

# RETAIL CUSTOMER ORDER/RECEIPT



## CONTRACT OF SALE BETWEEN:

Distributor's Name \_\_\_\_\_ I.D. \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

Town \_\_\_\_\_ Post code \_\_\_\_\_ Tel \_\_\_\_\_

Customer's Name \_\_\_\_\_

Address \_\_\_\_\_

Town \_\_\_\_\_

County \_\_\_\_\_ Post code \_\_\_\_\_

Home Tel \_\_\_\_\_ Work Tel \_\_\_\_\_

QUANTITY	DESCRIPTION	PRICE EACH	TOTAL

**Each Reliv Distributor is an independent seller. This Customer Order confirms your contract to buy goods from the Independent Reliv Distributor named above.**

You may cancel your order at any time up to 14 days after delivery of the goods. To do so you must make a clear statement of your wish to cancel, which may be communicated by letter or email to your Independent Reliv Distributor; the notice will take effect when it is posted or sent. You can use the Cancellation Form below if you wish. You should not open or use the products: they should be in the same condition as they were delivered to you, and preferably in the original packaging provided that any goods which you have received under the cancelled contract have been returned to your Distributor (at your own expense) within 14 days of your cancellation, you will be entitled to a refund using the same means of payment as you had previously used. You will incur no fees for that reimbursement.

Payment for the goods must be made with the order. Orders are subject to availability. Delivery will be made by your Distributor and will normally be within 10 days of your order.

SUB TOTAL

DELIVERY

TOTAL DUE

## TERMS & CONDITIONS

Payment with order. Orders are subject to availability. Delivery will normally be within 10 days of your order. The total price includes delivery. Cheques must be made payable to your Reliv Distributor. Payments by credit/debit card are payments to your Reliv Distributor on whose behalf and to whose account Reliv will process such payments.

## SIGNATURE OF CONSUMER

Thank you for placing an order for Reliv Products. For further supplies please contact your Distributor. Each Reliv Distributor is an independent seller. This order form is confirmation of your contract to buy goods from the Independent Reliv Distributor named above. S/he is not an agent of Reliv Europe Limited.



Reliv Europe Ltd. is a member of the Direct Selling Association and is registered in England and Wales under No. 3022070. It requires its distributors to comply with the DSA codes of practice.

**Cancellation form** [Complete and return this form only if you wish to cancel the contract]

**To:** Reliv Europe Limited, Unit 10 Colemeadow Road, North Moons Moat, Redditch, Worcs, B98 9PB. **Fax:** 01527 590939 **Email:** euadmin@relivinc.com

I/We\* hereby give notice that I/we\* cancel my/our\* contract of sale of the following goods: \_\_\_\_\_

Order Number: \_\_\_\_\_ Ordered on\*/received on\* \_\_\_\_\_ Name of consumer: \_\_\_\_\_

Address of consumer: \_\_\_\_\_ Signature of consumer: \_\_\_\_\_ Date: \_\_\_\_\_

\*delete as appropriate

**Product Guarantee**

In addition to these legal rights set out overleaf, Reliv Europe Limited offers a 30 day No Quibble Guarantee, that if for any reason you change your mind about your purchase you may claim a refund of the price you paid for the products. Under this Guarantee you will not be entitled to a refund of the original shipping cost. If you purchased the products through a Reliv distributor, you should notify the distributor of your claim for a refund under the Guarantee within 30 days of the date of the invoice for the goods ordered. You must then return the products to the distributor within 7 days of your giving notice of your wish to make a claim under the Guarantee. The cost of any return postage will be at your own expense. The distributor will refund you in the same form in which your payment was made. If you purchased the products directly from Reliv you should inform us in writing at Reliv Europe Limited, Unit 10, Colemeadow Road, North Moons Moat, Redditch, Worcestershire, B98 9PB, Telephone: +44 (0) 1527 592787, Fax: +44 (0) 1527 590939 email: euadmin@relivinc.com, within 30 days of the date of the invoice for the goods and then return the goods to the same address within 7 days of the date of your notice of claim. When making a claim for a refund under this Guarantee, and when returning goods, please include the following information:

- (i) The consumer's (your) address
- (ii) The description of the goods
- (iii) The date of the order
- (iv) Any reference number on the order

**Privacy**

All details that you have provided to your Reliv Distributor and Reliv Europe Limited will not be passed on to any other organisation and will be kept confidential at all times.

**Total Satisfaction**

We are sure you will be completely satisfied with your purchase. However, if you are not, please contact our Customer Services Team at Reliv Europe Limited, Unit 10, Colemeadow Road, North Moons Moat, Redditch, Worcestershire, B98 9PB. Telephone: +44 (0) 1527 592787, Fax: +44 (0) 1527 590939. Email: euadmin@relivinc.com, giving full details of your complaint as well as your contact details. If still not satisfied, contact the Direct Selling Association which operates an out-of-court complaint handling service. For details of this and of the DSA Codes of Practice, contact DSA, 30 Billing Road, Northampton NN1 5DQ, tel 01604 625700, email: info@dsa.org.uk, or visit the DSA website: dsa.org.uk.