days, the Seller may then offer to transfer/sell the business to other parties eligible to purchase;</td>
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<td>iv. The Seller must receive prior written authorization to transfer/sell the business before the Seller may proceed with the transaction;</td>
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<td>v. If the Company approves the transfer/sale and the purchasing Coach (&quot;Purchaser&quot;) is an existing OPTAVIA Coach, the transferred business will be operated by the Purchaser as a second business and remain in its current position in the line of sponsorship;</td>
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<td>vi. If the Company approves the transfer/sale and the Purchaser is an individual who is not a current OPTAVIA Coach, the Purchaser must submit a signed Independent OPTAVIA Coach Agreement to the Company;</td>
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<td>vii. If the business being transferred/sold is an entity (corporation, partnership, limited liability company, trust, etc.), the Purchaser is required to complete, sign and submit an amended Business Entity Addendum. A hard copy of the amended Business Entity Addendum signed by all owners of the Business Entity must also be submitted along with the electronic form.</td>
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<tr>
<th>Business Transfer Upon Death</th>
<th>To effect the transfer of an independent OPTAVIA Coach business upon the death of a Coach, the successor to the OPTAVIA Coach business must provide the following to the Company:</th>
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<td>i. A copy of the deceased Coach’s death certificate;</td>
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<td>ii. A certified copy of the will or other testamentary instrument establishing the successor’s right to the business;</td>
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<td>iii. If the successor to the OPTAVIA Coach business is not an existing Coach, the individual must submit a signed Independent OPTAVIA Coach Agreement to the Company. If the individual is an existing OPTAVIA Coach, the transferred business will be operated as a second business by the successor Coach and remain in its current position in the line of sponsorship;</td>
</tr>
<tr>
<td></td>
<td>iv. If the business is an entity (corporation, partnership, limited liability company, trust, etc.), the successor to the OPTAVIA Coach business is also required to complete, sign and submit an amended Business Entity Addendum. A hard copy of the amended Business Entity Addendum signed by all owners of the Business Entity must also be submitted along with the electronic form.</td>
</tr>
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All testamentary documentation must be provided to the OPTAVIA Compliance Department (compliance@OPTAVIA.com)
### Business Transfer Upon Divorce

To effect the transfer of an OPTAVIA business upon the divorce of spouses running the business, the following must be provided to the Company:

1. A final divorce decree, court order or written agreement (signed by both spouses) concerning the disposition of the independent OPTAVIA Coach business.

Upon Company’s receipt of the divorce decree, court order or written agreement concerning the disposition of the business, the business shall be transferred to the individual ordered by the court or as agreed to in writing by the parties.

The Company reserves the right to verify all documentation provided by the Coaches concerning the disposition of the business. Please submit all divorce documentation to the OPTAVIA Compliance Department (compliance@OPTAVIA.com).

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### Becoming a Sponsor

Sponsoring a new Coach is simple, please direct the individual to:

2. Visit your replicated OPTAVIA website to purchase an OPTAVIA Business Kit; OR
3. Call the Coach Support Team at 888.OPTAVIA (888.678.2842), to purchase an OPTAVIA Business Kit. Be sure the individual has his/her credit card information, your name and your Coach ID number.

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### Coach Sponsor Transfer Requests Within 30 Days of Enrollment

For Coach Sponsor Transfer requests submitted within 30 days of the Coach’s enrollment:

1. The Coach must submit a Sponsor Transfer Request Form;
2. The Sponsor Transfer Request Form must include an explanation for the change, along with the name and Coach Identification number of the requested Sponsor;
3. The Company will review; and
4. If approved, the Company will administratively move the Coach to the requested Sponsor.
### Coach Sponsor Transfer Requests More Than 30 Days From Enrollment

For Coach Sponsor Transfer requests submitted more than 30 days from the Coach’s enrollment:

i. The Coach must submit a [Sponsor Transfer Request Form](#);

ii. The Request must include a clear, documented and compelling reason for the transfer, signed by all owners of the [OPTAVIA](#) Coach business wishing to be transferred;

iii. The [Sponsor Transfer Request Form](#) must be signed by the accepting Sponsor Coach acknowledging that he/she will assume the appropriate responsibilities;

iv. The [Sponsor Transfer Request Form](#) must be signed by the current Sponsor Coach acknowledging and consenting to the change;

v. Before the Company can consider the Request, the Requesting Coach must submit a non-refundable administrative fee of $199.00 to the Coach Support Team at 888. [OPTAVIA](#) (888.678.2842); and

vi. Final written approval must be granted by the Company’s Policy Committee.

- **PLEASE NOTE:** The $199.00 administrative fee for the Company to consider a Sponsor Transfer Request is non-refundable regardless of whether or not the Sponsor Transfer Request is approved by the Company; payment of the fee and submission of the Sponsor Transfer Request Form does not guarantee the Company will grant the Request. In addition, if a Sponsor Transfer Request is approved, the downline organization of the transferring Coach will remain in its original line of sponsorship (this includes all Coaches and Clients). Only the requesting Coach will be moved to a new Sponsor if the Request is granted, the downline organization of the requesting Coach will “roll-up” to the Coach’s original Sponsor.

### Client Transfers (Client-Initiated)

Client support is very important to [OPTAVIA](#). Occasionally, a Client may request the support of a different Coach than the Coach who initially introduced him or her to [OPTAVIA](#). Clients have the right to select the Coach that best meets their individual support needs. If a Client wishes to transfer to a new Coach:

i. The Client must submit a [Client Transfer Request Form (Client-Initiated)](#).

Transfers may take between 1 to 3 business days to process, and once approved, will be made effective the date the request was received by the Company.

All volume that appeared prior to the date the Company receives the Request will not move with the Client, but remain with the previous Coach. Any orders placed after the transfer has been received and approved will be credited to the new Coach.

### Client Transfers (Coach-Initiated)

A Coach may feel transferring a Client to a new Coach would best serve the needs of the Client (e.g. in the case of an inactive Client), if a Coach wishes to transfer the Client:

i. The Coach can submit a [Client Transfer Request Form (Coach-initiated)](#) on the Client’s behalf.

Transfers may take between 1 to 3 business days to process, and once approved, will be made effective the date the request was received by the Company.

All volume that appeared prior to the date the Company receives the Request will not move with the Client, but remain with the previous Coach. Any orders placed after the transfer has been received and approved will be credited to the new Coach.
### Bulk Client Transfers

Coaches requesting to transfer ten (10) or more personally sponsored/front-line entities (Clients, Leads, Inactives) to a new Coach must submit a [Bulk Client Transfer Request Form](#). Due to the administrative effort involved, bulk transfers of Clients, Leads and Inactives require payment of an administrative fee according to the following schedule below:

- **i.** $25.00 for 10-25 front-line entities (Clients, Leads, Inactives);
- **ii.** $50.00 for 26-50 front-line entities (Clients, Leads, Inactives);
- **iii.** $75.00 for 51-75 front-line entities (Clients, Leads, Inactives);
- **iv.** $100.00 for 76-100 front-line entities (Clients, Leads, Inactives);
- **v.** $250.00 for 101-250 front-line entities (Clients, Leads, Inactives); and
- **vi.** $500.00 for 251+ front-line entities (Clients, Leads, Inactives).

The administrative fees will be assessed based on the total number of Bulk Transfers requested within a commission week (Monday - Sunday). For example, if a Business Coach opts to give 5 front-line entities each to 10 downline Coaches, a $50 fee will be levied, since the total transfer of front-line entities equals 50.

Please keep in mind that Clients always have the right to select their own Coach. No fee will be assessed for Client-initiated transfers.

In addition, the Company has the right to review and approve all Bulk Transfers to ensure that they are in compliance with [OPTAVIA Policies](#). Bulk transfers take between 1 to 3 business days to process and will not be considered until payment of the administrative fee is received. Please contact the Coach Support Team at 888.**OPTAVIA** (888.678.2842) to submit your payment.

Again, all volume that appeared prior to the date the Company receives the Request will not move with the Client, but remain with the previous Coach. Any orders placed after the transfer has been received and approved will be credited to the new Coach.

### Coach-Created Business Support Materials

[OPTAVIA](#) has arranged for approved Business Support Materials to be available to Coaches for use in promoting the Company’s products and programs. These materials are available on [OPTAVIA CONNECT](#) and [OPTAVIA COACH ANSWERS](#).

However, if Coaches have particular needs for [OPTAVIA](#) Business Support Materials that are not available through the Company, the Coach may create and submit certain Coach-Created Business Support Materials (such as flyers, pamphlets or banners) for the Company to review; Coaches are **NOT** permitted to create branded merchandise or apparel (such as hats, water bottles, t-shirts, etc.).

Coaches shall submit a [Business Support Materials Request Form](#) along with a copy or mock-up of the proposed Materials for the Company to review.

Please note, [OPTAVIA](#) is under no obligation to approve Coach-Created Business Support Materials submitted. In addition, to the extent that the Company approves any Coach-Created Business Support Materials, the Company reserves the right to rescind the approval of same at its sole discretion. Coaches waive any claim for damages or remuneration for any losses that they may incur resulting from or relating to the Company’s decision to rescind its prior approval.
| Permitted Coach Advertising | Coaches are permitted to place certain advertisements pursuant to the OPTAVIA Policies, for example, advertisements on local radio to promote local OPTAVIA Coach events. Coaches are also permitted to advertise their services in Telephone Directories (Yellow and White Pages), via Community Newspapers/Local Classified Publications, and Online Classifieds. However, these aforementioned advertisements must be reviewed by the Company before being placed by the Coach. The Coach should submit a Coach Advertising Request Form in order to obtain approval.

Please note, OPTAVIA is under no obligation to approve Coach Advertisements submitted. In addition, to the extent that the Company approves any Coach-Created Advertisements, the Company reserves the right to rescind the approval of same at its sole discretion. Coaches waive any claim for damages or remuneration for any losses that they may incur resulting from or relating to the Company’s decision to rescind its prior approval. |
| Field-Training Materials | Materials used to support and train a Coach’s personally sponsored Coaches or others in his/her downline organization are not required to be reviewed by the Company, so long as they are in compliance with OPTAVIA Policies. However, should a Coach have any doubt concerning whether or not Field Training Materials are in compliance with all relevant OPTAVIA Policies, the Coach should submit a Field Training Materials Request Form. |
| Interaction with the Media | All media contacts, inquiries and/or opportunities should be immediately referred to the Company. If you are contacted by the media, please send the details to the Company. Our Public Relations team will be prepared to respond. |