

ORGANO®

LOYALTY Partnership PROGRAM

NEVER Without

2026/27



LOYALTY *Autoship* PROGRAM

BENEFITS



FREE GIFTS

You can earn **Loyalty gift** every three months for the first year when you place an autoship order of 50PV+ every month.



% DISCOUNTS

Join as a **Customer** and enjoy up to **20% off** retail pricing on all Autoship orders.

Join as a **Distribution Partner** and receive **up to 10% off** wholesale pricing on every Autoship order.



FLEXIBILITY

Modify, pause, or cancel anytime.

Enjoy the total peace of mind.

How do I sign up?

1) Sign up only - no order is needed in this first phase

2) When you received your unique identification number (ID), Click on Manage Autoshipments

3) Chose your product of 50PV+

How do I qualify for Loyalty Gifts?

You can qualify for free loyalty gifts by placing consecutive loyalty orders of 50PV+ every month. You'll qualify for a loyalty gift at 3, 6, 9, 12 months.



LOYALTY Autoship PROGRAM

FAQ

What is a qualifying Loyalty Autoship order?

The Loyalty Autoship Programme is an optional loyalty programme linked to Autoship. If an eligible Retail Customer or Distribution Partner activates Autoship, participation in the Programme starts automatically and continues only while Autoship remains active and qualifying Autoship orders are placed. A qualifying Autoship order must be at least 50 PV each month. Standard orders do not count. If no qualifying Autoship order is placed in a month, the consecutive reward progress resets to zero. *For full details, please read the enclosed Terms and Conditions.*

Can I cancel my Autoship subscription by phone?

Yes. The Autoship can be canceled by contacting our Support by phone or email.

How do I qualify for loyalty gifts through the Loyalty Autoship program?

You qualify to receive loyalty gifts by placing consecutive loyalty orders of 50+ PV. For the first year, you'll qualify to receive loyalty gifts at 3, 6, 9 and 12 months.

Do I have to place consecutive Loyalty Autoship orders to qualify for the loyalty gifts?

Yes. In order to qualify for the loyalty gifts, you must place a loyalty order of at least 50 PV every month as the gifts are rewards for reaching 3, 6, 9 and 12 months.

How will I receive my loyalty gift?

Your loyalty gift will be automatically added to your loyalty order when you hit a new milestone: 3, 6, 9 and 12 months with the program. For example, if a Distribution Partner reaches their third month in April, the gift for the third month would be added to the Loyalty Rewards subscription order in April.

If I qualified for the gift and then don't process the order, can I qualify for that gift again?

No. You can only receive each gift for 3, 6, 9 and 12 consecutive months one time. For example, you might receive the three-month gift and later cancel your participation in the Programme. If you subscribe again, the next gift you'll be eligible for will be the six-month gift, not a second three-month gift.

What happens if a loyalty gift is out of stock?

The Company reserves the right to substitute a loyalty gift with another item of similar retail value, subject to product availability.

Is there minimum PV for my monthly Loyalty order?

Yes. Your monthly order in Europe & UK must be at least 50 PV to qualify.

In which countries is valid the Loyalty autoship program?

In Europe & the UK.

Disclaimer:

It is the Distribution Partner/Retail Customer's responsibility to verify that the Autoship order has been successfully processed. There are several reasons why an Autoship order may fail, including insufficient credit card funds or 3D Secure authentication failure. Therefore, it is the Distribution Partner/Retail Customer's responsibility to check whether the order has gone through. The Company reserves the right to change the loyalty gift based on product availability. The Loyalty autoship program will start in February 2026.

JOIN THE
Club

LOYALTY Autoship PROGRAM

Terms & Conditions

Programme start date: 01 February 2026
Programme end date: 31 January 2027

1. Nature of the Programme

The Loyalty Autoship Programme is a **voluntary loyalty programme** that allows eligible Retail Customers and Distribution Partners to set up recurring automatic product orders on a monthly basis. Participation in the Programme enables access to predefined non-cash loyalty gifts based exclusively on the **regularity and volume of personal purchases**. Participation in the Loyalty Autoship Programme is entirely optional and is not a condition for becoming or remaining a Distribution Partner, nor is it required to earn commissions or other remuneration under the Compensation Plan.

2. Eligibility

The Programme is available to:

- Retail Customers resident in the European Union and the United Kingdom
- Distribution Partners resident in the European Union and the United Kingdom

Participants may join the Loyalty Autoship Programme at any time during the Programme period, provided that the eligibility requirements set out in Section 5 are met.

3. Definitions

An Autoship is a pre-authorised recurring order that is processed automatically on a monthly basis using a payment method previously approved and stored on the participant's account. Autoship orders are processed on the scheduled date unless modified or cancelled in accordance with these Terms and Conditions or with the Policies and Procedures.

Personal Volume (**PV** or **PQV**) is an internal reference value assigned by the Company to certain products for internal programme administration purposes, including qualification criteria under the Compensation Plan and eligibility administration within the Loyalty Autoship Programme. It is the internal value assigned to a product that can be found near the price of each OG product. (Retail Customers are not required to calculate, manage or optimise PV. Personal Volume does not represent a price, does not affect the retail price paid and has no commercial or remuneration-related meaning). This value is universal and not currency-dependent.

4. Subscription to the Programme

You may subscribe to the Loyalty Autoship Programme:

- during the registration process as a new Retail Customer or Distribution Partner
- through your personal Back Office if you are an existing Retail Customer or Distribution Partner
- by contacting the European Support team by telephone.

During the initial enrolment phase, registration in the Programme does not require the immediate placement of an order. Once your unique identification number has been issued, you may access the "Manage Autoship" section and select products for a monthly Autoship order.

No additional action, registration or confirmation is required to participate in the Loyalty Autoship Programme. Participation is automatic once an Autoship order is active and successfully processed in accordance with these Terms and Conditions. Participation in the Loyalty Autoship Programme is subject to the applicable minimum monthly Autoship requirements set out in Section 5.

The Company reserves the right to exclude participation in the Programme or withhold loyalty gifts in cases of misuse, abuse or conduct inconsistent with these Terms and Conditions, without prejudice to mandatory consumer rights.

For Distribution Partners only, Autoship orders placed within the Loyalty Autoship Programme by Distribution Partners must reflect genuine consumption and or other reasonable use in connection with the Distribution Partner's independent activity, and must not exceed quantities that could reasonably be considered consistent with such use. Participation must not be used to create artificial purchasing patterns, inventory accumulation or volume generation unrelated to genuine product use.

5. Monthly Autoship Requirement

To remain eligible for loyalty benefits, a qualifying Loyalty Autoship order must:

- be processed successfully each calendar month
- be placed and processed as an Autoship order
- have a minimum value of 50 PV (Personal Volume)

Orders placed outside the Autoship system do not qualify for the Loyalty Autoship Programme.

6. Modification, Suspension and Cancellation

You may modify, suspend or cancel your Autoship order at any time:

- through your Back Office
- by telephone
- by contacting the European Support team by email at **Europe Support** europe@organogold.com

If a request for modification or cancellation is received less than two business days before the scheduled Autoship processing date, the requested change will take effect from the following month.

Failure to process a qualifying Autoship order in any given month will reset the count of consecutive months for loyalty reward purposes to zero.

There are no penalties, fees or minimum commitment periods associated with cancellation.

7. Loyalty Gifts and qualification period

Participation in the Loyalty Autoship Programme allows Retail Customers and Distribution Partners to earn non-cash loyalty gifts, provided that all eligibility conditions are met.

Eligibility for loyalty gifts arises automatically from the successful processing of qualifying Autoship orders. No additional action is required by the participant.

Qualification periods are counted from the participant's first successfully processed qualifying Autoship order. To receive a loyalty gift, the relevant qualification period must be completed and the qualifying Autoship order must be successfully processed no later than the Programme end date. Only Autoship orders that meet the minimum monthly requirements set out in Section 5 qualify for the accumulation of qualification periods and the receipt of loyalty gifts.

During the first twelve months of participation, the following qualification period may be achieved:

- **After 3 consecutive months** of maintaining a qualifying Autoship, participants will receive a **350 ml insulated water bottle**
- **After 6 consecutive months** of maintaining a qualifying Autoship, participants will receive a **thermal mug**
- **After 9 consecutive months** of maintaining a qualifying Autoship, participants will receive a **Bluetooth speaker**
- **After 12 consecutive months** of maintaining a qualifying Autoship, participants will receive a **wireless charger**

Each qualification period and corresponding loyalty gift may be earned **once only**.

8. Request and Allocation of Loyalty Gifts

When a qualification period is reached, the applicable loyalty gift will normally be automatically added to the Autoship order processed in the corresponding month. Where operational or logistical reasons prevent the automatic inclusion of the loyalty gift, the participant may request the allocation of the earned loyalty gift by contacting the Company by email at **Europe Support** europe@organogold.com. Such request must be submitted within a reasonable period following achievement of the qualification period.

Provided that the eligibility conditions have been met, the participant will retain the right to receive the loyalty gift earned.

9. Availability, Substitution and Discontinuation of Loyalty Gifts

Loyalty gifts are offered subject to availability and while stocks last. The Company may change, substitute or discontinue any loyalty gift during the Programme for operational or availability reasons, including by replacing it with an item of comparable retail value. Where a loyalty gift has been validly earned in accordance with these Terms and Conditions, the participant will remain entitled to receive a loyalty gift of comparable retail value. No cash alternative, refund, credit or compensation shall be due. The unavailability, substitution or discontinuation of a loyalty gift shall not constitute a breach of contract.

The Company shall not be liable for delays or failures in the allocation or delivery of loyalty gifts caused by events beyond its reasonable control, including but not limited to supply chain disruptions, transport delays, customs issues, technical failures or force majeure events.

10. Retail Customers and Distribution Partners Autoship Discounts and Loyalty Gifts

Retail Customers may benefit from:

- Loyalty gifts under the Programme
- Retail Autoship discounts of up to 20%*, where applicable
- Retail Customers participate in the Loyalty Autoship Programme exclusively through Autoship orders with a minimum monthly value of 50 PV (Personal Volume).

Distribution Partners may benefit from:

- Loyalty gifts under the Programme
- Distribution Partner Autoship discounts of up to 10%*, where applicable
- Distribution Partners participate in the Loyalty Autoship Programme exclusively through Autoship orders with a minimum monthly value of 50 PV (Personal Volume).

*The discount does not apply to Navé or Cognition services.

11. Responsibility for Order Processing

It is the responsibility of the Retail Customer or Distribution Partner to verify that each Autoship order has been successfully processed.

Autoship orders may fail for reasons including, but not limited to, insufficient funds, expired payment methods or 3D Secure authentication failure. The Company is not responsible for missed loyalty benefits resulting from unsuccessful payment processing.

LOYALTY Autoship PROGRAM

Terms & Conditions

12. Communications and Marketing

Operational communications relating to the management of the Loyalty Autoship Programme will be sent as necessary.

Marketing and promotional communications will only be sent where the participant has provided explicit consent, including by selecting the option to receive corporate emails during registration or account management.

13. No Commercial Reliance

The Loyalty Autoship Programme is intended as a loyalty initiative for both Retail Customers and Distribution Partners.

Participants acknowledge that loyalty gifts are ancillary benefits and must not be relied upon as a commercial incentive, source of income or expectation of profit.

14. Duration and Termination of the Programme

The Loyalty Autoship Programme will operate **from 1st February 2026 until 31st January 2027**, unless terminated earlier in accordance with these Terms and Conditions.

The Company reserves the right to amend, suspend or terminate the Programme at any time, in compliance with applicable consumer protection legislation. Any material changes will be communicated in advance through appropriate channels.

15. Governing Law, Applicable Terms and Severability

The Loyalty Autoship Programme follows the same rules and laws that already apply to your relationship with the Company.

If you are a **Distribution Partner**, this Programme is governed by the Distribution Partner Agreement, including the applicable Terms and Conditions, Policies and Procedures and Compensation Plan that you accepted when you registered.

If you are a **Retail Customer**, this Programme is governed by the general Terms and Conditions of Sale that apply to your purchases and that you accept when you create an account or place an order.

The law and courts that apply to this Programme are therefore the same as those stated in the terms that apply to you, depending on whether you are a Retail Customer or a Distribution Partner. If any provision of these Terms and Conditions is held to be invalid or unenforceable, such provision shall be severed and the remaining provisions shall remain in full force and effect.

