

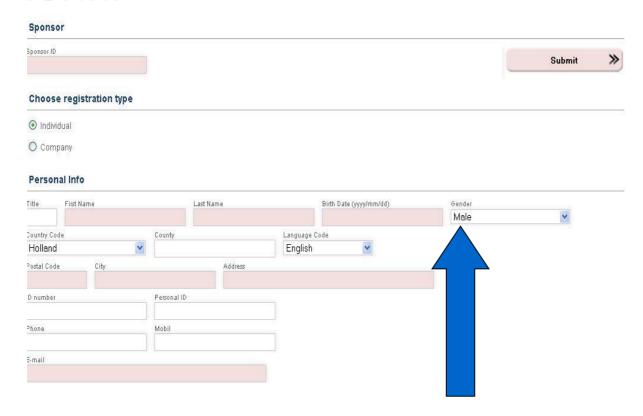


Customer Information

- In the following you receive information about the course and conditions of purchase on the website of CaliVita.
- Please, read the information carefully. If you do not find an answer to your question, please contact our support team.
- E-mail: salesinfo@calivita.com

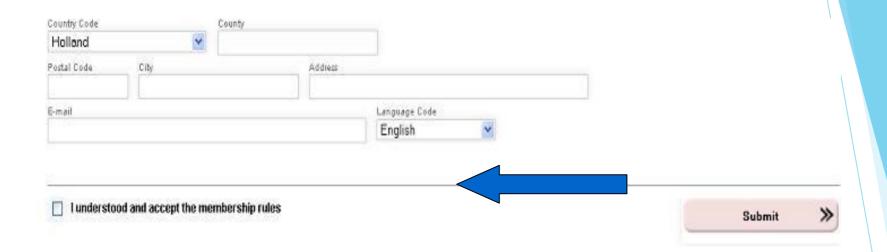


First You will see an application form:



Please fill in the gaps in red, which are the followings: first name, last name, address, city, country, birth date. Recommended field is: phone numbers.

Please tick the window before the red row:



I understood and accept the Membership rules.

Please click on the SUBMIT.



You will see the following window:

Welcome to CaliVita! Your registration was successful!

Your memberhip code is: 00377xxxxx

Your registration has been confirmed to the email address you provided. The most convenient way to submit your first order is through CaliVita website:

When you press OK, the webshop will open right away. If you would like to order later, you can do so in the product part of the CaliVita webpage using your membership code. Your membership code is always accessible in your confirmation e-mail. Using the 'Click here to make your first order' button, you will enter the webshop.

You have 90 days for placing your first order, then your registration will be deleted automatically and you can re-register yourself.



ome Products

About Us

Success

Tools

Welcome to CaliVita! Your registration was successful.

Your membership code is 0037744492

Your registration has been confirmed to the e-mail address you provided. The most convenient way to submit your first order is through CaliVita website:

When you press OK, the webshop will open right away.

If you would like to order later, you can do so in the product part of the CaliVita webpage using your membership code.

Your membership code is always accessible in your confirmation e-mail. Using the 'Click here to make your first order' button, you will enter the webshop.

You have 90 days for placing your first order, then your registration will be deleted automatically and you can re-register yourself.

If you have any question related to the on-line registration, please contact us.

E-mail: salesinfo@calivita.com Skype: cveuwe * cveuwe_ita Facebook: CaliVita Rotterdam Tel: +31 10 205 22 56

> Continue to webshop to make your first purchase



The system sends the welcome message to the new member and to the sponsor via E-mail.



Dear New Applicant,

Please review your pre-registered member's data and if everything is on order, please activate it by clicking on the following link. In case any data is inaccurate, please contact us: Tel: +31 10 205 22 56 Fax: +31 10 205 53 43 Skype: cveuwe * cveuwe ita E-mail: salesinfo@calivita.com

Click here to confirm your member's (pre)registration.

Your membership code:

0037744492



First Name: CaliVita Last Name: Test

Company Info

Communication info

Phone:

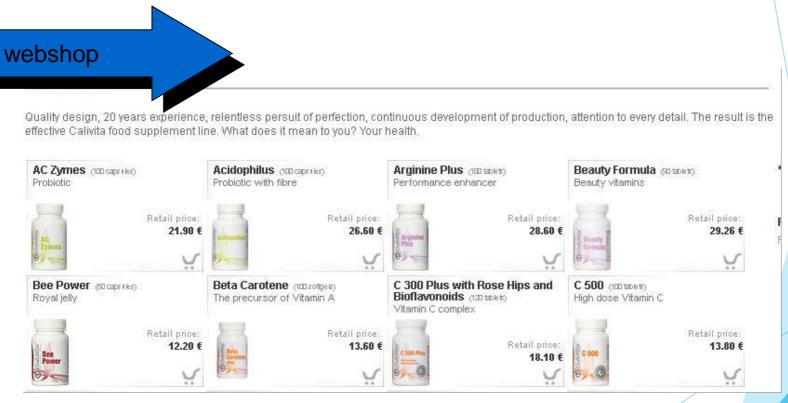
E-mail: salesinfo@calivita.com





You can start your first order.

Your status is: logged in. If you want to place your first order later, you will need the membership code and e-mail address to the login. You have to place your first order in the following three months. In other case your registration will expire and you have to ask for new membership code.





Placing order



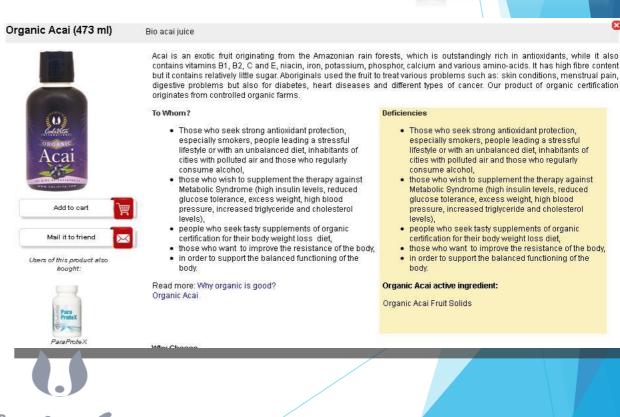
At the top of the page, right hand side, you will find LOGIN (Online shop). Please enter using your membership code and the e-mail address.

Please select the product

If you click on the corb, you will order the product.



If you click on the product picture, you will read the product description.



After you finished your order, at the right hand side you see your cart and then click on check out. In the following you will read about shopping conditions.





Purchase price and payment terms

The prices quoted together with the products are inclusive of the value added tax (VAT) in each case. The prices of products do not change during the time between placing the order and receiving the product. You pay the price that can be seen next to the product at the time of placing the order.



The products ordered can be delivered free of duty only to the countries of the European Union. Individual shipping costs and conditions shall apply when delivering to countries outside the Union.

For more information, please contact our support team: salesinfo@calivita.com



The countries of the European Union:

Austria

• Belgium

Bulgaria

Croatia

Cyprus

Czech Republic

Denmark

Estonia

Finland

France

Germany

Greece

Hungary

Ireland

Italy

Latvia

Lithuania

Luxembourg

Malta

Netherlands

Poland

Portugal

Romania

Slovakia

Slovenia

Spain

Sweden

United Kingdom





The settlement of the purchase price can be made in the following ways:

1. Online payment by bank card:



You pay the price of the products ordered and the cost of postage off the bank card at the time of submitting the order. Visa, MasterCard or American Express are accepted.



2. Personal bank transfer:

All EU countries

If you wish to pay by personal bank transfer, we will send you a pro-forma invoice via email, and, together with it, the CaliVita International B.V. account number closest to your country.



3. Cash on delivery only the Netherlands

You can pay by cash on delivery only in the Netherlands.



Shipping:

The GLS Europe, or the Dutch PostNL delivers the ordered products to your door. The delivery time depends on the country, and the details are included in the list below.



GLS Europe

- 2-3 working days: Hungary, Czech Republik, Slovakia, Romania, Poland
- 3-5 working days: Germany, Belgien, the Netherlands, Luxembourg
- 4-6 working days: Italy, Denmark, France, Great Britain, Ireland, Spain, Portugal, Sweden, Finnland
 - 6-8 working days: Malta, Estonia, Latvia, Lithuania

 Dutch PostNL:
 - 2-3 working days: the Netherlands, Belgien, Luxembourg
- When we hand the package over to the courier, we send an e-mail to notify you of posting the package.





The products ordered are posted

- * on the same business day, if the order is received and paid until 1 p.m.
- * on the day after the placement of the order, if the order is received and paid after 1 p.m.





Shipping costs

Shipping costs to the following countries of the EU are EUR 13.9 for each parcel, up to the value of EUR 200 per parcel.

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republik, Denmark, Estonia, Finland, France, Germany, Greece, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Romania, Slovenia, Spain, Sweden, United Kingdom, Romania

Exceptions: Hungary – 6 EUR, Slovakia 3 EUR Austria, Germany – EUR 9.9 till EUR 100

Shipping costs to the Netherlands are EUR 7. Cash on delivery to the Netherlands is EUR 15.





In the cases of orders above EUR 200, shipping is free to the countries of the European Union.

Only orders duly paid shall be posted (except for the parcels cash on delivery in the Netherlands). The bonus and trade points are credited only after the receipt of the parcel in the cases of cash on delivery.





You just select the mode of payment by credit card when you are placing the order, and at the end of the ordering process we redirect you to the web page of RBS Worldpay, where you can pay quickly and securely by your card. In a successful payment, you must enter the card number, card expiration date and security code, the name in the card, and any individual password associated to the card.

Since payment is realized in the pages of RBS Worldpay/DocData, and not on the page of CaliVita, CaliVita does not get any information, and thus does not store your credit card data.

In the case of successful payment, we will send you a confirmation e-mail of the purchase to indicate the existence of a successful payment, and we will also send the transaction code with it.







Data Protection

We wish to inform you that we will store your data in order to comply with the contract and prove the contract terms later. Your data will not be disclosed to third parties, except in the case when the third party is a subcontractor of our company in executing the contract. However, the subcontractor is not entitled in any way to keep, use, or transfer to other persons the personal data our company has provided. We will proceed in accordance with the Data Protection Act when handling your data.

You will find the <u>Price list</u> and the Shopping conditions <u>here</u>.



Complaints:

You shall announce any complaints or comments at the Customer Service, between 9.00 and 14.00 on business days, at the following contacts:



Tel/Fax: +31 10 205 22 56

Fax: +31 10 205 53 43

Email: salesinfo@calivita.com

CaliVita on Facebook : CaliVita Rotterdam and CaliVita International Skype: cveuwe * cveuwe_ita



