



ISAGENIX INTERNATIONAL, LLC

# TERMS AND CONDITIONS OF ISAGENIX SUBSCRIPTION REWARDS (AUTOSHIP) PROGRAM

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## UNITED STATES

Updated: 22 Jul. 2022

As a convenience, you may participate in our optional Subscription Rewards (Autoship) Program where Isagenix will conveniently deliver your selected Isagenix products on a recurring schedule as selected by you. (You can select the products and the shipping frequency—between 7-90 days—for your Subscription Rewards Order.) You must select at least one consumable Isagenix product if you want to set up a Subscription Rewards order, but there is no minimum purchase requirement and no requirement to set up a Subscription Rewards order. You can choose from a wide variety of pre-selected product paks or any variation of individual products to suit your needs.

You agree to charges for products based on the items selected. Subscription Rewards orders will be in effect indefinitely from the date the first order is processed, unless canceled. Isagenix reserves the right to cancel any recurring orders due to incorrect Subscription Rewards product pricing.

You agree that Isagenix reserves the right to change these Subscription Rewards Terms & Conditions at any time and to discontinue the Subscription Rewards program at any time for any reason.

These Subscription Rewards Terms & Conditions may be revised at any time and from time to time by updating this posting. You should visit this page from time to time to review the then current Subscription Rewards Terms and Conditions because they are binding on you. If you do not accept these Subscription Rewards Terms & Conditions or any changes proposed by us, your only remedy is to cancel your registration for the Subscription Rewards program.

These Subscription Rewards Terms & Conditions supplement the general Terms and Conditions and Privacy Statement located on [Isagenix.com](https://www.isagenix.com) (which are incorporated herein by reference) and govern your use of the Subscription Rewards program.

Unless modified by you, the credit/debit card or other payment method used to set up the initial Subscription Rewards order will be charged for subsequent orders. Subsequent orders will not be charged until they are shipped. By placing a Subscription Rewards order, you authorize us to charge your credit/debit card or other payment method, as the case may be, for subsequent Subscription Rewards orders indefinitely from the date the first order is processed unless you cancel your Subscription Rewards shipments earlier.

You will be able to log in using your account to modify or cancel your Subscription Rewards shipments at any time. You may cancel your Subscription Rewards participation at any time through your Isagenix online account or by notifying Isagenix by email at [Support@IsagenixCorp.com](mailto:Support@IsagenixCorp.com), by Support Chatbot, by phone at **(877) 877-8111**, or by other means that may be established by Isagenix. Until you notify Isagenix of cancellation, your participation in the Subscription Rewards program will continue. Notice of cancellation must be received by Isagenix at least one (1) business day prior to your monthly Autoship processing date; otherwise, cancellation will not become effective until the following month. You are responsible for payment on all products shipped.

These terms cover any subsequent changes made to the Subscription Rewards order, including but not limited to: quantity, pricing, frequency of shipment, and payment information.

Shipping restrictions may apply.

If any product in your Subscription Rewards order will be unavailable at the time of shipping, you authorize Isagenix to substitute the unavailable product with a different Isagenix product or cancel the order. Isagenix will notify you prior to shipping any potential replacement product and provide you the opportunity to cancel the order or select another Isagenix product. Please note that if you do not manually cancel that specific order, the replacement product will ship automatically. If the replacement product Isagenix selects is priced the same or higher, you will not be charged any additional amount. If the replacement product Isagenix selects is priced lower than the unavailable product, you will be refunded the price difference. If you select a replacement product, you will be charged the normal price for that product.

By participating, you understand that shipments of the products you have ordered will occur without any further action by you. You understand there will be approximately a one month interval, or whatever interval you have selected, between each shipment. Except as provided above, you are the only person who is authorized to establish, cancel, or change your participation in the Subscription Rewards program or to authorize others to do so on your behalf. Until you notify Isagenix of cancellation, your participation in the Subscription Rewards program will continue.

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## FREQUENTLY ASKED QUESTIONS

### What items qualify?

Most all consumable products on [isagenix.com](https://isagenix.com) qualify for Subscription Rewards. Items such as promotional materials and apparel do not qualify.

### What are the delivery frequencies?

You will select the delivery frequency (from 7 to 90 days) at the time you elect to enroll in Subscription Rewards. You may modify the frequency, pause or cancel at any time.

### How can I make changes to my subscription?

First, log in to your account. On your "My Account" page you can adjust your subscription using the "Subscription Widget." Here you can:

- Cancel your subscription
- Change the shipping date of your next Subscription Rewards order
- Change the frequency of shipments
- Add or remove products from your subscription
- Change quantities
- Edit method of payment
- Change the shipping address

If you are unable to access your Isagenix online account, you may contact Isagenix Customer Care at [\(877\) 877-8111](tel:8778778111) during normal business hours for assistance.

For your convenience, we have created a video to explain the Subscription Rewards program and how to manage your account.

### How do I change my product selections?

You may change product selections anytime through the Subscription Widget via your online account. Requested product selection changes must be received by Isagenix at least one (1) business day in advance of the scheduled processing date for your Subscription Rewards order or the changes will not be implemented until the following month.

### How do I cancel my subscription?

You may cancel your Subscription Rewards participation at any time through the Subscription Widget via your Isagenix online account, or by notifying Isagenix by email at [Support@IsagenixCorp.com](mailto:Support@IsagenixCorp.com), by Support Chatbot, by phone at [\(877\) 877-8111](tel:8778778111), or by other means that may be established by Isagenix. Notice of cancellation must be received by Isagenix at least one (1) business day prior to your monthly Autoship processing date; otherwise, cancellation will not become effective until the following month.

**How to cancel instructions:**

1. Log in to your account and access the Subscription Widget
2. Click "Manage Subscription"
3. Click "Cancel My Subscription"
4. You will be prompted to examine other solutions to modify your Subscription Rewards order, for example, adjust the shipping date or product selection, but if you choose not to, click "No Thanks, Cancel My Subscription Rewards Delivery"
5. After choosing a reason at the next prompt, click "Cancel My Subscription" to cancel

**What if a product in my subscription changes or runs out?**

If any product in your Subscription Rewards order will be unavailable at the time of shipping, you authorize Isagenix to substitute the unavailable product with a different Isagenix product or cancel the order. Isagenix will notify you prior to shipping any potential replacement product and provide you the opportunity to cancel the order or select another Isagenix product. Please note that if you do not manually cancel that specific order, the replacement product will ship automatically. If the replacement product Isagenix selects is priced the same or higher, you will not be charged any additional amount. If the replacement product Isagenix selects is priced lower than the unavailable product, you will be refunded the price difference. If you select a replacement product, you will be charged the normal price for that product.