

GENERAL TERMS AND CONDITIONS
FOR THE USE OF THE WEBSITE

I. General Information

DATA OF SERVICE PROVIDER (later used as Flavon company group):

Name: Flavon International Ltd

Head quarter: 1463 Sofia, 66 Vitosha blvd., 4th floor, Bulgaria

UIN: 206328486

Director: Ms. Csilla Hernyák

E-mail address: office@flavoninternational.com

The General Terms and Conditions of this Agreement includes the rights, liabilities and important information in relation to all services provided by Flavon company group through the website www.flavonmax.com (online platform).

These General Terms and Conditions shall apply to all the commercial items of Flavon company group sold through this website or to the registration to Flavon's system, regardless of the ordered product or the person who ordered it. When the Member registers to Flavon and also at his/her first Back Office entry he/she accepts the General Terms and Conditions. These General Terms and Conditions are public. Flavon company group considers these conditions extremely important and does everything in order to and ensures that the Members learn about these conditions at the latest when they log in to their Back Office for the first time, that the Member can download and store the General Terms and Conditions at any time.

II. ONLINE REGISTRATION TO FLAVON

II.1. Registration:

If a natural person above the age of 18 years wishes to join Flavon's system he/she can do so electronically by filling out the form under the 'webshop/registration' menu option at the website www.flavonmax.com. By joining the new Member is obliged to provide the Membership ID-number (Sponsor ID) of the person from whom he/she heard about Flavon and through whom he/she would like to join the system. When submitting the form by clicking on the 'I'm registering' button, the individual will not become a member of Flavon yet. The condition for becoming a Member is to purchase a carton of product. After submitting the registration Flavon sends the future Member's email address the activation link and later a welcoming, informant letter containing his/her ID-number and password. The pre-registered Member becomes a member of Flavon by purchasing the first, so called registration carton.

With registering and purchasing the registration carton the Member accepts and agrees to oblige to the content of this general Terms and Conditions. Flavon files and stores the sent registration by

sending the personal ID. The prevailing General Terms and Conditions which can be found on the website at <https://www.flavonmax.com/backoffice/downloads/> are normative for registered Members.

II.2. Content of the Membership Agreement:

After becoming a Member, he/she is entitled to purchase Flavon products at a Member's price and to have a chance to benefit from the compensation offered by the marketing plan. The Member acknowledges that he/she is an independent person from Flavon company group, and is not an employee, agent or representative of Flavon company group; therefore he/she is not entitled to undertake liabilities on behalf of Flavon company group.

If the Member gets his/her commission through his/her company, he/she is the agent or representative of those enterprise therefore he/she has full, independent representation right in the name of his/her business. Flavon pays the commission that generated on his/her position to the Member or the variable company that the Member named and with whom Flavon signed a Contract of Agency. The Member acknowledges that no guarantees are made to him/her with respect to income, success or profit.

By joining the Flavon the Member commits to the following obligations:

- a,) he/she agrees to refrain from using names, trademarks or other materials protected by copyrights of Flavon without the prior written consent of Flavon
- b,) he/she may not use the Flavon network, its membership list or any other confidential information for the distribution or sale of products or services other than the goods distributed by Flavon, or collaborate with other persons in such acts.
- c,) he/she may only use the publications, information leaflets, brochures, books, DVD-s, flyers and internet websites published by Flavon, and shall not modify or use them in a manner or for a purpose different from that originally intended. Self-compiled materials or advertisements to be published shall in all cases be submitted to Flavon for approval.
- d,) he/she is forbidden to make statements deceiving consumers or affirming any healing effects of the product. He/she is forbidden to make statements regarding the products or the network in any type of media (traditional, electronic, etc.) without the prior written consent of Flavon.

The Member acknowledges that:

- a,) he/she shall be liable for all consequences of any unfair market practices. Any liability of Flavon company group with respect to such practices is hereby excluded.
- b,) any Member and his/her company infringing the terms and conditions of the present General Terms and Conditions and of the Organizational and Operational Regulations of Flavon, or damaging the business reputation of Flavon shall be deemed to have committed a breach of contract;
- c,) the disclosure of any confidential information to a third party, even to a relative of the Member, shall constitute a breach of this contract, the Contract of Agency and the Membership Agreement.

d,) Flavon company group may modify the Organizational and Operational Regulations or the related marketing plan without prior notification of the Member. The modification comes into effect when it is announced on the company's homepage: www.flavonmax.com.

Both contracting parties may withdraw from the membership agreement with 1-month notice at any time. Any violation of the Member's obligations under the present contract or the Organizational and Operational Regulations shall result in the termination of the membership, Flavon will be entitled to delete the Member from its system as well as oblige the Member to pay damages and a contractual penalty. The amount of the contractual penalty shall be ten times the Member's commission of the month prior to the breach of obligation. Flavon may demand damages in excess of the amount of the contractual penalty.

Annex 1 of this agreement is the Organizational and Operational Regulation of Flavon which the Member is obliged to accept and acknowledge with his/her specific declaration.

The Member gives consent that employees of Flavon company group and members of Flavon may store, process and transfer his/her personal data with the purpose of utilization in business activity, of recording commission-, bonus-, payback data and of communication, in accordance with the data protection policy.

The Member acknowledges that Flavon company group has a right to deduct the commission he/she is entitled to through his/her undertaking - agent – up to the amount of debt the Member has against Flavon. It includes debts of a third Member for which the Member provided a guarantee.

III.PURCHASING PRODUCT THROUGH ELECTRONIC MEANS

III.1. The range of products that can be purchased from Flavon:

The range of products and prices (displayed as gross prices) can be found in the Back Office under the 'orders/placing new orders' menu option. The price of the products does not include the delivery cost. Flavon reserves the right to change the displayed prices.

If the customer is not registered, the available products, their prices (incl. VAT) can be found on www.flavonmax.com under Webshop/registration. After adding the desired goods to the cart the customer is requested to either log in to the Back Office or register according to the provisions of the present point.

III.2. How to purchase

Purchasing through the Back Office can be carried out in the way defined in the present General Terms and Conditions, by ordering electronically. Flavon reserves the right to verify the data of Members and, if the authenticity of the given data is doubtful, questionable or cannot be interpreted, the order can be removed.

The Member in the Back Office operated by Flavon adds the chosen product that he/she would like to buy to the cart and at the same time indicates the quantity he/she would like to order. The cart contains the products chosen by the Member, the quantity of the products, the unit prices, the

delivery costs and the total amount to be paid by the Member. After clicking on the 'Next' button it is necessary to fill in the 'details of order' sections at which point the Member needs to fill the details relating to the order and after this can check all personal data and the details provided relating to the order. If the Member is satisfied with the data, he/she can then submit his/her order to Flavon by clicking on the 'Finish' icon. If the Member would like to modify the data then by clicking on the 'Back' button he/she can return to the order form and make the necessary changes.

The Member can place his/her final order by clicking on the 'Finish' button which Flavon company group confirms in a written, electronic form by sending an e-mail to the e-mail address given by the Member. Flavon will confirm the fact and establishment of the order, contract and the composition of the order within 48 hours of the order being placed by sending an e-mail to the e-mail address given by the Member in accordance with the regulations in force. If confirmation from Flavon of the placing of an order by Member does not arrive to the Member within 48 hours of the order, the contract between the parties has not been established and therefore the Member is exempted from the obligations related to the offer and the Member and Flavon are both exempted from the contractual obligations.

The confirmation of order by Flavon in every case includes the name of the ordered product, the quantity, the chosen delivery and payment method, the unit price of the product and delivery cost, the total amount to be paid by the Member and the expected delivery date.

Flavon promptly informs the Member in every case after becoming aware that the ordered product is not available, or if Flavon cannot deliver the product by the expected deadline given in the confirmation of order. Flavon informs the Member of the above conditions at the latest by the original delivery date in a written form by indicating the changed delivery date and by giving the Member the chance to indicate within 48 hours of the receipt of the information to Flavon whether he/she still would like to receive the order or withdraw.

Flavon has no liability for the delivery delays or other delivery problems due to incorrect, incomplete, or incorrectly entered data by the Member – for example, the Member is unavailable at the given address – given that Flavon provides an opportunity for the Member to check the data during placing the order in every case.

The Member, by joining the network – as well as by placing an order – submits to the Code of Ethics of Flavon in force and to the Data Protection Statement which can be accessed under the menu option: www.flavonmax.com/backoffice/downloads.

III.3. Shipping information

The ordered products are shipped by Flavon company group to the given delivery address within 5 working days. The delivery address given with the order cannot be changed afterwards. The ordered products are shipped by a courier service or a delivery company. The costs of delivery are displayed in the product order form and in the confirmation e-mail.

The delivery cost applies to one delivery. If the product cannot be delivered due to the fault of the Member then any additional costs arising from this should be covered by the Member. The Member is obliged to check the integrity of the product packaging upon receipt, to accept the products by

signing the delivery document in the case of correct delivery, thus acknowledging the fact, place and date of the delivery. If the Member notices any visible damage on the package on receipt then he/she is entitled to refuse the receipt of the package, this fact, and an indication of the reason of refusal should be displayed on the delivery document and must be signed by the Member. The carrier is responsible for any damages occurring during shipping.

III.4. The Member's right of withdrawal:

In case of online ordering the Member has the right to withdraw from the purchase within maximum 14 days following receipt of the product without any reason by sending a written notice to the headquarter or email address of Flavon. The Member can practice his/her right to withdraw with a clear statement. The Member practices his/her right of withdrawal on time if she/he sends his/her statement before the above mentioned deadline. After Flavon International Ltd. received the statement – in case of mails after receiving it – will confirm the arrival of the withdrawal. In this case Flavon will delete this Member from the database. The Member is obliged to give the products back to Flavon in undamaged conditions within 14 days in case of withdrawal. After receiving the product or the proof of that it has been sent back within 14 days the price and other services (delivery cost) will be refunded by Flavon the same method as the payment was made to the Member. Due to the method of refund the Member can't be charged with any extra costs. The Member pays the cost of resending the product, the cost is not expected to be more than 25 euros. The Member loses his/her right of withdrawal if he/she cannot give the product completely back to Flavon International Ltd. in undamaged, unopened conditions.

You can see a sample of the Revocation of Contract on the following link: https://www.flavonmax.com/trainingcenter/doc/elallasi_nyilatkozat_EN_international.pdf

III.5. Complaint:

Any warranty issues can be reported via an e-mail sent to the following e-mail address: office@flavoninternational.com or via post sent to the headquarters of Flavon (1463 Sofia, 66 Vitosha blvd., 4th floor, Bulgaria).

Flavon always aims to amicably resolve any problem or issue with the Members. The Members can report their objection regarding Flavon's activity by sending a post to the headquarters (1463 Sofia, 66 Vitosha blvd., 4th floor, Bulgaria) or by sending an email to office@flavongorup.com, Flavon will investigate all complaints and informs the Members of the result in 30 days.

III.6. Miscellaneous provisions:

With regard to the Member's order through his/her Back Office, Flavon assumes that the Member has knowledge of the technical and legal regulations relating to electronic commerce. Flavon takes no responsibility for any faults arising from the lack of this knowledge or for any faults of electronic products or any errors committed by IT or telecommunication providers. The protection of the Member's computer and the stored data on it is the responsibility of the Member. The right to

modify the General Terms and Conditions at any time is reserved by Flavon. The modification comes into effect when it appears on the company website.

In effect from 01 January, 2021, Sofia