

These Regulations apply when using the myduolife.com website (hereinafter: "Service" or "Website"), including the DUOLIFE on line shop (hereinafter: DUOLIFE Shop or Shop), owned by DUOLIFE S.A. with its registered office in Więckowice, ul.Topolowa 22, 32-082 Więckowice (Poland), entered in the National Court Registry under KRS number 0000638495, NIP number 6751485320, REGON number 122746305, (hereinafter: "DUOLIFE").

The name **DUOLIFE** as used below refers to DUOLIFE S.A. and DUOLIFE Branches respectively.

Please read these Regulations, which set out the rules for using the Website, including creating an account on the Website, making purchases, browsing the Website, using the application and other offers and services. The basic use of the Website is free of charge, otherwise an express notice to this effect will appear.

For more information on the collection and processing of personal data, please refer to the **Privacy Policy**, which can be found on myduolife.com

Definitions:

Administrator (of the Service) - DUOLIFE S.A. with its registered office in Więckowice, ul.Topolowa 22, 32-082 Więckowice (Poland), entered in the National Court Registry under KRS number 0000638495, NIP number 6751485320, REGON number 122746305

Club Member - an entity that is bound to DUOLIFE or a DUOLIFE Branch by a DUOLIFE Club Membership Agreement.

DUOLIFE Customer / Customer - an entity purchasing DUOLIFE Products on the recommendation of a Club Member.

Preferred Customer - an entity purchasing DUOLIFE Products on the recommendation of a Club Member after registration in the DUOLIFE Shop

DUOLIFE Club / Club - a programme created by DUOLIFE to build a direct sales network based on Product referrals.

DUOLIFE Code of Ethics / Code of Ethics - a document containing a set of rules and procedures for ethical conduct at the DUOLIFE Club

Account - the available space on myduolife.com that is created after registration in the DUOLIFE Shop and/or Club.

DUOLIFE Branch / Branch - an entity that is bound to DUOLIFE S.A. by a distribution agreement, which conducts business activity in the field of organising a network of direct sales of DUOLIFE Products in a given country or territory, providing services in accordance with the scope indicated in this agreement.

Club Member Panel - the space available to a Club Member on the Website, which is created after registration in the DUOLIFE Club and is identified by the Club Member's unique ID Number.

DUOLIFE Products / Products - goods and services offered by DUOLIFE and the DUOLIFE Branch under the DUOLIFE Trademark.

Website Regulations / Regulations - these Regulations, which at the same time constitute, within the meaning of the law, the Regulations for the provision of services by electronic means.

DUOLIFE Club Regulations / Club Regulations - the Regulations and related documents that form an integral part of the DUOLIFE Club registration application (Membership Agreement)

Service / Website - the DUOLIFE website, available at myduolife.com.

DUOLIFE Shop / Shop - the DUOLIFE online shop, located on the Website, where Customers, including Club Members, can purchase Products.

Membership Agreement - a contract concluded between the Club Member and the DUOLIFE Branch, on the basis of the registration application submitted by the candidate for DUOLIFE Club Membership.

User - any person using the myduolife.com Website

DUOLIFE's Image - includes DUOLIFE's brand, trademarks, photographs, graphics, the image of DUOLIFE's members, bodies and employees, as well as the goodwill of DUOLIFE and DUOLIFE Group entities, including the content published on the Website and related DUOLIFE websites and social networks

DUOLIFE Trademark - a trademark within the meaning of the Polish Act on Industrial Property, which is owned by DUOLIFE, which holds the exclusive right to the "DUOLIFE" marks and designs.

1. General provisions

1.1. The website operates in accordance with the rules set out in these Regulations, which are addressed to individuals and entities using the myduolife.com Website, including Customers of the DUOLIFE Online Shop and DUOLIFE Club Members, hereinafter referred to as "Users".

1.2. Users may access the Regulations at any time through the link on the Website's home page and download and print them.

1.3. DUOLIFE S.A. with its registered office in Więckowice ul. Topolowa 22, 32-082 Więckowice (Poland), entered in the National Court Register under KRS no. 0000638495, NIP 6751485320, REGON 122746305, is the owner of the Website and the Administrator of the Website.

1.4. Pursuant to the terms and conditions described in these Regulations and using the myduolife.com website, DUOLIFE S.A. with its registered office in Więckowice, ul.Topolowa 22, 32-082 Więckowice (Poland), entered in the National Court Registry under KRS number 0000638495, NIP number 6751485320, REGON number 122746305, provides services in the area of organizing a sales network and conducts sales, promotion and marketing of DUOLIFE Products (consumer goods) through a direct sales system to end customers, based on referral marketing, directly and through DUOLIFE Branches.

1.5. DUOLIFE specifically protects the privacy of the Users of the Website by complying with the legal provisions on the processing of personal data and gives Users the possibility to change and update their data. Detailed information on data processing can be found in the Privacy Policy posted on myduolife.com.

1.6. Up-to-date information about the function and purpose of the software or data that are not part of the services, entered into the information and communication system used by the User (the so-called cookies) can be found in the Privacy Policy posted on myduolife.com,

1.7. In order to ensure the security of the transmission of messages and data in connection with the services provided as part of the Service, DUOLIFE takes technical and organisational measures appropriate to the degree of security risk of the services provided, in particular measures to prevent the acquisition and modification by unauthorised persons of personal data of Users transmitted as part of the Service. DUOLIFE does, however, note that the use of the services provided electronically may involve certain risks. Possible risks associated with the use of these services, as well as the technical measures available to Users to minimise them, are described in the Information on specific risks associated with the use by Users of electronically provided services, contained in point 6 of these Regulations.

1.8. In the event of a breach of the rules set out in these Regulations, DUOLIFE may, at its discretion, restrict, refuse permanently or temporarily, the User's access to the to the Service. At the same time, DUOLIFE reserves the right to modify and delete content deemed by DUOLIFE to be in breach of the Regulations or applicable law.

1.9. DUOLIFE will make every effort to ensure the correct operation of the Service 24 hours a day, 7 days a week. DUOLIFE is not liable if access to the Service is prevented or impeded due to fortuitous events such as system failures and malfunctions, due to maintenance work, as well as other independent events. At the same time, DUOLIFE reserves the right to limit or prevent access to the Service to repair, modify or maintain the Service, equipment or installed software, or to solve problems caused by reasons beyond DUOLIFE's control.

1.10. DUOLIFE may decide on a temporary interruption of the Service or certain functionalities for technical reasons.

1.11. DUOLIFE is not liable for any damage or lost profits that may arise from the User's use or inability to use the Service.

1.12. DUOLIFE undertakes to ensure the fully correct operation of the Service, to the extent resulting from current technical knowledge, and undertakes to remove as soon as possible any irregularities reported by Users. The User is obliged to immediately notify DUOLIFE of any irregularities in the functioning of the Service to the e-mail address info@DUOLIFE.eu. In the complaint, the User should state their first name, surname, correspondence address and the type and date of the irregularity related to the functioning of the Service, and if the complaint is submitted by a Club Member, additionally their ID Number. DUOLIFE undertakes to process every complaint within 30 days from its submission, and if this is not possible, to inform the User within this period when the complaint will be processed.

2. Use of the Service

2.1. Each User is obliged to use the Website in compliance with the law, the provisions of these Regulations and good manners, bearing in mind respect for the copyrights and intellectual property of DUOLIFE and DUOLIFE Branches, as well as the personal rights of third parties.

2.2. The User may not provide or upload unlawful content to the Website and is solely responsible for the content and data they provide.

2.3. In particular, the User is obliged:

- a) not to provide content on the Website that is prohibited by law, in particular content that promotes violence, incites hatred, is defamatory, discriminatory or infringes the personal rights and other rights of third parties, content that is abusive, offensive or obscene, or content that is pornographic,
- b) use the Website in a manner that does not interfere with its operation, in particular through the use of specific software or devices,
- c) not to transmit or post unsolicited commercial information (spam) on the Website,
- d) use the Service in a manner that is not disruptive to other Users and DUOLIFE,
- e) use any content on the Website for their own personal use only.

2.4. The Service is divided into three access sections:

- a) Public access area - intended for all Users of the Website which has informative and promotional function and does not require logging into the Website
- b) Online Shop - intended for DUOLIFE Customers, including DUOLIFE Club Members and which has a sales function
- c) Club Member Panel - for DUOLIFE Club Members which serves as a communication, organizational and billing function, available after logging into the Service.

2.5. The use of the Website is possible on condition that the ICT system used by the User meets the following minimum technical requirements:

- a) Internet access
- b) MS Internet Explorer in its latest version with Java applet support enabled or
- c) Chrome in the latest version with Java applet support enabled or
- d) FireFox in the latest version with Java applet support enabled or
- e) Opera in the latest version with Java applet support enabled or
- f) Safari in the latest version with Java applet support enabled,
- g) cookies are enabled in the browser.

3. Registration on myduolife.com

3.1. Registration on myduolife.com is free of charge and available to Users over the age of 18.

3.2. Registration of the User on the Website is necessary if the User wishes to register with the DUOLIFE Shop in order to purchase Products and take advantage of promotional offers or to join the DUOLIFE Club and take advantage of benefits that DUOLIFE Club Members are entitled to for recommending DUOLIFE Products, including participation in incentive programs.

3.3. The User's registration on the Website is carried out online, either directly or via a reference link received from a DUOLIFE Club Member, by filling in the details in the registration form on the myduolife.com Website.

3.4. In order to register, it is necessary for the User to have an active electronic mail (e-mail) account and access to a computer workstation or terminal device with Internet access.

3.5. When registering on the Website, the User selects the form of registration:

- a) Preferred Customer - in the case of registration in the DUOLIFE Shop
- b) Club Member - in the case of registration in the Shop and DUOLIFE Club

- 3.6. In order to register, it is necessary to provide personal data marked as mandatory and for the User to consent to the processing of their personal data provided during registration. The provision of data marked as mandatory is necessary for the creation of an Account. Provision of personal data not marked as mandatory is voluntary.
- 3.7. When registering on the Website, the User is obliged to provide factually correct, accurate and non-misleading data, which does not infringe the rights of third parties.
- 3.8. Registration in the DUOLIFE Shop requires a thorough reading of these Regulations as well as the Shopping Regulations and Privacy Policy, and registration in the DUOLIFE Club additionally requires reading the Club Regulations, the Code of Ethics and the Compensation Plan and concluding the Membership Agreement.
- 3.9. After registration, the User is granted an individual Account on the Website protected by a login and password. The creation of an Account on the Website amounts to concluding an agreement for the provision of services by electronic means for the operation of the Account.
- 3.10. Viewing the Account is possible after logging into the Website by using the correct login and password.
- 3.11. The User must not use the Accounts of other registered users and must not share their Account, including login and password, with other persons.
- 3.12. The User may delete an Account on the Website at any time by submitting a request to info@duolife.eu. The deletion of an Account at the User's request does not affect the performance of other services previously ordered or paid for, unless the User expressly requests this. In the case of a User who is a DUOLIFE Club Member, the request to delete the Account amounts to the dissolution of the Membership Agreement and the termination of the electronic services that DUOLIFE provides to Club Members.
- 3.13. If it is determined that the security of the Account and/or data is at risk, DUOLIFE reserves the right to temporarily block the Account or access to selected electronically provided services. DUOLIFE may make the User's continued use of the Account conditional on a change of the password to access the Account. Once the password has been changed, the User will immediately regain access to the Account.
- 3.14. DUOLIFE reserves the right to suspend or delete an Account in justified cases or in the event of violations of the law and these Regulations. If an Account is deleted on the basis of DUOLIFE's decision, the User may not re-register on the Website without DUOLIFE's prior written consent.

4. Shopping in the DUOLIFE Online Shop

- 4.1. The DUOLIFE online shop operated on myduolife.com has a sales function and belongs to DUOLIFE, which sells, promotes and markets DUOLIFE Products directly to end customer or via DUOLIFE Branches.
- 4.2. Orders can be placed in the DUOLIFE Shop without registration through a reference link received from a DUOLIFE Club Member or after registration in the Shop as a Preferred Customer or after registration in the DUOLIFE Club as a Club Member.
- 4.3. The purchaser may be any natural person with full legal capacity, and in cases provided for by generally applicable laws, also a natural person with limited legal capacity, a legal person, as well as an organisational unit with legal personality.
- 4.4. The conditions for the use of the DUOLIFE online shop on myduolife.com, are as follows:
- a) having a reference link from a DUOLIFE Club Member
 - b) or registration in the Shop on the basis of a recommendation from a DUOLIFE Club Member
 - c) or DUOLIFE Club membership
 - d) reading these Regulations, the Shopping Regulations and the Privacy Policy and agreeing to the terms set out therein
 - e) Having an active electronic mail (e-mail) account and access to a computer workstation or terminal equipment with Internet access.
- 4.5. The detailed terms of purchase are described in the **Shopping Regulations** available at myduolife.com after logging into an Account or when placing an order in the DUOLIFE Shop.

5. Scope of services provided by electronic means

- 5.1. DUOLIFE provides the following services electronically for registered Users:
- a) Maintaining an Account on myduolife.com
 - b) Sending sales documents and order status information in the DUOLIFE Shop
 - c) DUOLIFE Messages - application available to registered Club Members
 - d) Business Assistant - subscription, available for registered users of the Club
 - e) Virtual Presenter - business system for Users registered with the Club
- 5.2. The maintenance of an Account on the Website is necessary in order to use the functionality of the Account on the Website - in the case of a Preferred Customer an Account on the DUOLIFE Shop, and in the case of a Club Member an Account on the DUOLIFE Club.
- 5.3. Sending sales documents, including among others, invoices, correction invoices and duplicates of these invoices, is done electronically.
- 5.4. DUOLIFE Messages is a free application, available to Users registered with the DUOLIFE Club, which can be downloaded from both the App Store on mobile devices with IOS and Google Play on Android devices. As part of the DUOLIFE Message service, DUOLIFE provides information on the DUOLIFE product offer and network marketing. To cancel the service, one should simply uninstall the app.
- 5.5. The Business Assistant is a paid subscription available to Users registered with the DUOLIFE Club. Each newly registered User in the Club receives free access for two billing periods. Thereafter, if they wish to continue the subscription, they can purchase it from the DUOLIFE Shop. Failure to purchase the subscription amounts to cancelling the free period or the period for which the subscription was previously paid for.

5.6. Virtual Presenter is a paid business system, available to Users registered in the Club and supporting the activities of Users in the Club. It has three main functions: sales, education and team management. The system runs in a web browser and can also be used via a dedicated app, available for download on the App Store and Google Play platforms. Access to the system can be purchased from the DUOLIFE Shop. Failure to purchase Virtual Presenter in one of these three options means resignation from the paid version of the system, so the User can only use the Demo version.

5.7. DUOLIFE recommends that the User give their consent when registering on the Website to the free transmission of marketing content via text message, email address and other telecommunications terminal devices. The marketing content includes, in particular, information on current product offers and promotions and, in the case of Club Members, incentive and billing programmes.

5.8. The user, at any time, without giving reasons or incurring costs, may change the telephone number or e-mail address to which marketing content is sent or cancel them completely by sending a request to info@duolife.eu, provided that the e-mail address may be changed to a new one if the new email address is not yet registered with the Service.

6. Information on specific risks related to the use of electronic services by Users

6.1. This information relates to risks that may only occur hypothetically, but which should be taken into account despite DUOLIFE's measures to protect the DUOLIFE infrastructure against unauthorised third party action.

6.2. The main risks associated with the use of the Internet include:

- a) malware - various types of applications or scripts that have a harmful, criminal or malicious effect on a network user's computer system, such as viruses, worms, trojans (Trojan horses), keyloggers, diallers;
- b) spyware - software that tracks a user's activities and collects information about the user and sends it - usually without the user's knowledge or consent - to the programme's author;
- c) spam - unsolicited e-mails sent simultaneously to multiple recipients, often containing advertising content;
- d) phishing for sensitive personal information (e.g. passwords) by impersonating a trustworthy person or institution (phishing);
- e) hacking into a user's ICT system using, among others, hacking tools such as exploits and rootkits.

6.3. In order to avoid these risks, the User should equip their computer and other electronic devices that they use to connect to the Internet with an anti-virus programme. Such software should be kept up-to-date at all times.

6.4. Protection against the risks associated with Users' use of electronically provided services is also ensured by:

- a) firewall enabled,
- b) update of all software,
- c) not opening e-mail attachments of unknown origin,
- d) reading the installation windows of applications, as well as their licences,
- e) disabling macros in MS Office files of unknown origin,
- f) regular comprehensive system scans with anti-virus and anti-malware software,
- g) encryption of data transmission,
- h) installation of preventive programmes (intrusion detection and prevention),
- i) use of original system and applications from a legal source.

7. Final provisions

7.1. The Regulations are drawn up in accordance with the law and apply to the use of the myduolife.com Website, including the DUOLIFE Online Shop.

7.2. All correspondence concerning the use of the DUOLIFE Service should be addressed to the following e-mail address: info@duolife.eu

7.3. DUOLIFE notes that the DUOLIFE Trademark and Image, including materials placed on the Service, such as content, logos, graphic elements, audio and video materials, are protected by copyright, and their use by the User without the express written consent of DUOLIFE is prohibited.

7.4. DUOLIFE reserves the right to amend the content of these Regulations for important reasons. Important reasons include, in particular, the necessity to adapt the provisions of the present Regulations to the applicable legal regulations and the necessity to regulate the principles of using the Service which to date have not been regulated, and which raise doubts or disputes in the application by Users. DUOLIFE will publish the amendments on the Website at least 14 (fourteen) calendar days in advance of the date on which they become effective.

7.5. The registered User has the right to refuse to agree to the proposed changes within 14 days of receiving notification of the changes. Failure to make a statement in writing or by email within the aforementioned period amounts to acceptance of the proposed changes. A refusal to consent, submitted in writing within the aforementioned period, to the proposed changes amounts to the dissolution of the contract for the provision of electronic services concluded during registration in the DUOLIFE Store or the Membership Agreement concluded during registration in the DUOLIFE Club.

7.6. Should any provision of the Regulations become invalid, this will not affect the continued validity of the remaining provisions of the Regulations. The invalid provision will be replaced by the up-to-date provision whose effect was intended by the original provision of the Regulations.

7.7. In matters not covered by these Regulations, the applicable legal regulations relevant for the registered office of the Administrator of the Service and the owner of the Service will apply, and in particular the provisions of the Polish Civil Code and other legal acts.

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