TERMS AND CONDITIONS OF THE NSP ONLINE STORE

1. GENERAL PROVISIONS

1.1. The NSP Online Shop available at the Internet address enaturessunshine.com is an ICT platform enabling the conclusion of Distance Sales Agreements and the provision of services electronically, operated by the company:

Nature's Sunshine Europe Sp. z o.o. with its registered office in Warsaw, Olkuska 7, 02-604 Warsaw, entered into the register of entrepreneurs kept by the District Court for the Capital City of Warsaw in Warsaw, XIII Commercial Division of the National Court Register of the National Court Register: 0000248004; NIP: 108-000-53-70; REGON: 140331748; with a share capital of PLN 50,000.00 (contact details: email: biuro@nsppolska.pl, tel: +48 (22) 311-21-00 - fee as for a standard call - according to the operator's price list) (hereinafter referred to as the "Service Provider" or
"Seller").

1.2. These Terms and Conditions are addressed to both Consumers and entrepreneurs using the Online Shop. The provisions of the Terms and Conditions are not intended to exclude or limit any rights of Consumers that they are entitled to under mandatory provisions of law. In the event of any inconsistency of the provisions of the Terms and Conditions with the provisions of law, the provisions of law shall prevail.

1.3. The Seller is the administrator of personal data processed in connection with the implementation of the provisions of the Terms and Conditions. Personal data are processed for the purposes and on the terms specified in the privacy policy published on the website of the Online Store. Providing personal data is voluntary, but the lack of such data makes it impossible to execute the Order and use all Electronic Services. The person whose data is processed has the right to inspect these data and update and correct them. Consent to the processing of personal data may be withdrawn at any time.

1.4. Definitions

1.4.1. WORKING DAY - any day from Monday to Friday, excluding public holidays.

1.4.2. REGISTRATION FORM – Shop functionality
Internet Account.

1.4.3. ORDER FORM – Shop functionality
enabling the placing of an Order.

1.4.4. CLIENT – the Service Recipient who has concluded the Sales Agreement with the Seller.

1.4.5. CIVIL CODE - Civil Code Act of 23 April 1964 (Journal of Laws No. 16, item 93, as amended).

1.4.6. CONSUMER - Service Recipient Making z
entrepreneur, including the Service Provider, a legal act not directly related to its business or professional activity.

1.4.7. ACCOUNT – the functionality of the Online Shop marked with an individual name (identifier) and secured with a password, in which the data of the Service Recipients are collected, including information about the Orders placed.

1.4.8. PRODUCT – a movable item available in the Online Shop, which is the subject of the Sales Agreement between the Client and the Seller.

1.4.9. TERMS & CONDITIONS - This Terms and Conditions
Shop
Internet.

1.4.10. ONLINE STORE - The Service Provider's Online Store is available at the following internet address: enaturessunshine.com.

1.4.11. SELLER; SERVICE PROVIDER - Nature's Sunshine Europe Sp. z o.o., Olkuska 7, 02-604 Warsaw, District Court for the Capital City of Warsaw in Warsaw, XIII Commercial Division of the National Court Register of the National Court Register 0000248004; NIP 108-00053-70; REGON 140331748; share capital PLN 50,000.00, email: biuro@nsppolska.pl, tel: +48 (22) 311-21-00.

1.4.12. SALES AGREEMENT - a Product Sales Agreement concluded between the Client and the Seller through the Online Store.

1.4.13. ELECTRONIC SERVICE - service provided by road electronic services within the meaning of the Act of 18 July 2002 on the provision of services by electronic means (Journal of Laws of 2002 No. 144, item 1204, as amended).

1.4.14. SERVICE RECIPIENT – a natural person, including a Consumer, who has legal capacity and/or is at least 13 years of age, as well as a legal person and an organizational unit that is not a legal person, whose special regulations grant legal capacity, using the Online Store.

1.4.15. ORDER – a declaration of intent of the Service Recipient aimed at concluding a Product Sales Agreement with the Seller, specifying the type and/or number of the Product and other content provided for by law.

2. TYPES AND SCOPE OF ELECTRONIC SERVICES

2.1. The Service Provider provides the following Electronic Services through the Online Store:

2.1.1. Maintaining an Account in the Online Store.

2.1.2. Enabling Folding Orders in Shop online by filling in the Order Form.

2.1.3. Sharing the Terms and Conditions.

3. CONDITIONS FOR THE PROVISION AND CONCLUSION OF CONTRACTS FOR THE PROVISION OF SERVICES

SERVICES

ELECTRONIC DEVICES

3.1. Payment

3.1.1. The provision of Electronic Services by the Service Provider is free of charge.

3.2. The period for which the agreement is concluded

3.2.1. The Agreement for the Provision of the Electronic Service consisting in maintaining an Account in the Online Store is concluded for an indefinite period of time. This Agreement is concluded at the moment of effective completion and acceptance of the Registration Form by the Service Recipient.

3.2.2. The Agreement for the Provision of the Electronic Service, consisting in enabling the Order to be placed in the Online Shop by filling in the Order Form, is concluded for a definite period of time and is terminated at the moment of placing the Order.

3.2.3. The Agreement for the Provision of the Electronic Service of Access to the Terms and Conditions is concluded at the moment when the Participant displays the Website's website and is concluded for the duration of browsing the website, i.e. until its closure.

3.3. Technical requirements necessary to use the Store

Internet

3.3.1. Computer with Internet access.

3.3.2. Access to email.

3.3.3. Web browser: Mozilla Firefox version 3.5 and higher; Internet Explorer version 8.0 and higher; Opera version 10 and higher; Google Chrome version 10 and higher.

3.3.4. Enabling Cookies in your web browser.

3.3.5. JavaScript enabled recommended.

3.4. Obligations of the Service Recipient

3.4.1. The Service Recipient is obliged to use the Shop in a manner consistent with the law and good morals, having taking into account the respect for personal rights and intellectual property rights of third parties.

3.4.2. The Service Recipient is obliged to enter data consistent with the actual state.

3.4.3. The Service Recipient is obliged not to send illegal content.

3.5. The use of Electronic Services may be associated with typical threats on the part of the Service Recipient as an Internet user. The risks associated with the use of Electronic Services concern, m.in, system infection, data theft, or other threats related to the Internet. The Service Provider applies appropriate security measures, but the Service Recipient should also be careful and take care of the security of their data.

4. CONDITIONS FOR CONCLUDING A SALES CONTRACT

4.1. Announcements, advertisements, price lists and other information about the Products provided on the websites of the Online Store, in particular their descriptions, technical and functional parameters and prices, constitute an invitation to conclude an agreement, within the meaning of Article 71 of the Civil Code.

4.2. The price of the Product displayed on the Online Store's website in PLN/EUR includes VAT. However, the prices do not include any delivery and payment costs, which are indicated during the Order.

4.3. The price of the Product displayed on the Online Shop website is binding at the time of placing an Order by the Customer. This price will not change, regardless of any changes in prices in the Online Shop that may occur in relation to individual Products after the Client has placed an Order.

4.4. Conclusion of the sales agreement

4.4.1. In order to conclude the Sales Agreement, it is necessary for the Client to place an Order in advance.

4.4.2. After placing the Order, the Seller immediately confirms its receipt and acceptance of the Order for execution, which binds the Client with his Order. Confirmation of receipt of the Order and its

acceptance for execution takes place by sending an e-mail to the Client, which includes:

4.4.2.1. Confirmation of all relevant elements of the Order.

4.4.2.2. Seller's Statement on receipt of the Order.

4.4.2.3. Seller's Statement on adoption Orders to be fulfilled (acceptance of the offer).

4.4.2.4. Link to the page containing these Terms and Conditions.

4.4.3. Upon receipt of the e-mail by the Client, the Sales Agreement is concluded between the Client and the Seller.

5. PAYMENT METHODS

5.1. The seller provides the following payment methods:

5.1.1. Payment by traditional transfer to the Seller's bank account:

Payments in PLN: 28 1240 6117 1111 0010 6727 2845 BIC: PKOPPLPW
Deposits in EURO: PL 26 1240 6117 1978 0010 6727 2890 BIC: PKOPPLPW Payments in EURO Lithuania, Latvia: LT537300010133245577 BIC: HABALT22

5.1.2. Electronic payments (including payment by credit and debit card and electronic transfer, BLIK) via PayU or PayPal.

5.1.3. Recurring payments made by the PayU.pl service in the Subscription process. Monthly payments, on a fixed day of the month specified by the user, with a fixed, defined amount for an arbitrarily defined basket of products. Recurring payments require a one-time provision of payment card details. Recurring payments and the Subscription may be suspended or cancelled by the user at any time.

5.1.4. Payment on delivery upon receipt of the shipment.

6. COST, DATE, DELIVERY METHOD

6.1. The Seller offers the following methods of delivery of the Product:

6.1.1. Courier delivery;

6.1.2. Cash on delivery courier shipment (the list of countries that support cash on delivery payments – COD – can be found in the delivery price list);

6.1.3. Personal collection at the Seller's headquarters on working days, from Monday to Friday from 9 a.m. to 5 p.m.

6.2. The delivery cost is stated when placing the order and depends on the delivery method and payment method you choose.

6.3. The standard order processing time is usually 1 working day, up to a maximum of 3 working days. To this period must be added the delivery time by the courier company, which is up to 2 working days. This means that the customer will receive the shipment within 3 to 5 working days.

6.4. For international shipping, the delivery time depends on the carrier you choose, the destination country, and the payment method. In most cases, shipments arrive within 5 working days.

6.5. The deadline for the execution of the order is calculated from:

6.5.1. The moment of crediting the payment for the product to the Seller's bank account in the case of payment by bank transfer or online payment. The Client has 3 days to pay for the order – after this time the order will be cancelled.

6.5.2. The date of conclusion of the Sales Agreement in the case of cash on delivery.

6.6. In the event that the Client does not collect the shipment on delivery, a block will be placed on their account preventing the execution of subsequent orders with this form of payment for the period of three subsequent orders. The Client will be obliged to make a prepayment for these orders and to collect the shipments. After the expiration of this period, the Client may request the removal of the block.

7. CONDITIONS FOR TERMINATION OF THE SERVICE AGREEMENT ELECTRONIC

7.1. Termination of the agreement for the provision of the Electronic Service:

7.1.1. An indefinite contract for the provision of an Electronic Service of a continuous nature (e.g. running a
Online Shop Accounts).

7.1.2. The Service Recipient may terminate the agreement with immediate effect and without indicating reasons by sending an appropriate statement via e-mail to the address: biuro@nsppolska.pl or in writing to the address: Olkuska 7, 02-604 Warsaw.

7.1.3. In the case of Service Recipients who are also Consumers, the Service Provider may terminate the agreement for the provision of an Electronic Service when the Service Recipient objectively grossly or persistently violates the Terms and Conditions, in particular when it provides content of an illegal nature, after at least one unsuccessful call to cease or remove violations with an appropriate deadline. A breach of the Terms and Conditions must be objective and unlawful. In such a case, the

Agreement for the Provision of Electronic Services expires after 14 days from the date of submission by the Service Provider to the Service Recipient of a declaration of intent to terminate it (notice period).

7.1.4. In the case of Service Recipients who are not at the same time Consumers, the Service Provider may terminate the agreement for the provision of the Electronic Service with immediate effect and without indicating the reasons by sending the Service Recipient an appropriate statement.

7.2. The Service Provider and the Service Recipient may terminate the agreement for the provision of the Electronic Service at any time by agreement of the parties.

8. COMPLAINT PROCEDURE

8.1. Complaints due to non-conformity of the Product with the Sales Agreement:

8.1.1. The basis and scope of the Seller's liability towards the Consumer due to the non-conformity of the Product with the Sales Agreement are specified in particular by the Act of 30 May 2014 on Consumer Rights (Journal of Laws of 2014, item 827).

8.1.2. Notification of the non-conformity of the Product with the Sales Agreement and submission of an appropriate request (hereinafter also referred to as the "Complaint") may be made via e-mail to the following address: biuro@nsppolska.pl or via the return complaint form located on the e-naturessunshine.com website.

8.1.3. In the Complaint, the Client should provide: his/her name and surname (or company), correspondence address, type and date of occurrence of the reasons for the Complaint and a specific request.

8.1.4. Seller will respond to Requests Client immediately, no later than within 14 days from the date of receipt of the Complaint. The response to the Complaint is sent to the address provided by the Client or in another manner provided by the Client.

8.1.5. The Client may use out-of-court methods of handling Complaints and pursuing claims. In order to take advantage of the possibility of amicable resolution of disputes regarding online purchases, the Client may submit their complaint, e.g. via the EU ODR online platform, available at: http://ec.europa.eu/consumers/odr/.

8.2. Complaints related to the provision of Electronic Services by the Service Provider and other complaints related to the operation of the Online Store:

8.2.1. Complaints related From benefit

Services

Electronic Complaints via the Online Shop and other complaints related to the operation of the Online Shop may be submitted by the Service User via e-mail to the following address: biuro@nsppolska.pl or via the return complaint form located on the e-naturessunshine.com website.

8.2.2. In the Complaint, the Client should provide: his/her name and surname (or company), correspondence address, type and date of occurrence of the reasons for the Complaint and a specific request.

8.2.3. It is recommended to provide as much information and circumstances as possible regarding the subject of the Complaint in the above e-mail, in particular the type and date of the irregularity and contact details – this will facilitate and speed up the consideration of the Complaint by the Service Provider.

8.2.4. The complaint shall be considered by the Service Provider immediately, no later than within 14 days from the date of its receipt.

8.2.5. The Service Provider's response regarding the Complaint is sent on Address E-mail Service recipients Given in the complaint or in another manner provided by the Service Recipient.

9. RIGHT OF WITHDRAWAL

9.1. The Service Recipient (Client) who is also a Consumer who has concluded a distance agreement may withdraw from it without giving reasons, by submitting an appropriate statement in writing within fourteen (14) days. To comply with this deadline, it is sufficient to send the statement before its expiry. The statement can be sent via e-mail to the following address: biuro@nsppolska.pl or via the return complaint form located on the e-naturessunshine.com website.

9.3. In the event of withdrawal from the agreement, the contract is considered not concluded and the Consumer is released from all obligations. What the parties have provided is returned unchanged, unless the change was necessary within the limits of ordinary management. The return should take place immediately, no later than within 14 days.

9.4. The Service Provider (Seller) will refund the funds for the refund after a positive consideration, using the same form of payment in which the order was paid. If the payment was made by cash on delivery, the funds for the refund will be returned to the bank account number provided by the Consumer.

9.5. The fourteen-day period within which the Consumer may withdraw from the agreement is counted from the date of receipt of the shipment by the Consumer, and if the agreement concerns the provision of an Electronic Service – from the date of its conclusion.

9.6. The Consumer is not entitled to withdraw from a distance contract in the following cases:

(I) if the entrepreneur has fully performed the service with the express consent of the Consumer, who was informed before the start of the service that after the performance of the service by the entrepreneur he will lose the right to withdraw from the contract;

(II) if the subject of the service is a non-prefabricated item, manufactured according to the Consumer's specifications or used to satisfy his individualized needs;

(III) if the subject of the service is an item that is perishable or has a short shelf life;

(IV) if the subject of the service is an item delivered in sealed packaging, which cannot be returned after opening the packaging due to health protection or hygienic reasons, if the packaging has been opened after delivery;

(V) if the subject of the supply are things which, after delivery, due to their nature, are inseparably connected with other things;

(VI) if the subject of the supply is alcoholic beverages, the price of which was agreed upon at the conclusion of the sales agreement, and the delivery of which may take place only after 30 days and the value of which depends on market fluctuations over which the entrepreneur has no control;

(VII) if the Consumer has expressly requested that the trader come to the consumer for urgent repair or maintenance;

(VIII) if the entrepreneur provides additional services other than those requested by the Consumer, or provides items other than spare parts necessary for the repair or maintenance, the Consumer has the right to withdraw from the contract in relation to additional services or items.

10. FINAL PROVISIONS

10.1. Agreements concluded through the Online Shop are concluded in accordance with Polish law and in the Polish language.

10.2. W case Recognition of a particular provision of the Terms and Conditions for invalid or ineffective, the invalidity or ineffectiveness of this provision does not affect the validity or effectiveness of the remaining provisions of the Terms and Conditions. The Service Provider shall endeavour to replace the invalid or ineffective provision with a new, non-legally defective provision.

10.3. Amendment to the Terms and Conditions:

10.3.1. The Service Provider reserves the right to make changes to the Terms and Conditions for important reasons, in particular: changes

in the provisions of law; changes in payment methods and deliveries; changes in the scope of payment or the form of the Electronic Services provided – to the extent that these changes affect the implementation of the provisions of these Terms and Conditions.

10.3.2. The amended Terms and Conditions are binding on the Service User if the requirements set out in Article 384 of the Civil Code have been complied with, i.e. the Service User has been duly notified of the changes and

The Service Recipient has not terminated the agreement for the provision of the Electronic Service of a continuous nature within 14 days from the date of notification.

10.3.3. However, the amendments to the Terms and Conditions will not in any way infringe the rights of the acquired Service Recipients who are also Consumers and use the Online Store before the date of entry into force of the changes. In particular, the amendment to the Terms and Conditions will not affect the Orders already placed, concluded or executed Agreements.

10.3.4. In the event that the amendment to the Terms and Conditions results in the introduction of any new fees or an increase in the current ones, the Service Recipient who is a Consumer has the right to withdraw from the agreement.

10.4. In matters not regulated in these Terms and Conditions, the provisions of generally applicable law shall apply, including in particular: the Civil Code, the Act on the Provision of Services by Electronic Means of 18 July 2002 (Journal of Laws of 18 July 2002). No. 144, item 1204, as amended), the Act on Consumer Rights of 30 May 2014 and other relevant provisions of Polish law.

10.5. Dispute Resolution:

10.5.1. Any disputes arising between the Seller/Service Provider and the Client/Service Recipient who is also a Consumer within the meaning of Article 22[1] of the Civil Code shall be submitted to the competent common courts in accordance with the provisions of the Code of Civil Procedure of 17 November 1964 (Journal of Laws No. 43, item 296, as amended).