POLICIES
AND
PROCEDURES
Throughout this manual, you will see the terminology for all Trévo LLC Life and Health Coaches presented as Life and Health Coach, Casual Life and Health Coach, or Life and Health Coach Business Partner.

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SECTION 1
INTRODUCTION

1.1 Policies Incorporated into the Life and Health Coach Agreement
These Policies and Procedures, in their present form and as amended from time to time at the sole discretion of Trévo, LLC (hereafter “Trévo” or the “Company”), are incorporated into and form an integral part of the Trévo Life and Health Coach Agreement. Throughout these Policies, when the term “Agreement” is used, it collectively refers to the Trévo Life and Health Coach Application and Agreement, these Policies and Procedures, the Trévo Marketing and Compensation Plan (8 Ways To Make Money) and the Trévo Life and Health Coach Application and Agreement (if applicable). These documents are incorporated by reference into the Trévo Life and Health Coach Agreement (all in their current forms and as amended by Trévo). It is the responsibility of each Life and Health Coach to read, understand, adhere to, and ensure that he or she is aware of and operating under the most current version of these Policies and Procedures. When enrolling a new Life and Health Coach, it is the responsibility of the enrolling Life and Health Coach to provide the most current version of these Policies and Procedures and the Trévo Marketing and Compensation Plan to the applicant prior to his or her execution of the Trévo Life and Health Coach Agreement.

1.2 Purpose of Policies
Trévo is a direct sales company that markets products and services through Life and Health Coaches. It is important to understand that your success and the success of your fellow Life and Health Coaches are dependent upon the integrity of the men and women who market our products and services. To clearly define the relationship that exists between Life and Health Coaches and Trévo, and to explicitly set a standard for acceptable business conduct, Trévo has established this Agreement.

Trévo Life and Health Coaches are required to comply with all of the Terms and Conditions set forth in the Agreement which Trévo may amend at its sole discretion from time to time, as well as all federal, state, and local laws governing their Trévo business and their conduct.

Trévo honors all federal, state, and local regulations governing good business practices and requires Trévo Life and Health Coaches to do the same. Because you may be unfamiliar with many of these standards of practice, it is very important that you read and abide by the Agreement. Please review the information in this manual carefully. It explains and governs the relationship between you, as an independent contractor, and the Company. If you have any questions regarding any policy or rule, do not hesitate to seek an answer from anyone in your upline, your Trévo local office or Trévo Corporate.

1.3 Changes to the Life and Health Coach Agreement, Policies and Procedures, or Marketing and Compensation Plan
Because federal, state, and local laws as well as the business environment periodically change, Trévo reserves the right to amend the Agreement and its prices at its sole and absolute discretion. By signing the Life and Health Coach Agreement, a Life and Health Coach agrees to abide by all amendments or modifications that Trévo elects to make. Notification of amendments shall be published in official Trévo materials and sent to all Life and Health Coaches. Amendments shall be effective upon notification of the changes published in official Trévo materials and distributed to all Life and Health Coaches.

The Company shall provide or make available to all Life and Health Coaches a complete copy of the amended provisions by one or more of the following methods: (1) posting on the Company’s official web site; (2) electronic mail (e-mail); (3) fax-on-demand; (4) voice mail system broadcast; (5) inclusion in Company periodicals; (6) inclusion in product orders or bonus checks; or (7) special mailings. The continuation of a Life and Health Coach’s Trévo business or a Life and Health Coach’s acceptance of bonuses or commissions constitutes acceptance of any and all amendments.

1.4 Delays
Trévo shall not be responsible for delays and failures in performance of its obligations when performance is made commercially impracticable due to circumstances beyond its reasonable control. This includes, without limitation, strikes, labor difficulties, riot, war, fire, natural disaster, death, curtailment of a party’s source of supply, or government decrees or orders.

1.5 Policies and Provisions Severable
If any provision of the Agreement, in its current form or as may be amended, is found to be invalid, illegal, or unenforceable for any reason, only the invalid portion(s) of the provision will be severed and the remaining terms and provisions shall remain in full force and effect and shall be construed as if such invalid, illegal or unenforceable provision never comprised a part of the Agreement.

1.6 Titles Not Substantive
The titles and headings to these policies are for reference purposes only, and do not constitute, and shall not be construed as, substantive terms of these Policies and Procedures.

1.7 Waiver
The Company never gives up its right to insist on compliance with the Agreement and with the applicable laws governing the conduct of a business. No failure of Trévo to exercise any right or power under the Agreement or to insist upon strict compliance by a Life and Health Coach with any obligation or provision of the Agreement, and no custom or practice of the parties at variance with the terms of the Agreement, shall constitute a waiver of Trévo’s right to demand exact compliance with the Agreement. Waiver by Trévo can be affected only in writing by an authorized officer of Trévo. Trévo’s waiver of any particular breach by a Life and Health Coach shall not affect or impair Trévo’s rights with respect to any subsequent breach, nor shall it affect in any way the rights or obligations of any other Life and Health Coach. Nor shall any delay or omission by Trévo to exercise any right arising from a breach affect or impair Trévo’s rights as to that or any subsequent breach.
The existence of any claim or cause of action of a Life and Health Coach against Trévo shall not constitute a defense to Trévo’s enforcement of any term or provision of the Agreement.

SECTION 2
BECOMING A LIFE AND HEALTH COACH

2.1 Requirements to Become a Life and Health Coach
To become a Trévo Life and Health Coach, an applicant must:

- Be of the age of majority in his or her state or country of residence;
- Reside within a country that has been properly opened for business by Trévo;
- Have a valid phone number on file (ALL), have a valid Social Security or Federal Tax ID number (U.S.);
- Submit a $25.00 enrollment fee (included in first Power Start enrollment); and
- Submit a properly completed (originals only—no copies) and signed Life and Health Coach Application and Agreement to Trévo. This is done online or via phone to Trévo local office or Trévo Corporate.

The Company reserves the right to reject any application for a new Life and Health Coach.

2.2 No Purchase Required
Other than the $25 enrollment fee, no person is required to purchase Trévo products, services or sales aids, or to pay any charge or fee to become a Life and Health Coach. In order to familiarize new Life and Health Coaches with Trévo products, services, sales techniques, sales aids, and other matters, the Company provides a variety of training.

2.3 Life and Health Coach Benefits
Once a Life and Health Coach Application and Agreement has been accepted by Trévo, the benefits of the Marketing and Compensation Plan and the Life and Health Coach Agreement are available to the new Life and Health Coach. These benefits include the right to:

- Purchase Trévo products and services at the Life and Health Coach price;
- Retail Trévo products or resell services and profit from these sales;
- Participate in the Trévo Marketing and Compensation Plan (receive bonuses and commissions, if eligible);
- Enroll other individuals as Preferred Customers or Life and Health Coaches into the Trévo business and thereby, build a marketing organization and progress through the Trévo Marketing and Compensation Plan;
- Receive periodic Trévo literature and other Trévo communications;
- Participate in Trévo-sponsored support service training, motivational and recognition functions, upon payment of appropriate charges, if applicable; and
- Participate in promotional and incentive contests and programs sponsored by Trévo for its Life and Health Coaches.

2.4 Renewal of Your Trévo Business
When a Life and Health Coach enrolls in Trévo, that enrollment gives the Life and Health Coach a one (1) year membership. After that one (1) year has passed, should the Life and Health Coach go one hundred and twenty (120) days without activity, whether through enrollments or sales, his or her position will be terminated. Please note that this rule is non-negotiable.

SECTION 3
OPERATING YOUR TRÉVO BUSINESS

3.1 Adherence to the Trévo Marketing and Compensation Plan
Life and Health Coaches must adhere to the terms of the Trévo Marketing and Compensation Plan as set forth in official Trévo literature. Life and Health Coaches shall not offer the Trévo opportunity through, or in combination with, any other system, program, or method of marketing other than that specifically stated in official Trévo literature. Life and Health Coaches shall not require or encourage other current or prospective Customers or Life and Health Coaches to participate in Trévo in any manner that varies from the program as set forth in official Trévo literature. Life and Health Coaches shall not require or encourage other current or prospective Customers or Life and Health Coaches to execute any agreement or contract other than official Trévo agreements and contracts in order to become a Trévo Life and Health Coach. Similarly, Life and Health Coaches shall not require or encourage other current or prospective Customers or Life and Health Coaches to make any purchase from, or payment to, any individual or other entity to participate in the Trévo Marketing and Compensation Plan other than those purchases or payments identified as recommended or required in official Trévo literature.

3.2 Advertising
In the conduct of his or her business, the Life and Health Coach shall safeguard and promote the reputation of Trévo and its products. The marketing and promotion of Trévo, the Trévo opportunity, the Marketing and Compensation Plan, and Trévo products and services shall be consistent with the public interest, and must avoid all discourteous, deceptive, misleading, unethical or immoral conduct or practices.

To promote both the products and the tremendous opportunity Trévo offers, Life and Health Coaches must use the sales aids and support materials produced by Trévo. The rationale behind this requirement is simple. Trévo has carefully designed its products, product labels, Marketing and Compensation Plan, and promotional materials to ensure that each aspect of Trévo is fair, truthful, substantiated, and complies with the vast and complex legal requirements of federal, state, and country’s local laws. If Trévo Life and Health Coaches develop their
own sales aids and promotional materials (which includes Internet advertising), notwithstanding their integrity and good intentions, the likelihood that they would unintentionally violate any number of a host of statutes or regulations affecting a Trévo business is almost certain. These violations, although they might be relatively few in number, would jeopardize the Trévo opportunity for all Life and Health Coaches. Accordingly, Life and Health Coaches must not produce their own literature, advertisements, sales aids and promotional materials.

SPAMMING, UNSOLICITED FAXES, AND AUTOMATIC TELEPHONE DIALING SYSTEMS

Except as provided in this section, Life and Health Coaches shall not use or transmit unsolicited faxes, mass e-mail distribution, unsolicited e-mail or "spamming," or use an automatic telephone dialing system relative to the operation of their Trévo businesses. The term “automatic telephone dialing system” means equipment which has the capacity to: (a) store or produce telephone numbers to be called, using a random or sequential number generator; and (b) to dial such numbers. The terms “unsolicited faxes” and “unsolicited e-mail” mean the transmission via telephone facsimile or electronic mail, respectively, of any material or information advertising or promoting Trévo, its products, its compensation plan or any other aspect of the Company which is transmitted to any person, except that these terms do not include a fax or e-mail: (a) to any person with that person’s prior express invitation or permission; or (b) to any person with whom the Life and Health Coach has an established business or personal relationship. The term “established business or personal relationship” means a prior or existing relationship formed by a voluntary two-way communication between a Life and Health Coach and a person, on the basis of: (a) an inquiry, application, purchase or transaction by the person regarding products offered by such Life and Health Coach; or (b) a personal or familial relationship, which relationship has not been previously terminated by either party.

PERSONAL WEB SITES

Trévo makes available to Life and Health Coaches Personal Websites that are based on the Company’s official website. Such websites may be used by Life and Health Coaches to promote Trévo products and the Trévo opportunity, to process product and sales aids orders, and to enroll new Life and Health Coaches and Customers. The Personal Websites also feature back office functions that allow Life and Health Coaches to manage their Trévo businesses online.

Only websites authorized by Trévo may be used to present Trévo products, images of such products, or any other information including, but not limited to, testimonies relative to Trévo. No other Internet website or web page may be used to present such products, images, or other information.

Any and all information posted on a Life and Health Coach’s Personal Website must be approved by an authorized corporate executive of Trévo. All Personal Websites will be monitored by the Company to ensure compliance with these Policies and Procedures and federal and state laws. Personal Websites are generated directly from Trévo’s official corporate website. Trévo reserves the right to approve or decline any application for a Personal Website and also reserves the right to remove any Personal Website at the sole discretion of the Company. The use of any other Internet website or web page to promote Trévo, Trévo products or the Trévo opportunity, or any failure to comply with this web site policy, constitutes a material breach of these Policies and Procedures.

DOMAIN NAMES AND E-MAIL ADDRESSES

Life and Health Coaches may not use or attempt to register any of Trévo trade names, trademarks, service names, service marks, product names, the Company’s name, or any derivative thereof for any Internet domain name. Nor may Life and Health Coaches incorporate or attempt to incorporate any of Trévo trade names, trademarks, service names, service marks, product names, the Company’s name, or any derivative thereof into any electronic mail address without the express and written permission of the Trévo corporate office.

TRADEMARKS AND COPYRIGHTS

The name of Trévo and other names as may be adopted by Trévo are proprietary trade names, trademarks and service marks of Trévo. As such, these marks are of great value to Trévo and are supplied to Life and Health Coaches for their use only in an expressly authorized manner. Trévo will not allow the use of its trade names, trademarks, designs, symbols, or copyrighted materials by any person, including Trévo Life and Health Coaches, without its prior, written permission. Otherwise, use of Trévo’s name on any item not produced by the Company is prohibited except as follows:

• Life and Health Coach’s Name
• Independent Trévo Life and Health Coach

All Life and Health Coaches may list themselves as a “Life and Health Coach” in the white or yellow pages of the telephone directory under their own name. No Life and Health Coach may place telephone directory display ads using Trévo name or logo. Life and Health Coaches may not answer the telephone by saying “Trévo” or in any other manner that would lead the caller to believe that he or she has reached the corporate offices of Trévo.

Life and Health Coaches may not produce for sale any recorded Company events and speeches without written permission from Trévo, nor may Life and Health Coaches reproduce for sale or for personal use any recording of Company-produced audio or VHS, DVD or online presentations.

MEDIA AND MEDIA INQUIRIES

Life and Health Coaches must not attempt to respond to media inquiries regarding Trévo, its products or services, or their independent Trévo business. All inquiries by any type of media must be immediately referred to Trévo’s Marketing Department. Trévo employs a professional staff that is responsible for replying to these types of inquiries. This policy is designed to assure accurate and consistent information to the public as well as a proper public image.

BONUS BUYING

Bonus buying constitutes a material breach of these Policies
and Procedures, and is strictly and absolutely prohibited. Bonus buying includes: (a) the enrollment of individuals or entities without the knowledge of and/or execution of a Life and Health Coach Application and Agreement by such individuals or entities; (b) the fraudulent enrollment of an individual or entity as a Life and Health Coach or Customer; (c) the enrollment or attempted enrollment of non-existent individuals or entities as Life and Health Coaches or Customers (“phantoms”); or (d) the use of a credit card by or on behalf of a Life and Health Coach or Customer when the Life and Health Coach or Customer is not the account holder of such credit card.

3.3 Changes to Your Trévo Business

Each Life and Health Coach must immediately notify Trévo of all changes to the information contained on his or her Life and Health Coach Application and Agreement. Life and Health Coaches may modify their existing Life and Health Coach Agreement (i.e., change Social Security number to Federal I.D. number, or change the form of ownership from an individual proprietorship to a business entity owned by the Life and Health Coach) by submitting a written request, a properly executed Life and Health Coach Application and Agreement, and appropriate supporting documentation. If the form of the business is being changed from a sole proprietorship to a corporation, partnership, or trust, the original Life and Health Coach must submit a Corporation, LLC, Partnership or Trust Form (Form 1041) with the notification advising the Company of such change.

ADDITION OF CO-APPLICANTS

When adding a co-applicant (either an individual or a business entity) to an existing Trévo business, the Company requires both a written request as well as a properly completed Life and Health Coach Application and Agreement containing the applicant and co-applicant’s Social Security numbers and signatures. To prevent the circumvention of the “Sale, Transfer or Assignment of Trévo Distributorship” Policy described herein, the original applicant must remain as a party to the original Life and Health Coach Application and Agreement. The original Life and Health Coach may not terminate his or her relationship with the Company unless the Life and Health Coach Agreement (and the Trévo business) is terminated in its entirety. If the original Life and Health Coach desires to terminate his or her relationship with the Company, he or she must transfer or assign his or her business in accordance with the said Policy. All bonus and commission checks will be sent to the address of record of the original Life and Health Coach. Please note that the modifications permitted within the scope of this paragraph do not include a change of enrollment and placement. Changes of enrollment and placement are addressed in the “Change of Enroller” Policy below. There is a $25.00 fee for each change requested, which must be included with the written request and the completed Life and Health Coach Application and Agreement. Trévo may, at its discretion, require notarized documents before implementing any changes to a Trévo business. Please allow thirty (30) days after the receipt of the request by Trévo for processing.

CHANGE OF ENROLLER

To protect the integrity of all marketing organizations and safeguard the hard work of all Life and Health Coaches, Trévo strongly discourages changes in enrollment and placement. Maintaining the integrity of enrollment and placement is critical for the success of every Life and Health Coach and marketing organization. Accordingly, the transfer of a Trévo business from one Enroller to another is rarely permitted.

Requests for change of enrollment and placement must be submitted in writing to the Life and Health Coach Support Department, and must include the reason for the transfer. Transfers will only be considered in the following two (2) circumstances:

a) In cases involving fraudulent inducement or unethical enrolling, a Life and Health Coach may request that he or she be transferred to another organization with his or her entire marketing organization intact. All requests for transfer alleging fraudulent enrollment practices shall be evaluated on a case-by-case basis.

b) The Life and Health Coach seeking to transfer submits a properly completed and fully executed Enrollment and Placement Transfer Form, which includes the written and notarized approval of the immediate three (3) upline Enrollers. Photocopied or facsimile signatures are not acceptable. All Life and Health Coach signatures must be notarized. The Life and Health Coach who requests the transfer must submit a fee of $50 for administrative charges and data processing. If the transferring Life and Health Coach also wants to move any of the Life and Health Coaches in his or her marketing organization, each downline Life and Health Coach must also obtain a properly completed Enrollment and Placement Transfer Form and return it to Trévo with the $50.00 change fee (i.e., the transferring Life and Health Coach and each Life and Health Coach in his or her marketing organization multiplied by $50.00 is the cost to move a Trévo business). Downline Life and Health Coaches will not be moved with the transferring Life and Health Coach unless all of the requirements of this paragraph are met. Transferring Life and Health Coaches must allow thirty (30) days after the receipt of the Enrollment and Placement Transfer Forms by Trévo for processing and verifying change requests. Trévo reserves the right to refuse the transfer of any Business Center.

CANCELLATION AND RE-APPLICATION

A Life and Health Coach may legitimately change organizations by voluntarily canceling his or her Trévo business and remaining inactive (i.e., no purchases of Trévo products for resale, no sales of Trévo products, no enrolling, no attendance at any Trévo functions, participation in any other form of Life and Health Coach activity, or operation of any other Trévo business) for six (6) full calendar months.

Following the six-month period of inactivity, the former Life and Health Coach may reapply under a new Enroller. Trévo will consider waiving the six-month waiting period under
exceptional circumstances. Such requests for waiver must be submitted to Trévo in writing.

3.4 Unauthorized Claims and Actions

INDEMNIFICATION

A Life and Health Coach is fully responsible for all of his or her verbal and written statements made regarding Trévo products, services, and the Marketing and Compensation Plan that are not expressly contained in official Trévo materials. Life and Health Coaches agree to indemnify Trévo and Trévo’s directors, officers, employees, and agents, and hold them harmless from any and all liability including judgments, civil penalties, refunds, attorney fees, court costs, or lost business incurred by Trévo as a result of any Life and Health Coach’s unauthorized representations or actions. This provision shall survive the termination of the Life and Health Coach Agreement.

PRODUCT CLAIMS

No claims as to therapeutic or curative properties of any products offered by Trévo may be made except those contained in official Trévo literature. In particular, no Life and Health Coach may make any claim that Trévo products are useful in the cure, treatment, diagnosis, mitigation or prevention of any diseases. Such statements can be perceived as medical or drug claims. Not only are such claims violative of Trévo policies, but they also may violate federal and state laws and regulations, including the federal Food, Drug and Cosmetic Act, regulations of the United States Food and Drug Administration, and the Federal Trade Commission Act.

INCOME CLAIMS

In their enthusiasm to enroll prospective Life and Health Coaches, some Life and Health Coaches are occasionally tempted to make income claims or earnings representations to demonstrate the inherent power of network marketing. This is counterproductive because new Life and Health Coaches may become disappointed very quickly if their results are not as extensive or as rapid as the results others have achieved. At Trévo, we firmly believe that the Trévo income potential is great enough to be highly attractive, without reporting the earnings of others.

Moreover, the Federal Trade Commission and several states have laws or regulations that regulate or even prohibit certain types of income claims and testimonials made by persons engaged in network marketing. While Life and Health Coaches may believe it beneficial to provide copies of checks, or to disclose the earnings of themselves or others, such approaches have legal consequences that can negatively impact Trévo as well as the Life and Health Coach making the claim unless appropriate disclosures required by law are also made contemporaneously with the income claim or earnings representation. Because Trévo Life and Health Coaches do not have the data necessary to comply with the legal requirements for making income claims, a Life and Health Coach, when presenting or discussing the Trévo opportunity or Marketing and Compensation Plan to a prospective Life and Health Coach or customer, may not make income projections, income claims, or disclose his or her Trévo income (including the showing of checks, copies of checks, or bank statements). Hypothetical income examples that are used to explain the operation of the Marketing and Compensation Plan, and which are based solely on mathematical projections, may be made to prospective Life and Health Coaches, so long as the Life and Health Coach who uses such hypothetical examples 1) makes clear to the prospective Life and Health Coach(es) that such earnings are hypothetical; and 2) provides the prospective Life and Health Coach(es) with a current copy of Trévo’s official income disclosure statement.

3.5 Commercial Outlets

Trévo strongly encourages the retailing and selling of its products and services through person-to-person contact. In an effort to reinforce this method of marketing and to help provide a standard of fairness for its Life and Health Coach base, Life and Health Coaches may not display or sell Trévo products, services, literature in any retail or service establishment without prior written approval from Trévo.

COMMERCIAL SALES

Trévo will permit Life and Health Coaches to solicit and make commercial sales upon prior written approval from the Company. For the purposes of these Policies and Procedures, the term “commercial sale” means the sale of:

(a) Trévo products that equal or exceed $1,300.00 or more in a single order; and

(b) To a third party who intends to resell the products to an end consumer.

TRADE SHOWS, EXPOSITIONS, AND FLEA MARKETS

Life and Health Coaches may display and/or sell Trévo products at trade shows and professional expositions. Before submitting a deposit to the event promoter, Life and Health Coaches must contact the Life and Health Coach Support Department in writing for conditional approval, as Trévo’s policy is to authorize only one Trévo business per event. Final approval will be granted to the first Life and Health Coach who submits an official advertisement of the event, a copy of the contract signed by both the Life and Health Coach and the event official, and a receipt indicating that a deposit for the booth has been paid. Approval is given only for the event specified. Any requests to participate in future events must again be submitted to the Life and Health Coach Support Department. Trévo further reserves the right to refuse authorization to participate at any function which it does not deem a suitable forum for the promotion of its goods, services, or the Trévo opportunity. Approval will not be given for swap meets, garage sales, flea markets or farmer’s markets, as these events are not conducive to the professional image Trévo wishes to portray.

3.6 Conflicts of Interest

NON-SOLICITATION, UNAUTHORIZED RECRUITING AND SALES

Trévo Life and Health Coaches may participate in other direct selling or network marketing or multilevel marketing ventures (collectively “network marketing”), and Life and Health Coaches may engage in selling activities related to non-
products and services if they desire to do so. However, if a Life and Health Coach elects to participate in another network marketing opportunity, in order to avoid conflicts of interest and loyalties, Life and Health Coaches are prohibited from unauthorized recruiting which includes the following:

(a) Any actual or attempted recruitment or enrollment of Trévo Customers or Life and Health Coaches for other network marketing business ventures, either directly or through a third party during the term of the Life and Health Coach Agreement. This includes, but is not limited to, presenting or assisting in the presentation of other network marketing business ventures to any Trévo Customer or Life and Health Coach, or implicitly or explicitly encouraging any Trévo Customer or Life and Health Coach to join other business ventures. Because there is an extreme likelihood that conflicts will arise if a Life and Health Coach operates two network marketing programs, it is the Life and Health Coach’s responsibility to first determine whether a prospect is a Trévo Customer or Life and Health Coach before recruiting or enrolling the prospect for another network business venture.

(b) For a period of one (1) year following the cancellation of a Life and Health Coach’s Agreement, the former Life and Health Coach may not recruit any Trévo Life and Health Coach or Customer for another network marketing program.

(c) Producing or offering any literature, tapes or promotional material of any nature for another network marketing business which is used by the Life and Health Coach or any third person to recruit Trévo Customers or Life and Health Coaches for that business venture.

(d) Selling, offering to sell, or promoting any competing non-Trévo products or services to Trévo Customers or Life and Health Coaches. Any product or service in the same generic category as a Trévo product or service is deemed to be competing (e.g., any dietary supplement is in the same generic category as Trévo dietary supplements, and is therefore a competing product, regardless of differences in cost, quality, ingredients or nutrient content).

(e) Offering Trévo products or services, or promoting the Trévo Marketing and Compensation Plan, in conjunction with any non-Trévo products, services, business plan, opportunity, or incentive.

(f) Offering any non-Trévo products, services, business plan, opportunity, or incentive at any Trévo meeting, seminar, launch, convention, or other Trévo function, or immediately following such event.

(g) Receiving any form of compensation from a third-party entity other than third-party programs expressly approved by Trevo LLC in exchange for promoting any tool, training, or lead resource. This restriction is applicable to compensation in the form of money, services, or products (e.g., free leads).

For purposes of this policy, the term “recruit” means actual or attempted solicitation, enrollment, or effort to influence in any other way, either directly or through a third party, another Trévo Life and Health Coach or Customer to enroll or participate in another network marketing opportunity. This conduct constitutes recruiting even if the Life and Health Coach’s actions are in response to an inquiry made by another Life and Health Coach or Customer.

DOWNLINE ACTIVITY REPORTS

Downline Activity Reports are available for Life and Health Coach access and viewing at Trévo’s official web site and via the back office of Trévo Personal Websites. Access to online Downline Activity Reports is password protected. All Downline Activity Reports are confidential and constitute proprietary business trade secrets belonging to Trévo. Downline Activity Reports are provided to Life and Health Coaches in strictest confidence and are made available to Life and Health Coaches for the sole purpose of assisting Life and Health Coaches in their respective Marketing Organizations in the development of their Trévo businesses. Life and Health Coaches should use their Downline Activity Reports to manage, motivate, and train their downline Life and Health Coaches. The Life and Health Coach and Trévo agree that, for this agreement of confidentiality and nondisclosure, Trévo would not provide Downline Activity Reports to the Life and Health Coach. During any term of the Life and Health Coach Agreement and following the termination or expiration of the Life and Health Coach Agreement between Life and Health Coach and Trévo, for any reason whatsoever, a Life and Health Coach shall not, on his or her own behalf, or on behalf of any other person, partnership, association, corporation or other entity:

- Directly or indirectly disclose any information contained in any Downline Activity Report to any third party;
- Directly or indirectly disclose his or her password or other user access code to his or her Downline Activity Report;
- Use the information to compete with TrevoTM or for any purpose other than promoting his or her Trévo business;
- Recruit or solicit any Life and Health Coach or Customer of Trévo listed on any report, or in any manner attempt to influence or induce any Life and Health Coach or Customer of Trévo, to alter their business relationship with Trévo;
- Use or disclose to any person, partnership, association, corporation, or other entity any information contained in any Downline Activity Report.

Conflict of Interest provisions shall survive the cancellation or termination of this Agreement. Upon demand by the Company, any current or former Life and Health Coach will return the original and all copies of Downline Activity Reports to the Company.

3.7 Corporations, Limited Liability Companies, Partnerships, and Trusts

A corporation, limited liability company (“LLC”), partnership or trust (collectively referred to in this section as an “Entity”) may apply to be a Trévo Life and Health Coach by submitting its Certificate of Incorporation, Articles of Organization (LLC), Partnership Agreement or trust documents (these documents are collectively referred to as the “Entity Documents”) to Trevo, along with a properly completed Corporation, LLC, Partnership or Trust Form (Form 1041). If a Life and Health Coach enrolls online, the Entity Documents and Form 1041 must be submitted to Trévo within 30 days of the online
enrollment. A Trévo business may change its status under the same line of enrollment and placement from an individual to a partnership, LLC, corporation or trust, or from one type of entity to another. To do so, the Life and Health Coach(es) must provide the Entity Documents and submit a properly completed Corporation, LLC, Partnership or Trust Form (Form 1041) to Trévo. The Corporation, LLC, Partnership or Trust Form (Form 1041) must be signed by all of the shareholders, members/managers, partners or trustees. Members of the Entity are jointly and severally liable for any indebtedness or other obligation to Trévo. As set forth in the section entitled “One Trévo Business Per Life and Health Coach” herein, no individual may participate directly or indirectly in more than one Trévo business. It is the responsibility of those persons involved in the Entity to conform to the laws of the state in which their Entity is formed.

3.8 Cross-Enrolling

Actual or attempted cross-group enrolling is strictly prohibited. “Cross-enrolling” is defined as the enrollment of an individual or Entity that already has a current Preferred Customer or Life and Health Coach Agreement on file with Trévo, or which has had such an agreement within the preceding six (6) calendar months, within a different line of enrollment and placement. The use of a spouse’s or relative’s name, trade names, DBAs, assumed names, corporations, partnerships, trusts, federal ID numbers, or fictitious ID numbers to circumvent this policy is prohibited. Life and Health Coaches may not demean, discredit or invalidate other Trévo Life and Health Coaches in an attempt to entice another Life and Health Coach to become part of the first Life and Health Coach’s marketing organization. This policy shall not prohibit the transfer of a Trévo business in accordance with the “Sale, Transfer or Assignment of Trévo Distributorship” policy detailed herein.

3.9 Errors or Questions

In the event a Life and Health Coach has questions about or believes any errors have been made regarding commissions, bonuses, Downline Activity Reports, orders or charges, the Life and Health Coach must notify Trévo within sixty (60) days of the date of the purported error or incident in question. Trévo will not be responsible for any errors, omissions or problems not reported to it within sixty (60) days.

3.10 Excess Inventory Purchases Prohibited

Trévo strictly prohibits the purchase of products in unreasonable amounts solely for the purpose of qualifying for commissions, bonuses or advancement in the Marketing and Compensation Plan. Life and Health Coaches may not purchase more inventory than they can reasonably resell or consume in a month nor may they encourage others to do so. Life and Health Coaches are prohibited from purchasing more than $1,300.00 in products per month unless they certify to Trévo that they have pending retail orders in excess of that amount or provide Trévo with other written reason why such a purchase is necessary.

3.11 Governmental Approval or Endorsement

Neither federal nor state regulatory agencies, nor officials approve or endorse any direct selling or network marketing companies or programs. Therefore, Life and Health Coaches shall not represent or imply that Trévo or its Marketing and Compensation Plan have been “approved,” “endorsed” or otherwise sanctioned by any governmental agency.

3.12 Holding Applications or Orders

Life and Health Coaches must not manipulate enrollments of new applicants and purchases of products. All Life and Health Coach Applications and Agreements, and product orders must be sent to Trévo within twenty-four (24) hours from the time they are executed.

3.13 Identification

All Life and Health Coaches are required to provide their Social Security number, federal Taxpayer Identification number, or applicable country identification number. Upon enrollment, the Company will provide a unique Life and Health Coach Identification number to the Life and Health Coach by which he or she will be identified. This number will be used to place orders, and track commissions and bonuses.

3.14 U.S. Income Taxes

Every year, Trévo will provide an IRS Form 1099 MISC (Non-employee Compensation) earnings statement to each U.S. resident who falls into one of the following categories:

- Had earnings of over $600 in the previous calendar year; or
- Made purchases during the previous calendar year in excess of $5,000.

Each Life and Health Coach is responsible for paying local, state, and federal taxes on any income generated as a Life and Health Coach. If a Trévo business is tax exempt, the Federal tax identification number must be provided to Trévo.

3.15 Independent Contractor Status- US only

Life and Health Coaches are independent contractors, and are not purchasers of a franchise or a business opportunity. The agreement between Trévo and its Life and Health Coaches does not create an employer/employee relationship, agency, partnership, or joint venture between the Company and the Life and Health Coach. A Life and Health Coach shall not be treated as an employee for his or her services or for federal or state tax purposes. All Life and Health Coaches are responsible for paying local, state, and federal taxes due from all compensation earned as a Life and Health Coach of the Company. The Life and Health Coach has no authority (expressed or implied) to bind the Company to any obligation. Each Life and Health Coach is encouraged to establish his or her own goals, hours, and methods of sale, so long as he or she complies with the terms of the Life and Health Coach Agreement, these Policies and Procedures, and applicable laws. Please note that similar rules may apply in international countries.

3.16 Insurance

BUSINESS PURSUITS COVERAGE

You may wish to arrange for adequate insurance coverage for your business. Neither your homeowner insurance policy nor your automobile insurance policy covers business-related
injuries, or the theft of or damage to product inventory or business equipment. Contact your insurance agent to make certain that your business property is protected. This can often be accomplished with a simple “Business Pursuit” endorsement attached to your present homeowner and automobile policies.

PRODUCT LIABILITY COVERAGE
Trévo maintains insurance to protect the Company and Life and Health Coaches against product liability claims. Trévo’s insurance policy contains a “Vendor Endorsement” which extends coverage to Life and Health Coaches so long as they are marketing Trévo products in accordance with Company Policies and applicable laws and regulations. Trévo’s product liability policy does not extend coverage to claims or actions that arise as a result of a Life and Health Coach’s misconduct in marketing the products.

3.17 LLC Marketing
Because of critical legal and tax considerations, including: compliance with foreign laws regarding product approval or registration; regulations regarding ingredients, labeling, and packaging; cautionary statements; protection of intellectual property; compliance with customs, tax, and immigration laws; compliance with direct selling laws; product and income representations; and literature content and language requirements, Trévo must limit the resale of Trévo products and services, and the presentation of the Trévo business to prospective customers and Life and Health Coaches located within countries that have been properly opened by Trévo. Moreover, allowing a few Life and Health Coaches to conduct business in markets not yet opened by Trévo would violate the concept of affording every Life and Health Coach the equal opportunity to expand.

Accordingly, Life and Health Coaches are authorized to sell Trévo products and services, and enroll Customers or Life and Health Coaches only in the countries in which Trévo is authorized to conduct business, as announced from time to time in official Company literature. No Life and Health Coach may sell, give, transfer, import, export, or distribute Trévo products or sales aids in any unauthorized country. In addition, no Life and Health Coach may, in any unauthorized country:

(a) Conduct sales, enrollment or training meetings;
(b) Enroll or attempt to enroll potential Customers or Life and Health Coaches; or
(c) Conduct any other activity for the purpose of selling Trévo products, establishing a Marketing Organization, or promoting the Trévo opportunity.

Upon executing a Trévo Life and Health Coach Agreement, said enrollee acknowledges and affirms that he/she is a resident of the country in which such Agreement is signed. Said Life and Health Coach further affirms that, by selecting such country, he/she agrees to abide by the accounting and commission payment structures which have been established in accordance with that country’s rules and regulations. Such Life and Health Coach further acknowledges that if he/she is not a resident of the country selected upon enrollment, he/she is responsible for ensuring that upline Life and Health Coaches facilitate the receipt of product and commissions on the basis of special exemption. Trévo LLC shall not be liable in any manner for facilitating the delivery of product and/or commissions to Life and Health Coach in a country in which Trévo has not established operations. If any commission payment changes must be made due to disregard or misunderstanding of Section 3.17 of these Policies and Procedures, applicable fees shall be charged to said Life and Health Coach to correct/address such commission payment changes.

3.18 Adherence to Laws and Ordinance
LOCAL ORDINANCES
Many cities and counties have laws regulating certain home-based businesses. In most cases these ordinances are not applicable to Life and Health Coaches because of the nature of their businesses. However, Life and Health Coaches must obey those laws that do apply to them. If a city or county official tells a Life and Health Coach that an ordinance applies to him or her, the Life and Health Coach shall be polite and cooperative, and immediately send a copy of the ordinance to the Compliance Department of Trévo. In most cases, there are exceptions to the ordinance that apply to Trévo Life and Health Coaches.

COMPLIANCE WITH FEDERAL, STATE, AND LOCAL LAWS
Life and Health Coaches shall comply with all federal, state, and local laws and regulations in the conduct of their businesses. The violation or attempted violation of any such law or regulation, or fraudulent or deceptive conduct, shall be grounds for disciplinary action by Trévo.

3.19 Minors
A person who is recognized as a minor in his/her state of residence may not be a Trévo Life and Health Coach. Life and Health Coaches shall not enroll, recruit or attempt to enroll minors into the Trévo program.

3.20 One Trévo Business Per Life and Health Coach
A Life and Health Coach may operate or have an ownership interest, legal or equitable, as a sole proprietorship, partner, shareholder, trustee, or beneficiary, in only one Trévo business. No individual may have, operate or receive compensation from more than one Trévo business. Individuals of the same family unit may not enter into or have an interest in more than one Trévo business or Life and Health Coach Agreement. A “family unit” is defined as spouses and dependent children living at or doing business at the same address. The Life and Health Coach Agreement is voidable by Trévo if the Life and Health Coach or the family unit to which the Life and Health Coach belongs has previously signed a Life and Health Coach Agreement, unless the prior agreement expired or was terminated at least six (6) calendar months prior thereto.
In order to maintain the integrity of the Trévo Marketing and Compensation Plan, husbands and wives or common-law couples (collectively “spouses”) who wish to become Trévo Life and Health Coaches must be jointly enrolled as one Trévo business. Spouses, regardless of whether one or both are signatories to the Life and Health Coach Application and Agreement, may not own or operate any other Trévo business, either individually or jointly, nor may they participate directly or indirectly (as a shareholder, partner, trustee, trust beneficiary, or any other legal or equitable ownership) in the ownership or management of another Trévo business in any form.

An exception to the one business per Life and Health Coach rule will be considered on a case-by-case basis if two Life and Health Coaches marry or in cases of a Life and Health Coach receiving an interest in another business through inheritance.

**ACTIONS OF HOUSEHOLD MEMBERS OR AFFILIATED INDIVIDUALS**

If any member of a Life and Health Coach’s immediate household engages in any activity which, if performed by the Life and Health Coach, would violate any provision of the Agreement, such activity will be deemed a violation by the Life and Health Coach and Trévo may take disciplinary action pursuant to the Statement of Policies against the Life and Health Coach. Similarly, if any individual associated in any way with a corporation, partnership, trust or other entity (collectively “affiliated individual”) violates the Agreement, such action(s) will be deemed a violation by the Entity, and Trévo may take disciplinary action against the Entity.

**3.21 Re-packaging and Re-labeling Prohibited**

Life and Health Coaches may not re-package, re-label, refill or alter the labels on any Trévo products, information, materials or programs in any way. Trévo products must be sold in their original packages or containers only. Such re-labeling or re-packaging would likely violate federal and state laws, which could result in severe criminal penalties. You should also be aware that civil liability can arise when, as a consequence of the re-packaging or re-labeling of products, the persons using the products suffer any type of injury or their property is damaged.

**3.22 Requests for Records**

Any request from a Life and Health Coach for copies of invoices, applications, Downline Activity Reports, or other records will require a fee of $5.00 per page per copy. This fee covers the expense of mailing and time required to research files and make copies of the records.

Only records of invoices, applications, Downline Activity or other activities from within 90 days prior to such request(s) will be made available.

If records are to be submitted via email, allow up to five (5) business days for such information to be provided.

**3.23 Sale, Transfer or Assignment of Trévo Distributorship**

Although a Trévo distributorship is a privately owned, independently operated business, the sale, transfer or assignment of a Trévo distributorship, is subject to certain limitations. If a Life and Health Coach wishes to sell his or her Trévo distributorship, the following criteria must be met:

(a) Protection of the existing line of enrollment and placement must always be maintained so that the Trévo distributorship continues to be operated in that line of enrollment and placement.

(b) The buyer or transferee must be (or must become) a qualified Trévo Life and Health Coach. If the buyer is an active Trévo Life and Health Coach, he or she must first terminate his or her Trévo distributorship simultaneously with the purchase, transfer, assignment or acquisition of any interest in the new Trévo distributorship.

(c) Before the sale, transfer or assignment can be finalized and approved by Trévo, any debt obligations the selling Life and Health Coach or the purchaser (if he or she is or was a Trévo Life and Health Coach) has with Trévo must be satisfied.

(d) The selling Life and Health Coach and the purchaser (if he or she is a Trévo Life and Health Coach) must be in good standing and not in violation of any of the terms of the Life and Health Coach Agreement or these Policies and Procedures in order to be eligible to sell, transfer, assign, or purchase a Trévo distributorship.

(e) Prior to selling a Trévo distributorship, the selling Life and Health Coach must notify Trévo’s Life and Health Coach Services Department of his or her intent to sell the Trévo distributorship. No changes in line of enrollment and placement can result from the sale or transfer of a Trévo distributorship.

(f) If a Life and Health Coach desires to sell his or her entire Trévo distributorship, the Life and Health Coach’s Enroller must be given the first right and option, in writing and sent via certified mail with return receipt requested, to purchase the distributorship. If the Enroller desires to purchase the distributorship, the purchased distributorship will merge with the Enroller’s Marketing Organization to create a single Marketing Organization.

(g) If the Enroller fails to notify the selling Life and Health Coach of his or her intention to purchase the distributorship within ten (10) business days after his or her receipt of selling Life and Health Coach’s notice of intent to sell, the selling Life and Health Coach must offer (in succession beginning with the Life and Health Coach immediately above the seller’s Enroller) the distributorship to the first three (3) immediate upline Life and Health Coaches of the seller’s Enroller upon the same terms provided in the option to the seller’s Enroller. If an upline Life and Health Coach desires to purchase the selling Life and Health Coach’s distributorship, the purchasing Life and Health Coach must first sell or resign from his or her own distributorship before purchasing another.

(h) If each of the three upline Life and Health Coaches fails to notify the selling Life and Health Coach of his or her intention to purchase the distributorship within ten (10) business days after his or her Receipt of selling Life and Health Coach’s notice of intent to sell, the selling Life and Health Coach may proceed with the sale to a third party.
willing to purchase the existing distributorship upon the same terms provided in the offer to the seller’s Enroller. The buyer, transferee or assignee must complete a Life and Health Coach Agreement (or Transfer Agreement if he or she is a current Trévo Life and Health Coach) and possess reasonable ability to satisfactorily perform the obligations of a Trévo Life and Health Coach who is of the same rank or status as the selling Life and Health Coach.

(i) Upon complete execution of the Purchase and Sale Agreement and the new Life and Health Coach Agreement, the parties must submit copies of the same to Trévo’s Life and Health Coach Services Department for review and approval. Trévo reserves the right to request any additional documentation that may be necessary to analyze the transaction between the buyer and seller. Trévo Life and Health Coach Services Department will approve or deny the sale, transfer or assignment within thirty (30) days after its receipt of all necessary documents from the parties.

(j) If the seller sells, transfers, assigns or attempts to sell, transfer or assign his or her distributorship upon terms different than those set forth in the offer to the seller’s Enroller, such transfer shall be voidable at Trévo’s option. Further, if the parties fail to obtain Trévo’s approval for the transaction, the transfer shall be voidable at Trévo’s option. The purchaser of the existing distributorship will assume the obligations and position of the selling Life and Health Coach. A Life and Health Coach who sells his or her distributorship shall not be eligible to re-apply as a Trévo Life and Health Coach for a period of at least six (6) full calendar months after the sale.

3.24 Separation of a Trévo Business

Trévo Life and Health Coaches sometimes operate their Trévo businesses as husband-wife partnerships, regular partnerships, corporations, or trusts. At such time as a marriage may end in divorce, or a corporation, partnership or trust (the latter three entities are collectively referred to herein as “Entities”) may dissolve, arrangements must be made to assure that any separation or division of the business is accomplished so as not to adversely affect the interests and income of other Life and Health Coaches up or down the line of enrollment and placement. If the separating parties fail to provide for the best interests of other Life and Health Coaches and the Company, Trévo will involuntarily terminate the Life and Health Coach Agreement.

During the pendency of a divorce or entity dissolution, the parties must adopt one of the following methods of operation:

(a) One of the parties may, with consent of the other(s), operate the Trévo business pursuant to an assignment in writing whereby the relinquishing spouse, shareholders, partners or trustees authorize Trévo to deal directly and solely with the other spouse or non-relinquishing shareholder, partner or trustee; or

(b) The parties may continue to operate the Trévo business jointly on a “business-as-usual” basis, whereupon all compensation paid by Trévo will be paid in the joint names of the Life and Health Coaches or in the name of the Entity to be divided as the parties may independently agree between themselves.

Under no circumstances will the Marketing Organization of divorcing spouses, or that of a Trévo business formerly operated by two or more individuals as any form of entity, be divided. Similarly, under no circumstances will Trévo split commission and bonus checks between divorcing spouses or members of dissolving entities. Trévo will recognize only one Marketing Organization and will issue only one commission check per Trévo business per commission cycle. Commission checks shall always be issued to the same individual or Entity. In the event that parties to a divorce or dissolution proceeding are unable to resolve a dispute over the disposition of commissions and ownership of the business, the Life and Health Coach Agreement shall be involuntarily canceled.

If a former spouse or a former Entity owner has completely relinquished all rights in their original Trévo business, they are thereafter free to enroll under any Enroller of their choosing, so long as they meet the waiting period requirements set forth in “Cancellation and Re-application” above. In such case, however, such former spouse or Entity owner shall have no rights to any Life and Health Coaches in their former organization or to any former retail Customer. They must develop the new business in the same manner as would any other new Life and Health Coach.

3.25 Enrolling

All active Life and Health Coaches in good standing have the right to enroll others into Trévo. Each prospective Customer or Life and Health Coach has the ultimate right to choose his or her own Enroller. If two Life and Health Coaches claim to be the Enroller of the same new Life and Health Coach or Customer, the Company shall regard the first application received by the Company as controlling.

As a general rule, industry practice regards the first Life and Health Coach who meaningfully works with a prospective Customer or Life and Health Coach as having first claim to enrollment and placement. Basic tenets of common sense and consideration should govern.

3.26 Anti-Stacking Rule

The Trevo anti-stacking rule allows no more than two (2) positions for any household. For example, a husband and wife may move in different circles, so it would be appropriate for them to have different positions in the company. Any violation of this anti-stacking rule will result in immediate termination.

3.27 Succession

Upon the death or incapacitation of a Life and Health Coach, his or her business may be passed to his or her heirs. Appropriate legal documentation must be submitted to the Company to ensure the transfer meets its requirements. Accordingly, a Life and Health Coach should consult an attorney to assist him or her in the preparation of a will or other testamentary instrument. Whenever a Trévo business is transferred by a will or other testamentary process, the beneficiary acquires the right to collect all bonuses and commissions of the deceased Life and Health Coach’s
marketing organization provided the following qualifications are met. The successor(s) must:

- Execute a Life and Health Coach Agreement;
- Comply with terms and provisions of the Agreement; and
- Meet all of the qualifications for the deceased Life and Health Coach’s status.

Bonus and commission checks of a Trévo business transferred pursuant to this Section will be paid in a single check jointly to the devisees. The devisees must provide Trévo with an “address of record” to which all bonus and commission checks will be sent. If the business is bequeathed to joint devisees, they must form a business entity, acquire a Federal Taxpayer Identification Number, and provide Trévo with a properly completed Corporation, LLC, Partnership or Trust Form (Form 1041). Trévo will issue all bonus and commission checks and one IRS Form 1099 to the business entity.

TRANSFER UPON DEATH OF A LIFE AND HEALTH COACH

To effect a testamentary transfer of a Trévo business, the successor must provide the following to Trévo: (1) an original death certificate; (2) a notarized copy of the will or other instrument establishing the successor’s right to the deceased Life and Health Coach’s Trévo business; and (3) a completed and executed Life and Health Coach Agreement.

TRANSFER UPON INCAPACITATION OF A LIFE AND HEALTH COACH

To effect a transfer of a Trévo business because of incapacity, the successor must provide the following to Trévo: (1) a notarized copy of an appointment as trustee; (2) a notarized copy of the trust document or other documentation establishing the trustee’s right to administer the Trévo business; and (3) a completed Life and Health Coach Agreement executed by the trustee.

3.28 Telemarketing Techniques

The use of any automated telephone solicitation equipment or “boiler-room” telemarketing operations in connection with the marketing or promotion of Trévo, its products or the opportunity is strictly prohibited.

SECTION 4

RESPONSIBILITIES OF LIFE AND HEALTH COACH

4.1 Change of Address or Telephone

To ensure timely delivery of products, support materials and commission checks, it is critically important that Trévo’s files are current. Street addresses are required for shipping since UPS cannot deliver to a Post Office box (US only). Life and Health Coaches planning to move should send their new address and telephone number to the attention of the Life and Health Coach Support Department at Trévo’s Corporate Offices. In order to guarantee proper delivery, two (2) weeks advance notice must be provided to Trévo on all changes.

Special Note: If you are presently on the AutoShip program, you must submit a new AutoShip Agreement. If more than one change of address notice or AutoShip Agreement has been submitted to Trévo, the most recent notice will supersede all previous notices or Agreements. Please allow thirty (30) days after the receipt of notice or Agreement by Trévo for processing.

4.2 Continuing Development Obligations

ONGOING TRAINING

Any Life and Health Coach who enrolls another Life and Health Coach into Trévo must perform a bona fide supervisory function to ensure that his or her downline is properly operating his or her Trévo business. Life and Health Coaches must have ongoing contact, communication, and supervision with the Life and Health Coaches in their Marketing Organizations. Examples of such contact and supervision may include, but are not limited to, newsletters, written correspondence, personal meetings, telephone contact, voice mail, electronic mail, and the accompaniment of downline Life and Health Coaches to Trévo meetings, training sessions, and other functions. Upline Life and Health Coaches are also responsible to motivate and train new Life and Health Coaches in Trévo product knowledge, effective sales techniques, the Trévo Marketing and Compensation Plan, and our Policies and Procedures. Communication with and the training of downline Life and Health Coaches must not, however, violate the “Advertising” policies herein (regarding the development of Life and Health Coach-produced sales aids and promotional materials).

Life and Health Coaches must monitor the Life and Health Coaches in their Marketing Organizations to ensure that downline Life and Health Coaches do not make improper product or business claims, or engage in any illegal or inappropriate conduct. Upon request, every Life and Health Coach should be able to provide documented evidence to Trévo of his or her ongoing fulfillment of the responsibilities of an Enroller.

INCREASED TRAINING RESPONSIBILITIES

As Life and Health Coaches progress through the various levels of leadership, they will become more experienced in sales techniques, product knowledge, and understanding of the Trévo program. They will be called upon and are expected to share this knowledge with lesser-experienced Life and Health Coaches within their organizations.

ONGOING SALES RESPONSIBILITIES

Regardless of their level of achievement, Life and Health Coaches have an ongoing obligation to continue to personally promote sales through the development of new customers and through servicing their existing customers.

4.3 Non-Disparagement

In setting the proper example for their downline, Life and Health Coaches must not disparage Trévo, other Trévo Life and Health Coaches, Trévo’s products, the Marketing and Compensation Plan, or Trévo’s directors, officers, or employees. The disparagement of Trévo, other Trévo Life and Health Coaches, Trévo’s products, the Marketing and Compensation Plan, or Trévo’s directors, officers, or employees.
Plan, or Trévo’s directors, officers, or employees constitutes a material breach of these Policies and Procedures.

4.4 Reporting Policy Violations
Life and Health Coaches observing a Policy violation by another Life and Health Coach should bring the violation directly to the attention of the Trévo Compliance Department. Details of the incidents, such as dates, number of occurrences, persons involved, and any supporting documentation should be included in the report.

4.5 Reviewing Policies and Procedures with New Enrollees
Life and Health Coaches must review the most current version of the Policies and Procedures with individuals whom they are enrolling to become Life and Health Coaches before the applicants sign a Life and Health Coach Agreement.

SECTION 5
SALES REQUIREMENTS

5.1 Product Sales
The Trévo Marketing and Compensation Plan is based upon the sale of Trévo products and services to end consumers. Life and Health Coaches must fulfill specified personal and Marketing Organization retail sales requirements (as well as meet other responsibilities set forth in the Agreement) to be eligible for bonuses, commissions and advancement to higher levels of achievement.

To be eligible for commissions, Life and Health Coaches must satisfy the Personal Sales Volume and Group Sales Volume requirements to maintain their status as specified in the Trévo Marketing and Compensation Plan. “Personal Sales Volume” shall include purchases made by the Life and Health Coach and purchases made by the Life and Health Coach’s personally enrolled Preferred Customers. Group Sales Volume shall include the total Sales Volume of all Life and Health Coaches in his or her Marketing Organization.

At least 70% of a Life and Health Coach’s total monthly Personal Sales Volume must be consumed or sold to Customers. By re-ordering, a Life and Health Coach certifies that he or she has complied with this policy.

Life and Health Coaches must develop or service at least five (5) Customers every month.

5.2 No Price or Territory Restrictions
Life and Health Coaches are not required to sell Trévo products at the suggested retail prices set by Trévo on the Trévo Price List. Life and Health Coaches may sell Trévo products at any price they choose. There are no exclusive territories granted to anyone. No franchise fees are required.

However, said Life and Health Coaches may, under no circumstances, undercut the recommended local market retail price of Trévo products.

Trévo LLC grants no exclusive territories to any Life and Health Coach or team. Additionally, payment of franchise fees shall not be required or permitted.

5.3 Sales Receipts
Life and Health Coaches are required to furnish their Customers with two copies of an official Trévo receipt at the time of each sale. Life and Health Coaches must maintain all such retail sales receipts for a period of two (2) years and furnish them to Trévo at the Company’s request. These receipts outline the Customer Refund Warranty for Trévo products, as well as any consumer protection rights afforded by federal or state law. Life and Health Coaches must ensure that the following information is contained on each sales receipt:

- Date of the transaction;
- Date (not earlier than the third business day following the date of the transaction) by which the buyer may give notice of cancellation; and
- Name and address of the selling Life and Health Coach.

In addition to written receipts, Life and Health Coaches must orally inform Customers of their cancellation rights.

SECTION 6
BONUSES AND COMMISSIONS

6.1 Bonus and Commission Qualifications
Life and Health Coaches must be active and in compliance with the Agreement to qualify for bonuses and commissions. As long as a Life and Health Coach complies with the terms of the Agreement, Trévo shall pay commissions to such Life and Health Coach in accordance with the Marketing and Compensation Plan. The minimum amount for which Trévo will issue a check is $25.00 for Group Volume Commissions. If a Life and Health Coach's bonuses and commissions do not equal or exceed $25.00, the Company will accrue the commissions and bonuses until they total $25.00. A check will be issued when $25.00 has been accrued.

6.2 Adjustment to Bonuses, Commissions, and Sales Volumes
Life and Health Coaches receive bonuses and commissions based on the actual sales of products and services to end consumers. When a product or service is returned to Trévo for a refund or is re-purchased by the Company, the bonuses and commissions attributable to the returned or re-purchased product(s) will be deducted in the month in which the refund is given and continuing every pay period thereafter until the commission is recovered from the Life and Health Coaches who received bonuses and commissions on the sales of the refunded goods. In the event that a Life and Health Coach terminates his or her distributorship, and the amounts of the bonuses or commissions attributable to the returned products have not yet been fully recovered by the Company, the remainder of the outstanding balance may be off-set against any amounts owed
to the terminated Life and Health Coach pursuant to “Return of Inventory and Sales Aids by Life and Health Coaches” herein.

6.3 Maximum Daily Payout
The maximum payout in any pay period (whether daily, weekly, or monthly) will be 70% of the Company's total eligible commissionable revenues for that pay period.

6.4 Backdated Qualifying Volume (QV) Orders
All QV associated with a backdated QV order shall be considered non-commissionable.

6.5 Unclaimed Commissions and Credits
Life and Health Coaches must deposit or cash commission and bonus checks within ninety (90) days from the date of issuance. A check that remains uncashed after ninety (90) days will be voided. Fees shall be associated with re-issuance of such checks and must be requested within six (6) months of the initial date of said check. These charges shall be deducted from the balance owed to the Life and Health Coach.

6.6 Online Accessed Activity Reports
All information provided by Trévo in online activity reports including, but not limited to, personal and group sales volume (or any part thereof), downline enrollment activity, and accrued bonuses and commissions is believed to be accurate and reliable. Nevertheless, due to various factors including but not limited to human and/or mechanical error, the accuracy, completeness, and timeliness of orders, denial of credit card and electronic check payments, returned products, and credit card and/or electronic check charge-backs, the information is not guaranteed by Trévo or any persons creating or transmitting the information.

All volume information is provided “as is” without warranties, express or implied, or representations of any kind whatsoever. In particular, but without limitation, there shall be no warranties of merchantability, fitness for a particular use, or non-infringement.

To the fullest extent permissible under applicable law, Trévo and/or other persons creating or transmitting the information will, in no event, be liable to any representative or anyone else for any direct, indirect, consequential, incidental, special or punitive damages that arise out of the use of or access to volume information (including, but not limited to, lost profits, bonuses or commissions, loss of opportunity, and damages that may result from inaccuracy, incompleteness, inconvenience, delay or loss of the use of the information), even if Trévo or other persons creating or transmitting the information shall have been advised of the possibility of such damages. To the fullest extent permitted by law, Trévo or other persons creating or transmitting the information shall have no responsibility or liability to you or anyone else under any tort, contract, negligence, strict liability, products liability or other theory with respect to any subject matter of this agreement or terms and conditions related thereto.

Access to and use of Trévo's online activity reporting services and the information obtained thereby is at your own risk. All such information is provided to you “as is.” If you are dissatisfied with the accuracy or quality of the information, your sole and exclusive remedy is to discontinue use of and access to Trévo's online activity reporting services.

7.1 Product Guarantee
Trévo offers a sixty (60) day product replacement guarantee on any defective product to all Customers, Preferred Customers, and Life and Health Coaches.

RETURNS BY RETAIL CUSTOMERS
Every Trévo Life and Health Coach is bound to honor the Customer guarantee. If, for any reason, a Customer is dissatisfied with any Trévo product, the Customer may return the unused portion of the product to the Life and Health Coach from whom it was purchased within sixty (60) days for product replacement.

If a Customer returns a product to the Life and Health Coach from whom it was purchased, the Life and Health Coach may return it to the Company for an exchange. All products returned by Customers must be returned to the Company within ten (10) days from the date on which it was returned to the Life and Health Coach, along with the sales receipt which the Life and Health Coach gave to the Customer.

When a Life and Health Coach makes a sale or takes an order from a Customer who cancels or requests a refund within the 72-hour period, the Life and Health Coach must promptly refund the Customer's money, as long as the products are returned to the Life and Health Coach in substantially as good condition as when received. A Customer who makes a purchase of or signs a contract for $25.00 or more has three (3) business days (72 hours) after the sale or execution of a contract to cancel the order and receive a full refund consistent with the cancellation notice on the order form.

Additionally, Life and Health Coaches must orally inform Customers of their right to rescind a purchase or an order with 72 hours, and ensure that the date of the order or purchase is entered on the order form or receipts. All Customers must be provided with two (2) copies of an official Trévo sales receipt at the time of the sale. The back of the receipt provide the Customer with written notice of his or her rights to cancel the sales transaction.

RETURNS BY PREFERRED CUSTOMERS
If a Preferred Customer is dissatisfied with any Trévo product, he or she may return that product to the Company within sixty (60) days for product replacement.
RETURNS BY LIFE AND HEALTH COACHES
(Products Purchased for Personal Consumption)

If a Life and Health Coach is dissatisfied with any Trévo product purchased for personal use, the Company offers a sixty (60) day product replacement guarantee. This guarantee is limited to $1,000.00 in replacement product.

7.2 Return of Inventory and Sales Aids by Life and Health Coaches

Upon cancellation of a Life and Health Coach’s Agreement, the Life and Health Coach may return inventory and sales aids for a refund if he or she is unable to sell or use the merchandise. A Life and Health Coach may only return products and sales aids purchased by him or her that are in current, marketable condition. Upon receipt of the products and sales aids, the Life and Health Coach will be reimbursed 90% of the net cost of the original purchase price(s), less shipping charges and ten (10) percent re-stocking fee. Any products previously certified as sold under the 70% rule (See “Product Sales” herein) shall not be subject to this inventory re-purchase policy. Moreover, the Company shall deduct from the reimbursement paid to the Life and Health Coach any commissions, bonuses, rebates or other incentives received by the Life and Health Coach which were associated with the returned merchandise. Any Life and Health Coach who receives a cash refund for inventory and/or sales aids will be terminated.

MONTANA RESIDENTS

A Montana resident may cancel his or her Life and Health Coach Agreement within fifteen (15) days from the date of enrollment.

7.3 Return Procedure

The following procedures apply to all returns for refund, re-purchase, or exchange:

(a) All merchandise must be returned by the Life and Health Coach or Preferred Customer who purchased it directly from Trévo.
(b) All merchandise must include all of its original packaging.
(c) All products to be returned must have a Return Authorization Number, which is obtained by calling the Life and Health Coach Services Department. This Return Authorization Number must be written on each carton returned.
(d) Proper shipping carton(s) and packing materials are to be used in packaging the product(s) being returned for replacement or refund.
(e) The best and most economical means of shipping is suggested.
(f) Shipping charges on returns to Trévo must be pre-paid.
(g) Trévo does not accept “Collect On Delivery” (C.O.D.) packages.
(h) The risk of loss in shipping returned product shall be borne by the Life and Health Coach.
(i) If returned product is not received by the Company’s Distribution Center, it is the responsibility of the Life and Health Coach to trace the shipment.

(j) The return is to be accompanied by a completed and signed Consumer Return Form, a copy of the original dated retail sales receipt, and the unused portion of the product in its original container.

If a Life and Health Coach is returning merchandise to Trévo that was returned to him or her by a Customer, the product must be received by Trévo within ten (10) days from the date on which the Customer returned the merchandise to the Life and Health Coach, and must be accompanied by the sales receipt the Life and Health Coach gave to the Customer at the time of the sale. No replacement of product will be made if the conditions of these rules are not met.

SECTION 8
DISPUTE RESOLUTION AND DISCIPLINARY PROCEEDINGS

8.1 Disciplinary Sanctions

Violation of the Agreement, these Policies and Procedures, or any illegal, fraudulent, deceptive or unethical business conduct by a Life and Health Coach may result, at Trévo’s discretion, in one or more of the following corrective measures:

• Issuance of a written warning or admonition;
• Imposition of a fine, which may be withheld from bonus and commission checks;
• Loss of rights to one (1) or more bonus and commission checks;
• Adjustment of any Marketing Organization, including the movement of all or part of the Marketing Organization to another Life and Health Coach;
• Involuntary cancellation of the offender’s Life and Health Coach Agreement;
• Requiring the Life and Health Coach to take immediate corrective measures;
• Any other measure expressly allowed within any provision of the Agreement;
• Any other measure which Trévo deems practicable to implement and appropriate to equitably resolve injuries caused partially or exclusively by the Life and Health Coach’s policy violation or contractual breach;
• Suspension of the individual’s Life and Health Coach Agreement for one (1) or more pay periods;
• Trévo may withhold from a Life and Health Coach all or part of the Life and Health Coach’s bonuses and commissions during the period that Trévo is investigating any conduct allegedly violative of the Agreement. If a Life and Health Coach’s business is canceled for disciplinary reasons, the Life and Health Coach will not be entitled to recover any commissions withheld during the investigation period.
• In situations deemed appropriate by Trévo, the Company may institute legal proceedings for monetary and/or equitable relief.
8.2 Grievances and Complaints
When a Life and Health Coach has a grievance or complaint against another Life and Health Coach regarding any practice or conduct in relationship to their respective Trévo businesses, the complaining Life and Health Coach should first report the problem to his or her upline Enroller who should review the matter and try to resolve it with the other party's upline Enroller. If the matter cannot be resolved, it must be reported in writing to the Life and Health Coach Services Department at the Company. The Life and Health Coach Services Department will review the facts and attempt to resolve the matter. If it is not resolved, it will be referred to the Dispute Resolution Board for final review and determination.

8.3 Dispute Resolution Board
The purpose of the Dispute Resolution Board (“DRB”) is to review appeals of disciplinary sanctions, and review matters between Trévo Life and Health Coaches. After the response or settlement instituted by Life and Health Coach Services has been denied or otherwise remains unresolved, the DRB reviews evidence, deliberates, and responds to current exceptional issues on a collective basis.

A Life and Health Coach may submit a written request for a telephonic or in-person hearing within seven (7) business days from the date of either the written notice by Trévo of disciplinary action or the written decision of Life and Health Coach Services regarding disputes between Life and Health Coaches. All communication with Trévo and the Life and Health Coach seeking resolution of a dispute must be in writing. It is within the DRB’s discretion whether a claim is accepted for review. If the DRB agrees to review the matter, it shall schedule a hearing within sixty (60) days of receipt of a Life and Health Coach’s written request. All evidence (e.g., documents, exhibits, etc.) that a Life and Health Coach desires to have considered by the DRB must be submitted to Trévo no later than seven (7) business days before the date of the hearing. The Life and Health Coach shall bear all of the expenses related to his or her attendance and the attendance of any witnesses he or she desires to be present at the hearing. The decision of the Dispute Resolution Board will be final and subject to no further review. During the pendency of the claim before the DRB, the Life and Health Coach waives his or her right to pursue arbitration or any other remedy.

8.4 Arbitration
Any controversy or claim arising out of or relating to the Agreement or the breach thereof shall be settled by arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. If a Life and Health Coach files a claim or counterclaim against Trévo, he or she may only do so on an individual basis and not with any other Life and Health Coach or as part of a class or consolidated action. Life and Health Coaches waive all rights to trial by jury or to any court. All arbitration proceedings shall be held in the city of Oklahoma City, Oklahoma unless the laws of the state in which a Life and Health Coach resides expressly require the application of its laws, in which case the arbitration shall be held in the capital of that state. The parties shall be entitled to all discovery rights allowed under the Federal Rules of Civil Procedure. No other aspects of the Federal Rules of Civil Procedure shall be applicable to arbitration. There shall be one arbitrator, an attorney at law who possesses expertise in business law transactions with a strong preference for an attorney knowledgeable in the direct selling industry, selected from the panel that the American Arbitration Panel provides. Each party to the arbitration shall be responsible for its own costs and expenses of arbitration, including legal and filing fees. The decision of the arbitrator shall be final and binding on the parties and may, if necessary, be reduced to a judgment in any court of competent jurisdiction. This agreement to arbitration shall survive any termination or expiration of the Agreement.

Nothing in these Policies and Procedures shall prevent Trévo from applying to and obtaining from any court having jurisdiction a writ of attachment, a temporary injunction, preliminary injunction, permanent injunction or other relief available to safeguard and protect Trévo interest prior to, during or following the filing of any arbitration or other proceeding or pending the rendition of a decision or award in connection with any arbitration or other proceeding.

8.5 Governing Law, Jurisdiction and Venue
Jurisdiction and venue of any matter not subject to arbitration shall reside in Oklahoma County, State of Oklahoma, unless the laws of the state in which a Life and Health Coach resides expressly require the application of its laws, in which case that state’s law shall govern all issues related to jurisdiction and venue. The Federal Arbitration Act shall govern all matters relating to arbitration. The laws of the State of Oklahoma shall govern all other matters relating to or arising from the Agreement unless the laws of the state in which a Life and Health Coach resides expressly require the application of its laws.

APPEALS OF DISCIPLINARY SANCTIONS
Following issuance of a disciplinary sanction, the disciplined Life and Health Coach may appeal the sanction to the DRB. A Life and Health Coach’s appeal must be in writing and received by the Company within twenty-five (25) days of the date of notice of the sanction. If the appeal is not received by Trévo within the twenty-five (25) day period, the sanction will be automatically and irrevocably deemed final. The Life and Health Coach must submit all supporting documentation with his/her appeal correspondence. The written appeal will be reviewed by the DRB. If the Life and Health Coach files a timely appeal of the sanction, the DRB will review and reconsider the sanction, consider any other appropriate action, and notify the Life and Health Coach in writing of its decision.
9.1 Preferred Customers
Under the Preferred Customer Program, an individual may sign up to have a pre-selected package of Trévo goods delivered to his or her home automatically each month. Not only does this take all of the hassles out of buying, it also allows the Customer to take advantage of the discounted Preferred Customer Prices.

9.2 Purchasing Trévo Products
Each Life and Health Coach should purchase his or her products directly from Trévo. If a Life and Health Coach purchases products from another Life and Health Coach or any other source, the purchasing Life and Health Coach will not receive the Personal Sales Volume associated with that purchase.

9.3 General Order Policies
In the case of mail orders with invalid or incorrect payment, Trévo will attempt to contact the Life and Health Coach by phone and/or mail to try to obtain another payment. If these attempts are unsuccessful after five (5) working days, the order will be returned unprocessed. No C.O.D. orders will be accepted. Trévo maintains no minimum order requirements. Orders for products and sales aids may be combined.

9.4 Shipping and Back Order Policy
Trévo will normally ship products within seventy-two (72) hours from the date on which it receives an order. Trévo will expeditiously ship any part of an order currently in stock. If, however, an ordered item is out of stock, it will be placed on back order and shipped when Trévo receives additional inventory. Life and Health Coaches will be charged and given Personal Sales Volume on back ordered items unless notified on the invoice that the product has been discontinued. Trévo will notify Life and Health Coaches and Customers if items are back ordered and not expected to ship within thirty (30) days from the date of the order. An estimated shipping date will also be provided. Back ordered items may be canceled upon a Life and Health Coach’s or Customer’s request. Customers and Life and Health Coaches may request a refund or credit on account for canceled back orders. If a refund is requested, the Life and Health Coach’s Personal Sales Volume will be decreased by the amount of the refund in the month in which the refund is issued.

9.5 Order Confirmation
A Life and Health Coach and/or recipient of an order must confirm that the product received matches the product listed on the shipping invoice and is free of damage. Failure to notify Trévo of any shipping discrepancy or damage within thirty (60) days of shipment will cancel a Life and Health Coach’s right to request a correction.

10.1 Deposits
No monies should be paid to or accepted by a Life and Health Coach for a sale to a Customer except at the time of product delivery. Life and Health Coaches should not accept monies from Customers to be held for deposit in anticipation of future deliveries.

10.2 Insufficient Funds
It is the responsibility of each Life and Health Coach to ensure that there are sufficient funds or credit available in his or her account to cover the monthly AutoShip order. Trévo will not contact Life and Health Coaches in regard to orders canceled due to insufficient funds or credit. This may potentially result in a Life and Health Coach’s failure to meet his or her Personal Sales Volume requirements for the month.

10.3 Returned Checks
All checks returned by a Life and Health Coach’s bank for insufficient funds will be re-submitted for payment. A $25.00 returned check fee will be charged to the account of the Life and Health Coach. After receiving a returned check from a Customer or a Life and Health Coach, all future orders must be paid by Money Order or Cashier’s Check. Any outstanding balance owed to Trévo by a Life and Health Coach for insufficient (NSF) checks and returned check fees will be withheld from subsequent bonus and commission checks.

10.4 Restrictions on Third Party Use of Checking Account Access
Life and Health Coaches shall not permit other Life and Health Coaches or Customers to debit their checking accounts, to enroll or to make purchases from the Company.

10.5 Sales Taxes
Trévo will charge sales tax on all personal consumption sales as well as on all retail product sales. This requirement is applicable to both telephone orders and online orders, and may vary from state to state or country to country.

As independent contractors, Life and Health Coaches are responsible to collect and remit the appropriate sales tax on all products which they sell to Customers. You should consult with your local sales tax authority to ensure that the tax is appropriately remitted.

11.1 Effect of Cancellation
Following a Life and Health Coach’s termination, whether voluntary or involuntary cancellation (both methods are collectively referred to as “cancellation”), the former Life and Health Coach shall have no right, title, claim or interest to the Marketing Organization which he or she operated, or any commission or bonus from the sales generated by the
Organization. A Life and Health Coach whose business is canceled will permanently lose all rights as a Life and Health Coach. This includes the right to sell Trévo products and services and the right to receive future commissions, bonuses, or other income resulting from the sales and other activities of the Life and Health Coach’s former Marketing Organization. In the event of cancellation, Life and Health Coaches agree to waive all rights they may have including, but not limited to, property rights to their former Marketing Organization and any bonuses, commissions, or other remuneration derived from the sales and other activities from his or her former Marketing Organization.

Following cancellation of his or her Life and Health Coach Agreement, the former Life and Health Coach shall not present himself or herself as a Trévo Life and Health Coach and shall not have the right to sell Trévo products or services. A Life and Health Coach whose Life and Health Coach Agreement is canceled shall receive commissions and bonuses only for the last full pay period he or she worked prior to cancellation (less any amounts withheld during an investigation preceding an involuntary cancellation).

11.2 Involuntary Cancellation

A Life and Health Coach’s violation of any of the terms of the Agreement, including any amendments that may be made by Trévo in its sole discretion, may result in any of the sanctions listed in “Disciplinary Sanctions” herein, including the involuntary cancellation of his or her Life and Health Coach Agreement. Cancellation shall be effective on the date upon which written notice is mailed, return receipt requested, to the Life and Health Coach’s last known address or when the Life and Health Coach receives actual notice of cancellation, whichever occurs first.

Trévo expressly reserves the right to terminate all Life and Health Coach Agreements upon thirty (30) days written notice in the event that it elects to cease business operations, dissolve as a corporate entity, or terminate distribution of its products and services via direct selling.

11.3 Voluntary Cancellation

A Life and Health Coach may voluntarily cancel his or her Life and Health Coach Agreement at any time and for any reason by providing written notice to Trévo indicating his or her desire to discontinue his or her Trévo business. The written notice must include the Life and Health Coach’s signature, printed name, address, and Trévo Life and Health Coach Number. If a Life and Health Coach is also a Preferred Customer, the Life and Health Coach’s Preferred Customer Agreement shall continue in force unless the Life and Health Coach also specifically requests that his or her referred Customer Agreement also be cancelled.

As the owners of all copyright of literary/audios/visual work produced regarding Trévo, whether the topic of such work is the Trévo company, product, opportunity, or any combination thereof, Trévo LLC has reserved all rights to such work. Use or distribution of any such trademarked or copyrighted Trévo material, whether in print, audio or visual format, in a manner not approved or intended by the Trévo corporate office is prohibited. Such trademark protection includes the Trévo logo and/or bottle image.

The Trévo logo is a registered trademark owned exclusively by Trévo LLC. As such, unauthorized use of such trademark will result in immediate termination from Trévo as well as possible legal action on the part of Trévo for trademark and/or copyright infringement.

The following sets forth specific prohibited uses of the Trévo logo, printed material, videos and/or audios, as well as any other copyrighted material owned by Trévo LLC:

- a) Any printed material that may, in appearance, be associated with Trévo although it is not authorized marketing material provided to the field from Trévo LLC (available at local Trévo centers);
- b) Material that makes any type of medical, disease, or cure claim in connection with the Trévo products. This shall include, but not be limited to, any such prohibited material in print, electronic, audio, or video form. Such unauthorized claims can place Trévo LLC, as well as the offending Life and Health Coach, in violation of regulations set forth and enforced by FDA, NAFDAC and other count
- c) Any signage or banners other than those produced by Trévo LLC and purchased directly from an authorized Trévo center.
- d) Any product and/or opportunity presentation designed by any entity or person other than Trévo LLC. The official Trévo presentation is available on our website at trevocorporate.com/empowered-presentation/
- e) In order to avoid confusion or misinformation, no social media posted by a Life and Health Coach shall be allowed to imitate or resemble any Trévo corporate social media page. Instead:
  - a. All Life and Health Coach social media pages must clearly state the Life and Health Coach’s name. (Example: Trévo John Smith or John Smith - Trévo Life and Health Coach)
  - b. No Life and Health Coach social media page shall infer in any manner that it is an official Trévo social media page or that said Life and Health Coach is a Trévo corporate employee.
c. Life and Health Coaches are permitted to share photos, logos, etc. directly from official Trévo LLC social media, but copyright ownership must be acknowledged and such material must be posted only in the same context as its original posting by Trévo LLC.

f) Any website that is not an official, authorized Trévo Life and Health Coach page or a Trévo Builder webpage.

g) Any video promotion or presentation that is not produced and authorized by Trévo LLC.

Any Life and Health Coach found to be engaged in any of the above noted prohibited uses of the Trévo logo, printed material, videos and/or audios, as well as any other copyrighted material owned by Trévo LLC, shall be subject to immediate termination as well as possible legal action.

Additionally, the sale of such prohibited material constitutes copyright/trademark infringement and shall be addressed in the same manner as set forth in the preceding paragraph.

SECTION 13
IMPERSOONATING CORPORATE OFFICE

The impersonation of a Trévo corporate office by any Life and Health Coach or team is expressly prohibited and shall, without recourse, result in immediate termination.

a) No Life and Health Coach or team may answer telephone calls in a manner that indicates or infers that the caller has reached a Trévo corporate office.

b) No Life and Health Coach or team may create or utilize letterhead that infers that such correspondence was issued by a Trévo corporate office.

c) No Life or Health Coach or team may create or utilize an email signature block that indicates or infers that such email was transmitted by a member of the Trévo corporate office staff.