

RENEWAL FEE

会员更新费

As contained in the Customer Agreement Form, all Melaleuca Preferred Customers will be automatically charged a renewal fee of RM39 each year. The renewal fee will be charged in the customer's 13th month following their preferred date and every 12 months thereafter.

Upon successful collection of the renewal fee, a **RM39 Advantage Dollar** credit will be allocated to the customer's account which can be redeemed for Melaleuca products following the rules & regulations below and in line with the same provision offered in Singapore.

The rules for redeeming the renewal fee Advantage Dollars are as follows:

1. Customers must meet their Product Point commitment in a month in order to redeem their Advantage Dollars.
2. Advantage Dollars can only be redeemed by the customer, not by the enrollers or others.
3. If the payment for a renewal fee is declined, the customer will have a hold placed on their account which will prevent them from receiving commissions, placing orders, etc. until the renewal fee is paid and the hold is removed.
4. If a customer changes their status from Preferred Customer to Direct Customer and avoids the annual renewal fee and the customer subsequently reactivates, the customer will be charged the annual renewal fee upon reactivation.
5. Usage of Advantage Dollars must accompany a purchase of at least 1 product point, including redemption of any Advantage Dollar balance. Advantage Dollars can not be redeemed alone without accompanying a purchase of at least one product point or more.
6. Cannot be used for the purchases of items without product points.
7. No product points will be given for Advantage Dollar purchases.
8. Customers will forfeit their Advantage Dollar when they cancel or change from Preferred Customer to Direct Customer status.

根据会员顾客协议书，美乐家优惠顾客每年将自动收取 RM39的会员更新费用。更新费将在优惠顾客的第13个月收取。之后，其收费将于每12个月以后收取。

一旦成功收取更新费，**RM39回馈基金**将存入至其美乐家会员户口。欲兑换此基金购买美乐家产品必须符合以下条规及其条规与新加坡一致。

美乐家会员更新费回馈基金条规:

1. 顾客必须完成每月个人基本业绩以兑换他们的回馈基金。
2. 回馈基金只能由顾客本身兑换。推荐人及其他人等除外。
3. 若更新费收取失败，会员户口将被冻结。注意：冻结户口将无法领取佣金，订购货品等。一直到更新费成功收取，户口将会被解除冻结。
4. 若顾客避免被收取更新费而转换成为基础顾客，随后又重新更换成为优惠顾客，此顾客依然会被收取会员更新费。
5. 欲获取回馈基金顾客必须购买至少1分点数的产品，包括所剩余的回馈基金余额。假设顾客无购入至少1分点数的产品，回馈基金绝不能兑换。
6. 购买无产品点数的产品不能使用回馈基金兑换。
7. 使用回馈基金所购买的产品将不会给予产品点数。
8. 取消会员或转换成为基础顾客者将失去此回馈基金。