Dear Club Member,

at DuoLife the most important is a man, who we always put in the center of attention. The overarching values we follow are trust, honesty and respect built through ethical action and sticking to established rules and principles. They give a sense of security and set the framework in which we move, and also allow us to ensure the stability of the organization. We deeply believe that the key to harmonious cooperation is compliance with them.

The set of principles that we followed when creating the DuoLife Club is these Regulations with attachments. At the same time, it is a DuoLife Club Membership Agreement, and its online acceptance is the same as the conclusion of the agreement, unless the legal regulations of the given country provide otherwise.

DuoLife Board

The Club Member accepts all the provisions of these Regulations, undertakes to comply with all the rules arising from it and acknowledges that registration in the Club and membership in it can only take place in accordance with the Regulations and applicable law.

Definitions:

- **Own Activity** - monthly purchase of DuoLife products or services with a point value, defined in the Compensation Plan as the level of consumer or business activity.

- **Active Club Member** - The Club Member who purchased DuoLife products or services with a point value defined in the Compensation Plan as the level of consumer or business activity in the current Settlement Period.

- **Active Status** - it is regarding Own Activity, Club Members have active status if they have placed and paid at least one order in a given Settlement Period within 12 months.

- **Member of the Club or Club Member** - an adult individual with full legal capacity or a business entity that is not an individual person who has registered with the DuoLife Club.

- **DL / DuoLife** - DuoLife S.A, with headquarters in Więckowice, ul. Topolowa 22, 32-082 Więckowice (Poland), entered into the National Court Register under the KRS number: 0000538495, NIP (Tax Identification number): 6751485320, REGDN: 122745305.

- **Guest** - a person who is presented with the rules of the DuoLife Club and is not yet registered in the DuoLife Club.

- **Candidate** - an adult individual person or an entity other than an individual person who has submitted a declaration of intent on joining the DuoLife Club.

- **Customer** - a person who buys DuoLife products at retail prices.

- **Preferred Customer** - a person who, by registering in the DuoLife Club, has placed an order for less than a point value defined in the Compensation Plan as a level of consumer activity, thus obtaining the opportunity to purchase DuoLife Products at preferential prices.

- **DuoLife Club** - a program created by DuoLife, where DuoLife Products are distributed for the personal use of DuoLife Club Members or for resale.

- **Buyer** - an individual person or legal entity purchasing the Product.

- **Recommendation Marketing** - marketing activities aimed at generating product or service recommendations among consumers by enabling them to have personal experience with the product and supporting the spread of these recommendations using appropriate tools.

- **Settlement Period** - the period from the 16th of a given month to the 15th day of the next calendar month in which, after adding up the turnover, Commissions are calculated in accordance with the applicable Compensation Plan (Annex No. 1).

- **Authorized Person** - it is a person authorized by the Club Member to obtain information related to the status of the Account and to take specific actions on behalf of its owner in the DuoLife Club. An Authorized Person may be the Recommending Person/Sponsor or a person who does not have any shares in the existing status of the Club Member.

- **Club Member Panel/Account** - a place on the Website available to the Club Member, through which he voluntarily enters and manages the data on the principles set out in these Regulations.

- **First Order** - an order placed in a store for the first time by a newly registered User.

- **Compensation Plan** - a document which describes the rules for calculating Commissions for DuoLife Club Members. It constitutes Annex 1 of the Regulations.
DUOLIFE CLUB REGULATIONS

Product - goods and services available on the Portal that can be acquired by the User through a sales contract.

Commission - funds accumulated in the Virtual Wallet calculated in accordance with the Compensation Plan.

Regulations/DuoLife Club Membership Agreement - these Regulations and related documents (DuoLife Compensation Plan, Rules and Procedures; Purchase Regulations; Agreement withdrawal Formula; Table of fees and commissions; Cookies Policy).

Registration - the process of creating an account on the Portal.

Recommending Person - a Club Member who enrolls a new Club Member in accordance with the applicable Compensation Plan anywhere in his Structure.

Website / Portal - the online service available on the website at www.DuoLife.eu, whose administrator is DL.

Sponsor - a Club Member under who a new person is directly registered in the Career Structure.

Seller / DuoLife - DuoLife SA or other companies related personally, with capital or contractually with DuoLife S.A., providing the service of selling DuoLife Products in a given country or territory.

Structure (Discount and Career) - a place where a new Club Member is placed in the DuoLife Club after payment of the First Order. The Discount and Career Structure are two different structures in which the recommending person sets up a new person.

Direct selling system - offering goods and services directly to consumers using individual contacts, outside permanent retail outlets, and including a personal presentation of the product.

User - a Club member Candidate, person applying for the status of Club Member, Preferred customer, Customer, including in particular a natural person over 18, having full legal capacity, acting as a consumer within the meaning of the Civil Code, as well as any other entity using service.

Point Value - the number of points assigned to a given product or service, which is the basis for calculating Commissions according to the rules contained in the Compensation Plan.

Virtual Wallet - a place for collecting funds obtained by a Club Member in the DuoLife Club.

DuoLife Image - it includes trademarks, photographs, graphics, the image of members, bodies and employees, as well as DuoLife's reputation and content published on the Website and related websites and social networking sites.

DuoLife Events - by this wording all events organized by both DuoLife or its business partners and DuoLife Members are meant, in particular: Health Clubs, conferences, SoftMarketing, DuoLife Workshops, BDS (Business Development Seminar) or LDS (Leadership Development Seminars), online meetings and social media contacts.

Order - The User’s declaration of intent submitted via the Portal, aiming directly at the conclusion of the Sales Agreement, specifying in particular the type, quantity and price of the Products.

1. Personal data

1.1. The User is obliged to exercise due diligence in providing personal data. The User is responsible for providing incorrect or false data.

1.2. The administrator of personal data is DuoLife.

1.3. All forms, in particular registering Club Members and orders that require providing full personal details of the Club Member, are secured by appropriate technologies and with the greatest care protected against access by unauthorized persons according to the latest knowledge of Duolife.

1.4. Forms appearing on websites belonging to the DuoLife Club regarding services, products, websites and magazines not supported by DuoLife are not subject to the Regulations.

1.5. Personal details provided when sending opinions, comments, answers on the forum, as well as information placed on subpages and subdomains belonging to the DuoLife Club, are available to all visitors of the pages. DuoLife informs that there is no practical possibility to protect the User against an individuals or legal entities who can use this data, therefore they are not subject to the Regulations.

Details on data administration are described in the „Privacy Policy” annex.

2. Registration in the DuoLife Club.

2.1. Registration to the DuoLife Club is based on the application for admission to the DuoLife Club submitted via the website at: https://myduolife.com/register.html in the form of a correctly completed form, sent electronically by the entity applying for membership. DuoLife reserves the right
to request additional documents before registering with the DuoLife Club, in particular if required by national legislation.

Details on the registration process are described in the „Rules and Procedures” appendix.

2.2. To obtain the status of a Club Member and have full access to the myduolife.com Website, the Candidate should make a payment for the products selected in the First Order within 7 calendar days from the date of placing the Order and be placed in the Discount and Career Structure. In the absence of payment, the application and Order will be canceled. After making the payment and obtaining a location in the Discount and Career Structure, the Candidate acquires the status of a Club Member and is bound by the Regulations.

2.3. A Member of the DuoLife Club conducting business activity or a commercial law company authorizes the Seller to issue, in electronic form on his behalf without signature, invoices, duplicate invoices, corrective invoices, debit and accounting notes and other accounting documents to the e-mail address provided when submitting the application for Club membership and to place these documents in his individual Club Member Panel.

2.4. A Member of the DuoLife Club is obliged to immediately inform DuoLife in writing of any changes to his personal data or the details of his company/enterprise, in particular the bank account number. In the absence of notification, DuoLife is not responsible for any payments to the wrong account or the wrong person, and the Club Member is not entitled to any claims arising from incorrect data submission.

3. Withdrawal from the Membership Agreement, termination, exclusion from the DuoLife Club

3.1. Withdrawal from the Membership Agreement may be submitted within 14 days of its conclusion.

3.2. After 14 days from the conclusion of the Membership Agreement, the Club Member has the right to withdraw from the DuoLife Club by giving notice at any time.

3.3. Upon termination of the Agreement, the applicant loses his Structure and all Commissions generated so far. This person may rejoin the DuoLife Club before 6 (six) months have elapsed, only to the previous Recommending person’s Structure. After this period, he/she may re-register to the DuoLife Club through another Recommending Person.

Details regarding the termination of the Agreement are described in the „Rules and Procedures” Annex and the withdrawal template is Annex 5 to these Regulations.

3.4. A Member of the DuoLife Club who grossly violates the provisions of these Regulations, applicable market practices or applicable law may be excluded from the DuoLife Club immediately.

Details of the exclusion are described in the „Rules and Procedures” Annex.

3.4. In the event of termination of the Membership Agreement as a result of renouncement, withdrawal or exclusion, the Club Member loses their place in the DuoLife Club Structure, all points accumulated and unrealized until the renouncement, withdrawal or exclusion, and the right to assert any claims related to this.

4. Ordering services and products.

4.1. The Club Member orders Products through the Club Member panel, in which the „Store” tab also contains the current price list applicable for the given country.

4.2. Payments for products are made mainly electronically to the Seller’s account in a manner adapted to the legal regulations of the Seller’s country.

4.3. Ordering some additional services and subscribing to system tools may be chargeable.

Details about the costs of the order are described in the „Fees and Commissions Table” Annex.

4.4. The buyer has the right to withdraw from the purchase within 14 calendar days without giving reasons (the form template is a separate Annex to the Shopping Regulations).

The details of the order process are described in the „Shopping Regulations” Annex.

5. Payments of Commissions.

5.1. The commission is paid to the DuoLife Club Member within 10 working days from the date of withdrawal from the Virtual Wallet.

5.2. If a DuoLife Club Member does not agree with the data contained in the settlement of a given Settlement Period or they are divergent with his own calculations, he may signal this by sending his comments to the e-mail address intended for this purpose: info@duolife.eu, within 7 calendar days from the date of generating the abovementioned settlement. After this period, complaints will not be accepted and the settlement will be considered accepted.
5.3. Payment of Commission for Club Members, as to the form and time, is made in a different way due to the legal and tax status of the Club Member (natural person or business), legal regulations of the country in which the payment is made, and legal regulations for the country of the Seller.

Detailed information on commission payments can be found in the Compensation Plan.

5.4. The Club Member receives the Commission in the currency of the Virtual Wallet he has.

5.5. In the event of accumulation of collected Commissions by a Club Member, one-time payment in a calendar month may not exceed the sum of accumulated points from the last three Settlement Periods.

Details regarding the calculation and withdrawal are described in the 'Compensation Plan' Annex.

5.6. Commissions accrued to the Club Member earned as a result of unethical action or accrued as a result of an error will be effectively refunded to DuoLife.

6. Inheritance and cession

6.1. In the event of the death of a Club Member, their current status shall be governed by inheritance law. The heirs will be entitled to all accumulated and unpaid Commissions and future Commissions, provided that the criteria for obtaining them are described in the Compensation Plan.

6.2. A Club Member has the right to assign their account at DuoLife if it is in accordance with the legal regulations of the given country and if:

6.2.1. they want to change the status from an individual status to a legal entity or vice versa;

6.2.2. they want to transfer the right to his account to another person.

Details of the cession and inheritance are described in the 'Rules and Procedures' Annex.

7. Participation in another entity of Recommendation Marketing.

Members of the DuoLife Club are not forbidden to cooperate with other entities providing their services on the market, however, a serious violation of DuoLife's interests will be considered to sell, directly or indirectly, products of another entity operating in the form of Recommendation Marketing (i.e. multi-level marketing, partnership programs and similar) among other DuoLife Club Members and offering them cooperation. It is forbidden to combine DuoLife presentations with other presentations on the same day and to use the collected personal data of participants during these meetings for purposes other than acquiring new people to the DuoLife Club. In exceptional circumstances, DuoLife may agree in writing, after having received the application from a DuoLife Club Member informing about such intention.

8. Final provisions

8.1. DuoLife does not guarantee Club Members any income, profits or successes and is not obliged to cover any costs related to the business activities of Club Members, and is not responsible for the expenses incurred by the Club Member in particular travel, meals, accommodation, administrative costs, etc.

8.2. Club Members are not proxies, agents, employees or representatives of DuoLife and are not entitled to make any representations or to make any obligations on behalf of DuoLife.

8.3. All Annexes constitute an integral part of these Regulations.

8.4. All correspondence regarding membership, including withdrawal from the contract, termination and complaints at the DuoLife Club should be sent to the following email address: info@duolife.eu. However, if the law in your area provides otherwise, you will need to provide the original of the required documents.

8.5. It is the responsibility of each candidate to accept the Regulations, which must be read before submitting a declaration of intent to join the DuoLife Club, i.e., before sending the completed form with the data on the page https://myduolife.com/register.html.

8.6. A Club Member, by joining the DuoLife Club, agrees to the collection and processing of their personal data by DuoLife for purposes related to business operations, in accordance with the Act of May 10, 2018 on the protection of personal data (Journal of Laws 2018 item 1000) or in accordance with the provisions in force in another country in which the Seller has its registered office.

8.7. DuoLife reserves the right to amend these Regulations and its Annexes for legal or organizational reasons. Every User will be informed about the content of changes to the Regulations by posting on the Portal a message about the changes to the Regulations, containing a list of changes to the Regulations and maintaining this information on the Portal for a period of at least 14 consecutive calendar days. The change of
the Regulations will be announced no later than 14 calendar days before the amendments to the Regulations come into force. Users with an Account on the Portal will be additionally notified by DuoLife by sending information containing a list of changes to the Regulations to the e-mail address provided by them in the registration form. The amended Regulations will be binding on the User who has registered an Account on the Portal, unless in the absence of acceptance of changes to the Regulations, the User does not declare DuoLife - within 14 calendar days from the date of receipt of information about the amendment to the Regulations - to terminate the contract for the provision of the Account service in the manner indicated in point 3.1. and 3.2. of these Regulations.

8.8. In the event of an amendment to these Regulations, all contracts concluded and orders placed before the date of entry into force of the amendment to the Regulations will be implemented in accordance with the Regulations in the version applicable on the date of conclusion of the contract and placing the order by the Customer. In matters not covered by these Regulations, the applicable legal provisions applicable to the headquarters of DuoLife or related entities performing the function of a Seller in a given country will apply.

8.9. Any disputes and claims between the parties will be considered in accordance with Polish law in a court of law by the court competent for the registered office of DuoLife’s business operations or related entities performing the function of Seller in a given country and in accordance with the law of that country.

Appendices:

1. DuoLife Compensation Plan (GBP)
2. DuoLife Compensation Plan (EUR)
3. Rules and Procedures
   2.1. Declaration by the heirs
   2.2. Authorization for temporary transfer of status
   2.3. Revocation of the power of attorney
4. Shopping Regulations
   3.1. Model withdrawal from the purchase contract.
   3.2. Information on specific hazards.
5. Table of fees and commissions, Withdrawal from contract template
6. Model withdrawal from the contract
7. Cookies policy
8. Privacy Policy

The above regulations are updated and valid since March 16th, 2020
Let every day be a special day...