

## Policy Manual Update Frequently Asked Questions

### 1. Why are we updating the Policy Manual?

With a changing environment and in the year of becoming one with Amare and Kyani, it was time to make some updates to Amare's Policy Manual.

### 2. Can a member in the same household be enrolled as a Brand Partner?

Yes, provided that the member of the same household meets all the requirements to be a Brand Partner. They must be placed frontline to the original Brand Partner in the same household's organization, have their own unique tax identification number, and credit card number. Spouses are excluded from this section.

### 3. Can a member of the same household be enrolled as a customer?

Yes, if the customer is 18 years of age or older and the customer volume is not used to manipulate the compensation plan.

### 4. Does a Brand Partner still have to reach the rank of Leader to sign their spouse up as a Brand Partner?

No, a Brand Partner must reach the rank of Silver. The Brand Partner account must be placed front line to the original account and have a unique tax identification number and unique credit card number.

### 5. Once I hit SILVER, do I have the ability to have a second position?

Yes, once you rank advance to SILVER, Amare realizes the power in allowing you to enroll a second position on your first level as a spouse position or an LLC. As a Silver Brand Partner, there will only be two positions allowed:

- A Silver Brand Partner and their spouse (two total positions) – not additional positions will be allowed for these two individuals
- A Silver Brand Partner and an LLC (two total positions).

Each account is required to have its own unique tax identification number and credit card number.

### 6. Can a Brand Partner share competing products on the same website where the Brand Partner sells Amare products?

An Amare Global Brand Partner CAN sell similar products that are NOT part of a competing multi-level marketing company. Brand Partners CANNOT sell other competing MLM products on the same page they sell Amare products.

### 7. Can a Brand Partner share other multi-level marketing opportunities on the same page where the Brand Partner promotes Amare products?

No.

**8. Is there a change in the Return Policy?**

Yes, Brand Partners and Customers will have 90 days to return the product if they are not fully satisfied with the product pursuant to the existing product return process. Previously, customers had 12 months and Brand Partners had 30 days. It is now 90 days to return product for both Brand Partners and Customers for 100% (less shipping charges) refund.

**9. What if a customer has signed up under a Brand Partner and wants to upgrade to a Brand Builder under their friend or family member in another organization?**

This topic is currently under discussion. Currently, the customer will need to reach out to their original enroller and ask to be released to build with their friend or family member.

**10. Did the Placement window extend from 14 days to 30 days?**

Yes.

**11. Can I give up enrollment down my line at any time?**

A Brand Partner may request to give up enrollment once during the 30-day placement window, however, multiple changes in enrollment can impact compensation. If the request is outside the placement window or requested a second time for the same person, the Brand Partner will be required to complete a request form. Amare Global will evaluate on a case-by-case basis.

**12. Can we move customers during the placement window?**

No, just Brand Partners.

**13. Can a Brand Partner run paid ads?**

Yes, however, a Brand Partner cannot use Amare's intellectual property in paid digital advertising that includes bid for paid advertising, typo squatting or key words for individual products, etc. without specific written permission by Amare Global Compliance.

**14. What if a Brand Partner wants to reach out to the media to share Amare Global products or services?**

A Brand Partner is required to get permission for Amare Global compliance team. You can reach out to [compliance@amare.com](mailto:compliance@amare.com).

**15. What if the media contacts a Brand Partner about Amare Global products and opportunity?**

Please notify [compliance@amare.com](mailto:compliance@amare.com) immediately. To keep Amare Global's message consistent and compliant. Please do not speak to the media without written permission from Amare Global.

**16. What if a Brand Partner has an opportunity to promote their Amare Global business at a trade show, exposition, or other sales forum, do I need to ask permission from compliance?**

No. However, we ask you to stick to the following guidelines:

- Only Amare Global products and services may be offered at the event. No other products or services may be offered or promoted by the Brand Partner at the event.
- If marketing or promotional materials or signs or banners are used at the event booth, such materials may only promote Amare Global products or services and must uphold Amare Global's quality image.

- The Brand Partner or Brand Partners that are working at the event must clearly disclose that they are Independent Amare Global Brand Partners and not employees of Amare Global.
- Brand Partners and every person who works in the booth at the event shall comply with all applicable provisions of this Agreement. Brand Partners and any other persons who work at an event booth shall not make false or misleading income or product claims.

### **17. What do I need to know about promoting my Amare Global business internationally?**

Please check with Amare Global on what countries have been approved for expansion. Do not import or aid in the importation of Amare Global products without receiving approval from Amare Global. All Brand Partners working with customers in other countries need to comply with personal use or free trade regulations. Brand Partners are prohibited from doing business with Specially Designated Nationals and Blocked Persons according to the United States Office of Foreign Asset Control or with individuals in sanctioned countries.

### **18. What additional changes to the policies do I need to be aware of?**

- The change of sponsor outside the placement window of 30 days, will need to go through an outlined sponsor change process.
- Fee for transfer of ownership evaluations has increased from \$100 to \$250.
- The dispute resolution provision changed to add an arbitration clause and class action waiver.