Ordering

To Place A Telephone Order

1) All orders should be placed on the Wachters’ 800 order telephone lines. These lines have been established for order taking only. The order number is 1-800-682-7100. Please have your order completely ready before phoning the Home Office.

2) Orders of any amount are accepted.

3) Calculate your RPV from your Distributor Price List before placing your order with the Home Office. Be sure that YOU have reached your desired RPV level.

4) Have the following information ready before calling the Wachters’ 800 number:
   a) Your customer or distributor ID number. If drop shipping have the ID number of the client you are shipping to.
   b) Shipping name, address and phone number.
   c) Method of shipment if other than UPS ground service.
   d) Method of payment (Visa or MasterCard, Discover or American Express account number, if using this method of payment).
   e) Stock code numbers for all products and literature.
   f) Quantities for each item.

Placing A Telephone Order

Give your customer I.D. number to the Customer Service Representative. They will verify your shipping address, and issue you an order number. (This number is important for finding out the status of your order, total charges, freight charges, tracing, and RPV credit.)

If paying by credit card, supply Visa, MasterCard, Discover or American Express number, name on the card and expiration date.

Give the stock code numbers of the desired products. The customer service representative will read back the product number or name (to verify what you are ordering).

State the unit quantity desired. Repeat this process until your order is completed.

When the order is completed, the customer service representative will give you your RPV amount, Distributor cost and any tax as applicable. UPS charges will be charged to the customer according to the parcels weight and zone. Orders shipped U.S. Mail will be calculated by the shipping department. You will be called back with the shipping charges. The shipping charges for U.S. Mail orders will appear as a separate charge on your credit card statement.

Placing a Web Order

If you desire to place an order on our web site, simply go to www.wachters.com and click on “Order Now” on the left side of the web page. Simply follow the instructions by placing items in your shopping cart and proceed to the check out process. Your order will be processed at the Home Office and shipped UPS.

Important Ordering Numbers

Telephone Number: 1-800-682-7100

Fax Number: 1-650-757-9858

Web Address: www.wachters.com or www.wachtersdistributor.com

Placing A Fax Orders

When faxing an order to Wachters’ Home Office, include name, I.D. number, shipping address, phone
number, method of payment (Visa, MasterCard, Discover Card, American Express or Cashiers Check or Money order), method of shipping (if other than ground UPS) Stock code number, product name and quantity ordered. Please print legibly to assure prompt and accurate delivery.

Orders can be quickly expedited if they are charged to your credit card. It is important to fax your credit card number, type of card (Visa, MasterCard, Discover or American Express), expiration date and name as it appears on your card to complete the order.

This is available 24 hours a day. Our fax number is 650-757-9858.

**Placing A Mail-in Order**

Orders can be mailed directly to the Home Office with your payment. Simply, include name, I.D. number, shipping address, phone number method of payment (Visa, MasterCard, Discover Card, American Express or Cashiers Check, or Money order), method of shipping (if other than ground UPS) Stock code number, product name and quantity ordered. Please print legibly to assure prompt and accurate delivery.

Enclose your payment plus all the applicable charges such as tax to:

*Wachter's O.S.P. Corporation,*
*550 Sylvan Street*
*Daly City, CA 94014*

The freight charges will be determined once the order is weighed and packed. Or you can call the Home office and we will give you the freight charges over the phone.

Print clearly to avoid a mistake due to illegible penmanship.
Product Return Policy

Returns and Exchanges

1) Customers can return product to the Home Office within 30 days from the date of purchase. When you desire to return a product to the Home Office, you must call the Home Office first and receive a return authorization number. Once you have received a return authorization number you will be instructed to ship the product, safely packed, back to the home office. Be sure to include a letter stating the reason for return, your name, address, product control number and order number that the product was purchased on.

2) Every Distributor is responsible for individual product rotation.

3) No defective products will be accepted back after three months of receipt from the Home Office. This includes products, which absorb moisture.

4) All Broken or damaged products must be reported immediately upon receipt. All damaged product will be replaced, not credited, and must be returned to the Home Office for examination in our Quality Control Department.

5) Credit will not be issued for discontinued products. The Home Office will give fair warning when an item is to be discontinued, thus preventing overstocking by an Executive or Distributor with a specific product.

6) Products can be exchanged within 30 days of receipt. Credit will not be issued. To exchange a product call the Home Office letting us know the product name, control number, quantity, date of purchase, order number and the desired products for exchange before returning the product.

7) If products are received with damaged labels, call the Home Office immediately. We will “Will Call” the damaged goods relabel them and return them to the customer. If this is not done within two weeks after receipt of an order, products will be relabeled at the Distributor’s expense of shipping in both directions. After this time the Corporation will not be held responsible.

8) If the 30-day return policy has passed and there are extenuating circumstances, the company may, at our discretion, approve a return. The following rules and procedure would apply for such a return:

9) Call the Home Office with a list of item(s) to be returned with their product control numbers and order numbers for each item, to the Home Office.

   a) The Corporation will review this and inform you of the product credit for these items. A return authorization will be given.

   b) The products will be shipped to the Home Office at the expense of the Distributor or Executive.

   c) When the products arrive at the Home Office, they will be inspected. Credit will be given for the Distributor cost, less refunds paid, and less 15% of the RPV price for handling (restocking) charges.

   d) Full credit will not be given if items are in used condition, are not as they were represented, and are not in saleable condition when received or if safety seals are broken.

   e) If the Executive, Distributor or customer is unsure of the shipping date, the Corporation will follow its tracking method to establish the time element.

Any product returned without authorization will be returned at the Distributors/Customers expense.
Back Orders
Wachters’ makes every effort not to have any backorders. If they occur, the Shipping Department will indicate this on your pack slip, which is packed in your parcel. All items will be shipped immediately upon restocking at the expense of the Company.

Changes
Once you are given an order number the order cannot be changed. Orders are immediately processed to the Shipping Department. This applies to phone or Internet orders.

Charge Card Credits
If a customer charges products on their Visa, MasterCard, Discover Card or American Express and then finds it necessary to return the products, the customers credit card account will be credited accordingly. Following this transaction, the Executive’s account will be debited for the amount credited to the customer’s credit card account.

Checks Returned
If a check is returned from the bank stating “insufficient Funds”, the Executive’s or Distributor’s account will be charged a $20.00 handling fee. The Executive or Distributor will be contacted to verify a redeposit or replacement of the check plus the handling fee. If a customer, Distributor or Executive bounces a check twice; they will be placed on a cash-only basis with the Home Office. All checks have a 10 working day processing time before an order will be shipped to assure the funds have cleared the bank before shipping.

The Executive is ultimately responsible for the payment of the products received should the customer or Distributor fall short on their financial obligation.

Corporations
An Applicant Distributor may submit a Distributor Application Form under a corporate name. A corporate officer must file the form with Wachters’ Corporation. The application must include the names and Social Security numbers of all corporate principals, officers and shareholders.

Existing Wachters’ Distributors cannot make corporate applications. If a Distributor wishes to change their status to a corporation or partnership under their current line of sponsorship, they may do so by obtaining the necessary forms from the Home Office, completing them, and submitting them back to the Home Office.

Credits, Debits
Remember to take into account the impact that credits and debits will have on your monthly RPV volume and bonus check.

Discontinued Items
When the home Office no longer carries a product, it is discontinued. When this occurs, we will make every effort to inform our Distributors. If you order a discontinued item, it will be indicated on your packing slip.

Distributor Cost
The cost of a product to an active Distributor.
Downline
You sponsor a Distributor into your sales organization who becomes an Executive Distributor. He is a first-step Executive in your organization. If he sponsors another Distributor who becomes an Executive Distributor, she is a second step Executive in your organization. As each Assistant Executive Distributor is appointed to the Executive level, your downline organization grows and so does your monthly override bonus check.

Drop Shipment
Any order being shipped to someone other than the Distributor or Executive placing the order. A Distributor or Executive can place a drop ship order for retail customers or for one of their Distributors. The drop shipments can be any amount. The Executive or Distributor placing the order is responsible for the payment of the order.

Freight Collect
Orders shipped via truck lines other than UPS shall be shipped freight collect. Upon receipt of the order, it is the recipient’s responsibility to pay all charges due to the carrier. Wachters’ will not prepay any freight orders. It is important to specify the preferred carrier when placing your order with the Home Office; otherwise, the Wachters’ Shipping Department will choose an appropriate carrier.

The shipping charges, if the order is refused, are the responsibility of the intended recipient and will be due to the carrier.

Freight Charges
All orders will be charged current UPS rates, insurance and any applicable fees.

I.D. Number
This number is your personal identification number assigned when an Applicant Distributor files an application with the Home Office and becomes a Wachters’ Distributor. This number is important when placing orders to assure that you receive the proper credit for the order and the appropriate discount.

International Sales
Canada: Go to www.wachtersdistributor.com and click on a Canadian Distributor’s web site link.

Other countries: contact the home Office for information.

Inventory
Wachters has no specific inventory requirements for its Distributors. However, it is to your advantage to be able to supply your customers promptly by having some stock available for retail sales.

Methods of Payment
Orders can be paid for by check, Visa, MasterCard, Discover, American Express, Cashiers Check, Money Order or Cash. No CODS are accepted.

Lost Shipments
Occasionally, a freight carrier will lose a shipment. The company will track the order. If the carrier is at fault the company will replace the order at no charge to the customer. Please allow five to seven working days for lost shipments to be researched. If the carrier is not at fault (i.e.: customer gave the wrong address) then it will be the customer’s responsibility to pay for a replacement order.
Methods of Shipment

All orders will be shipped ground UPS unless otherwise indicated by the customer at the time the order is placed. If the order is larger than the UPS maximum, the order will be shipped by truck, freight collect. If a specific freight carrier is desired, this must be clearly indicated at the time of the order. Otherwise, a carrier will be selected by Wachters’ shipping Department.

“Not Available” Products

Wachters’ Customers Service Representatives will make every effort to let you know if a product is not available when taking your order. However, if an item it temporarily out of stock we will indicate “not available” on your packing slip. This item will need to be reordered on your next order. You will not be charged for this item until you receive the merchandise.

Ordering Outside Office Hours

Wachters’ office hours are 8:00 am to 5:00 pm Pacific time, Monday through Friday, except for legal holidays.

Customers desiring to place orders outside of normal working hours may do so by:

1) Faxing the order with all necessary ordering information to (650) 757-9858, 24 hours a day.
2) Wachters’ answering machine is available at 1-800-682-7100, outside of normal business hours.
3) You may place an order on our website at www.wachters.com or www.wachtersdistributor.com

Order Minimum

Wachters’ does NOT have an order minimum.

Order Number

The number assigned to your order, either over the phone or over the Internet. It will appear on your packing slip. This number is significant for:

1) Inquiring about an order
2) Correct posting of payment
3) Order discrepancies
4) Returning or exchanging merchandise
5) Monthly RPV credit

Override Bonus

Override bonus refers to the monies earned by the Executives on the group sales of the Executives in their total sales organization. These are downline bonuses.

For Example: You sponsor Distributor A who becomes an Executive Distributor in your sales organization. He is a first-step executive. His sales group breaks away from you upon his appointment to the Executive level, and becomes independent. However, you continue to earn bonuses on his entire sales organization in the form of an override bonus. When he sponsors Distributor B, who in time also becomes an Executive, she is a second-step Executive in your sales organization. Now both of these people are in your downline and you earn bonuses on their entire sales organization. You can earn bonuses down to four levels downline. As your organization grows with more Executives, so does your monthly override bonus check.

Packing Materials
Wachters’ Organic Sea Products
Policies and Procedures

Wachters’ makes every effort to be environmentally aware; therefore, we use an environmentally friendly packing material that is made from corn. The material can be easily dissolved in water. Because of this feature, we cannot use it with any of our liquid products. Our liquid products are shipped with recycled shredded paper to assure proper packing materials in the shipment.

Packing List
All parcels contain a packing slip. Please check your packing slip with your order to verify the receipt of your merchandise. If you did not receive an item and it is not indicated as not available or on back order, notify the Home Office immediately.

Partnerships
Partnerships are permitted to become Wachters’ Distributors and Distributors may form partnerships. The Distributor Application Form must include both names, signatures and Social Security numbers of the partners. Each partner will be considered equally liable for any debts or obligations of the partnership.

Individuals under the same line of sponsorship may form a partnership. However, Distributors under separate sponsors cannot form a partnership unless one Distributor resigns from their current group, follows Wachters’ resignation process and then re-sponsors in his partner’s sponsorship line.

Payment Process
All orders must be paid for as follows:

1) By Check. This must be received in advance of shipping the order. All checks are subject to a ten-day processing time. At the end of the processing time your order will be shipped.

2) Visa/MasterCard/Discover Card or American Express. Your account will be charged once the order is received. Orders will be held if a card authorization is declined and you will be contacted for an alternative method of payment.

3) Money Orders or Cashiers Checks. This must be received in advance of shipping the order. However, the order will be shipped upon receipt of the money order or cashiers check.

4) NO COD’s. We do not ship via COD.

Posting Dates
All payments to be credited for a bonus month must be received in the home Office by the last day of the month that the order applies to.

Product Recalls
Occasionally a product needs to be recalled due to various reasons. When Wachters’ recalls a product, a UPS ‘Will Call” will be issued and Wachters’ will replace the product accordingly. All recalls should be acted upon immediately.

It will be your responsibility to:

1) Collect all outstanding Products from Distributors and Retail Customers.

2) Prepare these products for UPS pick up.

3) All recalls should be handled within a two-week time period.

Quantity
All product orders are placed by a unit (1) and literature is placed by batch (Please consult your Wachters’ Price list.)
RPV
Reported Purchase Volume of the product. This amount is the figure, which each Distributors bonus is calculated on.

RPV Months
Orders will be credited in the month in which they are received. If you desire to achieve a certain bonus level, it is important to contact the home office and check on your volume. This can be done either through calling our 800 number (1-800-682-7100) or contacting us via e-mail at info@wachters.com.

RPV Transfers
Wachters’ does not do RPV transfers. If you need to replace RPV to another Distributor you will need to place a drop ship order from the home office in your number and replace the products to the particular individual.

Re-Packaging
Wachters’ products may not be repackaged, relabeled or tampered with in any way. All Wachters’ products are safety sealed and it is important for safety standards to not change the Wachters’ packaging. Wachters’ is not responsible for any repackaged product.

Re-Registration
A yearly fee paid to the Corporation at the end of you calendar year that entitles the Distributor to sponsor new Distributors and receive bonuses when meeting the requirements for an active Distributor.

Reshipments
If after three attempts at delivery by the UPS ground operator, your parcel is returned to the Home Office, you will be responsible for the reshipping charges on it.

Retail Outlets
Wachters products and literature cannot be sold or displayed in retail outlets. This includes health food stores, discount stores, supermarkets, drug stores, pharmacies, swap meets or flea markets. Wachters’ products should not be displayed and sold in a setting that suggests a retail store or outlet. Distributors are permitted to display Wachters’ products in booths at fairs, conventions, home shows, or similar events. Provided that only Wachters’ products are displayed.

A Wachters’ Distributor may own a retail business and operate a Wachters’ Distributorship but their Wachters’ business must be separate from the retail store.

Business offices, Wachters’ training centers, Holistic Health practices, private clubs or appointment-only businesses (hairdressers, aestheticians, etc.) are permitted to sell Wachters’ products.

This policy has been established to protect Wachters’ Distributors and customers. It is unfair for a Distributor to train and educate a customer and then lose their sales to a retail outlet. Wachters’ is a multi-level marketing company and prides itself on its person-to-person sales. Therefore, if a question arises, it is better to avoid this situation and not allow the sale.

Returned Orders
Orders returned to the Home Office will be charged a 15% restocking fee.

SRP
Suggested Retail Selling Price.
Sales Tax
In California and Washington, WACHTERS’ is required to collect Sales Tax for merchandise sold from the Home Office. All Distributors are required to comply with the tax laws for their areas. Tax is calculated on Retail Value of the products.

Shipping Address
The name or company name, address, city, state, zip code and phone number for the order(s) designated shipping location.

Shipping Discrepancies
All shipping discrepancies must be reported immediately upon receipt of the order. Call the Home Office; a discrepancy report will be completed within the home office. We will verify stock and ship any items that were omitted from your order or shipped incorrectly. The Home Office will request a UPS Call tag. The customer will be responsible for properly packing the miss shipped item and labeling it correctly. The Company assumes no responsibility for discrepancies reported 30 days after receipt of an order.

Shipping Time
All orders will be shipped with in three business days after receipt. For any order placed after noon, Pacific Time, day one begins the next business day. All Next Day Air, Second Day Air, or Three Day Air orders received before noon Pacific Time will be shipped that day. All others will be shipped the next business day.

Stock Code
Every Wachters’ product and sales promotion aid has a stock code number, which appears on all price lists, and order forms. These computer-generated numbers should be used for ordering the products and will help alleviate incorrect product shipments. Use the stock codes on all products, literature and sales aids when ordering.

Taxes
Wachters’ Distributors are independent business people. The Distributor must pay all business taxes, license fees, and business insurance. Check with your local government to establish necessary business practices in your city and state.

Territories
All Distributors have the right to Distribute Wachters Products anywhere in the United States. Exclusive territories are not designated to any Distributor.

Tracing a Shipment
To trace a shipment, call the Home Office and have your Order Number ready. We will contact the freight carrier and locate the lost shipment for you.

Transfer of Distributorship
The transfer or sale of any Distributorship is normally not permitted by Wachters’ and will be discouraged. Transfers, large or small, may affect the income of Distributors up the line of sponsorship and Wachters’ must take every precaution to protect the rights of all Distributors involved. Distributors will not make sales or transfers from one line of sponsorship to another except:

1) With written approval of all persons in that line of sponsorship, including all up-line Executive Distributors
2) With approval of Wachters Corporation
3) Transfers will be allowed only under extraordinary conditions and situations and must be approved by both lines of Sponsorship and Distributor.

Vacation Months
Executives are granted one vacation month per calendar year. During this month, the Executive is not required to purchase $2000.00 RPV. All vacation requests must be submitted in writing to the Home Office 30 days in advance of the requested vacation month.

Who Can Order
Orders are accepted at the home Office from any active Distributor or Customer.

Working Days
Orders are taken between 8:00 am and 5:00 pm Pacific time, Monday through Friday. Wachters’ is closed for all legal holidays and for our annual inventory, four business days at the end of October and beginning of November. Orders will not be shipped during this time. However, orders will be taken and shipped on a first-come, first-serve basis once shipping resumes.
Sample Statement

Wachters’ statements and bonus checks are mailed on the 20th day of the month following the previous sales month. If the 20th falls on a weekend, they will be mailed the next business day.

A Wachters’ Executive Statement shows the total RPV volume for the month, accounts receivable balance if any, payments, freight charges, debits, credits and any applicable accounting transactions. Each order placed on your account (by you, your Distributors and customers) and the corresponding payments are identified by the Order Number, assigned at the time of the order.

The name to whom the order was shipped will appear on the statement. Every invoice listed on your statement will also be enclosed with the statement. The invoices list the product purchased, their cost, the RPV credit, freight charges, and taxes. A copy of the Executives downline genology is also included.

Wachters’ suggests that you closely study each monthly Executive Statement and the copies of the invoices, which you will receive; to make sure they are correct. Every precaution is taken at Wachters’ through our computer data processing system to accurately prepare every statement but occasionally errors may occur and the Corporation is anxious to rectify them as quickly as possible. If it appears that your account is incorrect, send a letter stating the accounting discrepancies to the Home Office for review. Be specific on all necessary information for each discrepancy and include the appropriate invoice number, order numbers and debit and credit memo numbers. This will assure prompt action.

Use of Wachters’ Trademarks

Wachters’ is a registered trademark. Corporate approval (in writing) must be obtained each and every time a Distributor or Executive desires to use the name in literature, ads, stationery, business cards, invoices, signs or in any way uses the trademark in public display. (Excluding items purchased from the Home Office.)

Wherever the word Wachters’ appears in any Wachters’ printed material, it is to be construed as Wachters’ Organic Sea Products. In order to gain authorization to use the Wachters’ name, permission must be obtained from Wachters’ Organic Sea Products in writing.

Wachters’ takes every possible means to protect its trademarks and trade names because they are the identification for the Company and its products and literature. Wachters is a registered trademark and the Company cannot allow anyone, including Distributors, other than the Home Office to use its name or trademarks without its express permission.

The Wachters’ name may be used by a Distributor after authorization for trademark use has been obtained from the Home Office. All Wachters’ printed, audio, or video materials that are copyright may not be reproduced in whole or in part by any person without permission from the Home Office.

The following rules apply:

1) In an authorized training center, only approved signage, which includes the word “Distributor” may be used. When the center is vacated, all Wachters’ signs must be removed.

2) Distributors must first obtain permission from the Home Office to display the name “Wachters” on any vehicle.

3) Distributors are permitted to advertise in telephone directories.

4) Outdoor advertising of Wachters’ products must be approved by the Home Office.

5) Distributors who use imprinted checks may not use the Wachters’ name or trademark except only in referring to himself as a Wachters’ Distributor. This can take the form of “Mary Smith, Wachters’ Distributor”, or “Mary Smith, Distributor of Wachters Products”.

6) Distributors must have home Office approval for any TV, radio or newspaper advertising.
7) Distributors may use classified advertising, but if the Wachters’ name is used, it must follow the exact wording provided by the Home Office.

8) Wachters’ reserves the right to withdraw the right to use the Wachters’ name, trademarks or symbols if the above standards are not met. Wachters’ shall be the sole judge in these matters.

Penalties for Violation in Use of Wachters Trademarks

*Distributors who violate the rules concerning the use of Wachters’ name, trademarks and symbols may:

1) Be required to destroy any printed, audio or video materials, to change or cancel any improper advertising, and be denied any right to use the Wachters’ name, trademarks or symbols in the future.

2) Be liable for any monetary damages to Wachters’ for unauthorized use of its name, trademarks or symbols.

3) Have his Distributorship terminated by the Home Office.