



HOW TO DO BUSINESS



[Italy]

4LIFE Research Italy Srl

About Us

In the early nineties David Lisonbee, 4Life's Founder and Chairman of the Board, during his personal research of wellbeing understood the importance of the Transfer Factor and the educational value of its molecules, being the basis of the wellness of the whole body.

4Life Research Italy's contacts

For any question you may have on how to become a demonstrator or a 4Life customer, as well as on questions about our products, there is a dedicated section on our webpage as well as dedicated department for our Italian distributor's Service, that you will be able to contact every day as follows:

- 🕒 From 09:00 am to 07:00 pm from Monday to Friday
- 📞 Toll Free number 800.137.003
- ✉ E-mail: italy@4life.com
- 🌐 Web: italy.4life.com



Siamo su Facebook!



Visita la nostra pagina Facebook per conoscere le ultime notizie.

www.facebook.com/4lifeItaly

HOW TO ENROLL



Signing-up on our web page: italy.4life.com

Customer

You can sign-up as a **customer** by following the instructions in the dedicated section "Diventa un Cliente", that you can find on our web page: italy.4life.com.

Please note: 4Life Customer can earn 15% of "product credits" and the Free product of the month by signing-up the "4Life Loyalty Program".

Demonstrator (Italian legal term for Distributor)

You can sign-up as a **Demonstrator** by following the instructions in the dedicated section "Diventa un Distributore", that you can find on our web page: italy.4life.com.

Once you have signed-up you will have to send the complete paperwork via registered mail to our Italian office:

4Life Research Italy Srl • Via Antonio Salandra, 18 • 00187 Rome – Italia

Please note: an Italian demonstrator does not need to purchase any product to activate the Italian compensation plan.

4 steps to become a 4Life Independent demonstrator

① Fill out our application form to become a 4Life Research Italy's independent demonstrator

Make sure that you have signed in each of the four sections and to comply with the below listed requirements:

- ① Being resident in Italy
- ① Comply with the requirements set by article 5, section 2 of the legislative decree 114 / 98

Visit our webpage italy.4life.com and download an updated copy of our form and our policies and procedures.

② Send your paperwork and don't forget to add a copy of the following personal documents:

- ① ID-card or passport. For non EU resident citizen it is mandatory to add a copy of your residence permit.
- ① Recent picture ID (that will be used for printing your demonstrator badge).
- ① Tax-ID or social security card;
- ① Copy of the bank statement that shows Beneficiary, IBAN and BIC.

Send the complete paperwork via registered mail to our Italy office to the following address:

4Life Research Italy Srl • Via Antonio Salandra, 18 • 00187 Rome – Italia

Please note that if the above mentioned complete paperwork should not reach our administrative office in Rome within 30 days after creation of your ID, your status will be moved to customer and you will be losing the enrollees incentives privileges..

③ Get your personal ID badge.

(Mandatory by law when promoting the 4Life products and opportunity)

In order to allow our Italy office to print your ID badge please remember to attach copy of a recent picture ID when sending your paperwork. You can also send us a copy via email to admin.italy@4life.com as well as sending it to our WhatsApp Administrative service (+39 3662114322).

Please note that the main criteria of a picture ID consist basically in a color photo with a white background and a full frontal view of the chest needs to be visible, too).

④ Purchase the demonstrator Starter Kit

To have a better knowledge of your new 4Life business and to finalize your enrollment to become a demonstrator it is mandatory to purchase the demonstrator Starter Kit (or Entrepreneurial Kit).

What is included in the demonstrator Starter Kit?

Demonstrator "Application Form", Customer application form, Product catalog, Price list (OTG - NFR) with examples of combined orders; Life Reward Basic, Policies and Procedures, 4Life Agenda, 4Life pen and a USB that provides you with precious information for your 4Life Business.





How can a customer or a demonstrator purchase products in Italy?

There are three different alternatives to place an order:

- ① Access our webpage www.4life.com and select in the Country section either “Country - EUROPE Italia o EUROPE NFR Italia” depending on the products you have seen on the OTG and NFR price list. Login with your ID and password, click on “Acquista” and follow the simple check-out instructions.
- ② Call our toll-free number 800.137.003 between 09:00 AM and 07:00 PM to talk to a DS operator who will place your order on the phone.
- ③ Send your order form via email to: italy@4life.com. You will be contacted as soon as possible from a DS representative.



Which 4Life products can be purchased from demonstrator and/or customers with an Italian label?

Plus™ Tri-Factor™

Tri-Factor

Riovida™ Tri-Factor

Riovida Burst™ Tri-Factor

Belle Vie™

BCV™

BioEFA™

Recall™

Glucoach™

PRO-TF™ Chocolate

PRO-TF™ Vaniglia

Renuvo™

Fibre System Plus™

Fibro AMJ™

Rite Start™ Unisex

Nutrastart™ Vaniglia

Energy Go Stix™ Berry

4Life Transform BURN™

enummi™ Cleanser

enummi™ Toner

enummi™ Serum

enummi™ Day Moisturizer

enummi™ Night Cream

enummi™ Eyecream

You can find the products available in Europe on our web page: italy.4life.com

Payment methods for your orders:

An order can be paid by choosing one of the following payment methods:

- ⊙ Credit Card: Visa or Mastercard
- ⊙ Bank wire
- ⊙ PayPal
- ⊙ postal deposit

Is it mandatory to sign-up for the Loyalty Program?

The Loyalty Program is a program that rewards your orders. It is recommended but it is **NOT MANDATORY**.

Shipping procedures and delivery times


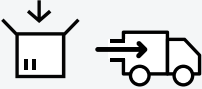



Your orders will be shipped with an express courier (UPS). The delivery timing may vary upon the delivery address; all the orders will be delivered within maximum 5 working days*.

In order to get the specific delivery details notified from the express courier it is mandatory to provide us with your correct email address. As soon as your order will be reaching the courier office you will be emailed with the tracking number of your order.

The minimum shipping fee is 9€ (VAT excluded).

SHIPPING PROCEDURE

Purchase order, preparation, distribution, delivery time and tracking in Italy:

| DAY 1* | DAY 2* | DAY 3* | DAY 4* | DAY 5* |
|---|---|---|---|---|
|  |  |  |  |  |
| Placing a customer/ demonstrator order | Placing a customer/ demonstrator order | | e-mail with order tracking ** | Delivery order |

| European delivery times | Countries Working days |
|--|------------------------|
| France, Spain, Portugal | 1 – 3 |
| Germany, Austria, Belgium, Netherlands, Italy, Luxembourg, United Kingdom | 3 – 5 |
| Denmark, Finland, Ireland, Poland, Czech Republic, Romania, Slovakia, Slovenia, Sweden and Hungary | 5 – 7 |
| Bulgaria, Estonia, Latvia, Lithuania, Norway, Switzerland *** | 7 – 8 |

* Shipping days based on working days (week-ends and holidays are not considered)

** When receiving the e-mail the ID has the chance to modify the expected delivery date within the two following days.

*** Within these countries delays may occur due to customs procedures.

To avoid any delay when processing your order, any order placed on a 4life website, can be shipped only within the country you have select before placing your order. For example: if a demonstrator logs into the Belgium website, he will be able to place only an order that will be shipped to Belgium. If a demonstrator would like to have his order delivered in any country of the European Union he will have to look-up any country within the Europe or Europe NFR section.

Bonus payment

The bonus is paid on the basis of the monthly promotion activity of each demonstrator and will be paid from 4Life on the bank account provided from the demonstrator when enrolling. Once the Bonus will be calculated any net commission (after taxes) greater than € 10,00 will be paid on the demonstrator's provided bank details.

The bonus will get paid on the 20th of the following month.

Please note that 4Life won't pay any commission for having only enrolled any new demonstrator in the own downline.



4Life incentives

4Life has numerous incentives and promotions available that allow you to get discounts and interesting prizes.

To be aware of our incentive program visit our webpage "Europe Incentives":
www.4lifeeuropeincentives.com

Contact details

WWW.4LIFE.COM

| Country | email | Phone* | Schedule ** | Language(s) *** |
|----------------|-------------------------|--------------|-------------|----------------------------|
| Austria | austria@4life.com | 080088668258 | 9-19 hrs. | German |
| Belgium | belgium@4life.com | 080026124 | 9-19 hrs. | English - French |
| Bulgaria | bulgaria@4life.com | 080030019 | 10-20 hrs. | English - Russian |
| Croatia | croatia@4life.com | 0800200447 | 9-19 hrs. | English |
| Czech Republic | czechrepublic@4life.com | 800088481 | 9-19 hrs. | English - Russian |
| Denmark | denmark@4life.com | 80820234 | 9-19 hrs. | English |
| Estonia | estonia@4life.com | 8000049097 | 10-20 hrs. | English - Russian |
| Finland | finland@4life.com | 0800102179 | 10-20 hrs. | English |
| France | france@4life.com | 0805088790 | 9-19 hrs. | French - English - Spanish |
| Germany | germands@4life.com | 08000004378 | 9-19 hrs. | German - Spanish - Russian |
| Greece | greece@4life.com | 8008481223 | 10-20 hrs. | English |
| Hungary | hungary@4life.com | 0680088108 | 9-19 hrs. | English |
| Ireland | ireland@4life.com | 01800817396 | 8-18 hrs. | English |
| Italy | italy@4life.com | 800137003 | 9-19 hrs. | Italian-Spanish |
| Latvia | latvia@4life.com | 80005426 | 10-20 hrs. | Russian - English |
| Lithuania | lithuania@4life.com | 80000312 | 10-20 hrs. | Russian - English |
| Luxembourg | luxembourg@4life.com | 80080926 | 9-19 hrs. | English |
| Netherlands | netherlands@4life.com | 08005802527 | 9-19 hrs. | English |
| Norway | norway@4life.com | 80024894 | 9-19 hrs. | English |
| Poland | poland@4life.com | 800012038 | 9-19 hrs. | Polish - English |
| Portugal | portugal@4life.com | 800789880 | 8-18 hrs. | Portuguese-Spanish |
| Romania | romania@4life.com | 0800896475 | 10-20 hrs. | English |
| Slovakia | slovakia@4life.com | 0800601016 | 9-19 hrs. | English - Russian |
| Slovenia | slovenia@4life.com | 080488843 | 9-19 hrs. | English - Russian |
| Spain | espana@4life.com | 900111904 | 9-19 hrs. | Spanish |
| Sweden | sweden@4life.com | 020888519 | 9-19 hrs. | English |
| Switzerland | switzerland@4life.com | 0800002003 | 9-19 hrs. | English - Spanish - German |
| United Kingdom | unitedkingdom@4life.com | 08000988676 | 8-18 hrs. | English - Spanish |

* Each country has its own dedicated toll-free number. Each number can be called only within the country itself; for instance, if you are in Germany you will be able only to call the German toll-free number. This means that if you are in Germany and you dial the Spanish toll-free number, you won't reach the 4Life DS representative on the phone.

** The daily hours of demonstrator/ customer service do follow the hours mentioned above by country.

*** Language/s available for the demonstrator/customer support.

4Life
TOGETHER, BUILDING PEOPLE™

Useful terms

Enroller: is the demonstrator who personally signs-up any demonstrator and/or customer and herewith adds the enrollee to the personal downline.

Sponsor: demonstrator to whom the new enrolled demonstrator/customer has been assigned to. The Sponsor may be different than the Enroller.

Downline Organizzazione: demonstrators and customers who have been signed-up under you.

Frontline: first level of demonstrators sponsored by you

Line: vertical section of your organization that refers to a demonstrator signed-up by you and that continues along with other demonstrators signed-up under your Frontline.

Customer: people who are interested in the 4Life products but not in the 4Life opportunity and who are the core of your business.

LP/Life Points: every products gets assigned with a value of points that will be used to calculate the demonstrator's gross commission.

PCLP (Promoted Customer Life Points):

PCLP are distinguished between Personal PCLP and Accumulated PCLP:

- ⊙ **Personal PCLP:** points generated when promoting orders to personal customers.
- ⊙ **Accumulated PCLP:** LP promoted from demonstrator belonging to your downline that you have personally enrolled (and who you might not necessarily personally sponsor). A maximum of 200 Accumulated PCLP will be considered for each enrolled demonstrator.

Group Volume (OLP):

OLP stands for "Organizational Life Points" and represents the monthly volume of LP generated from your entire* downline. This volume is one of the qualification requirements for braking new ranks.

* (Personal PCLP + Accumulated PCLP + LP)

Compression:

All the demonstrator belonging to your downline who do not qualify monthly won't get paid and their payout percentage will be assigned to the next level.

4Life[®]

TOGETHER, BUILDING PEOPLE™

4LIFE Italy

VIA ANTONIO SALANDRA, 18 © 00187 ROMA – ITALIA

