

Auto Maintain Program Terms & Conditions

1. AMP registration

- (a) The Auto Maintain Program ("AMP") shall only be made available for any registered DXN distributor with status SA and above and maintaining and receiving bonus account in <country name> ("maintained country").
- (b) Distributor should submit the duly completed AMP Subscription Form to any DXN Branch and purchase the minimum PV as stated below in a single cash bill:

QSA Plan	For SA and above	Buy One (1) to Three (3) Normal Products with minimum 180 PV <minimum PGPV>
QSD Plan	For SD and above	Buy One (1) to Three (3) Normal Products with minimum 1250 PV <minimum DGPV>*

* inclusive of downline QSA Plan subscriber

- (c) DXN shall have the absolute discretion in approving or disapproving any AMP applications including any re-registration and any decision by DXN shall be considered as final and conclusive.
- (d) A Normal Product refers to a product with PV and SV, which are not covered under any sales promotion and/or not sold in package.
- (e) All AMP cash bills are neither cancelable nor exchangeable once posted. For cancellation of subscription of the AMP, please refer to section 8.

2. Auto Maintain Process

- (a) AMP will perform top up to PPV, PGPV and DGPV (applicable for QSD plan only) in that sequence when necessary for maintaining QSA/QSD status, provided the balance PV in the subscriber's AMP account is sufficient for the process. AMP account will not be utilized if the distributor already QSA/QSD during the monthly bonus process. (For SSD and above having more than one QSD, insufficient DGPV will be borrowed from one of the QSD and the number of QSD will be reduced by one, so AMP PV will not be utilized for DGPV top up.)
- (b) Temporary virtual QSA ("TVQSA") downline will be created for QSD Plan subscriber when the AMP detects the number of QSA is insufficient to maintain the QSD status. This will only apply when the subscriber has at least 6 direct SA down lines at the time of auto maintain process.
- (c) The AMP will not perform accumulation of any PV for all TVQSA created and all the TVQSA will be deleted after the auto maintain process is concluded.
- (d) It is the subscriber's responsibility to ensure that his/her PV in AMP account is sufficient for the Auto Maintain Process. Subscriber should maintain the minimum required PV for the selected plan at all time.
- (e) DXN shall not responsible for any loss (consequential or otherwise) due to insufficient PV in the AMP account for the Auto Maintain Process.
- (f) Subscribers are advised to check their current AMP account balance at any DXN branch before the cut off date.

3. Manual Reload PV into AMP Account

Subscriber can manually reload the PV for the AMP account by purchasing the same products chosen for his/her AMP registration at any DXN branch.

4. Auto Reload of PV with Bonus deduction

- (a) Upon subscribing to the AMP, the subscriber is deemed to have authorized DXN to deduct his/her monthly bonus for auto PV reloading purpose if the balance PV in the AMP account fall below the required minimum PV for the subscribed plan.
- (b) Auto PV reload will only be carried out if the net bonus of the subscriber is sufficient to pay for the Auto reload cash bill otherwise the subscriber will need to reload manually at any DXN branch.
- (c) Subscriber must claim the auto reload product from any DXN branch within thirty (30) days period after which the auto reload product will be dispatched to the subscriber's home address.
- (d) The auto PV reload cash bill will be generated for the minimum required PV of the subscribed plan from the chosen products in his/her AMP account. Price of the product will be in normal distributor price. Additional charges (like handling fee, service charge, VAT, delivery charge, shipping insurance & etc.) are not included. Subscriber should arrange the additional charges payment method with DXN branch upon products redemption.
- (e) Product prices and additional charges will vary from one location to another.

5. Redeeming product after auto reload

- (a) Subscriber must present the auto reload cash bill (at the bottom of bonus statement) when redeeming the products from DXN branch.
- (b) Subscriber shall only be allowed to redeem the auto reload products at DXN branch that apply the same prices as stated in the auto reload cashbill.

6. Upgrade and Downgrade Plan

(a) Upgrade Plan

- i. Subscriber is allowed to upgrade from QSA Plan to QSD Plan when he/she has been promoted to Star Diamond or higher position. AMP system will not upgrade the plan automatically.
- ii. For upgrading QSA Plan to QSD Plan, subscriber can manual reload additional PV into existing cash bill and request for upgrade, otherwise he/she needs to cancel the existing plan and re-subscribe QSD plan with new products.

(b) Downgrade Plan

- i. Subscriber is allowed to downgrade from QSD Plan to QSA Plan even his /her status is of Star Diamond or above.
- ii. For downgrading QSD Plan to QSA Plan, subscriber can request plan downgrade at registered branch by gradually utilizing his/her remaining PV for future monthly top up. AMP will only perform auto reload when the balance PV is lower than required minimum PV in QSA Plan.
- iii. Subscribers may cancel the QSD Plan and subsequently sign up a new QSA Plan. In such case, all the PV in the QSD Plan will be transferred to the current month bonus processing and he/she needs to make a new purchase for the minimum PV required in the QSA Plan.
- iii. After downgrading process concluded, DXN will not be responsible if subscriber fails to qualify as QSD in the current and future bonus months.

7. Change Country

- (a) Subscriber is prohibited to subscribe any AMP account other than the country in which he/she is maintaining and receiving bonus.
- (b) When a subscriber transfers his/her bonus account to another country, his/her AMP account will be automatically terminated without further notice. The balance PV in AMP account will be transferred to current month bonus account for processing.

8. Cancellation & Re-registration

- (a) Subscriber may request to cancel his/her AMP account by written notice addressed to registered branch. The balance PV in AMP account will be transferred to current month bonus account for processing.
- (b) Subscriber may request for re-registration after canceling the previous subscription due to change of products, upgrading or downgrading the subscribed plan. Each distributor can subscribe to only one AMP Plan in the country in which he/she is maintaining and receiving bonus.
- (c) Once it has been concluded, the cancellation or re-registration will be effected in the current month bonus processing.

9. Cut-off Date for Auto Maintain transactions

- (a) Cut-off dates for Auto Maintain transactions shall be on the last day of the month. Any backdate request for AMP cash bill will not be considered.
- (b) Any transaction completed after the cut-off date will be processed in the following bonus processing month.

10. DXN shall designs and decides on all the mechanism and processes involved in AMP. The decision of DXN is final and conclusive.

11. DXN reserves the right to modify, remove or add the terms & conditions without assigning any notice and such amendments shall become effective upon a date determined by DXN.

12. DXN reserves the right, at any time, to terminate the AMP without any prior notice and without assigning any reasons thereof.

13. In the event of any conflict in the interpretation of these Terms and Conditions and any translation of it in any language, the English version of these Terms and Conditions shall prevail.

14. By subscribing to the AMP, the subscriber hereby agrees that in no event shall DXN be liable to the subscriber however arising, for any Consequential Loss. " Consequential Loss" shall for these purposes mean: -

- (a) Pure economic loss;
- (b) Loss of profits (whether categorized as direct or indirect);
- (c) Loss of business revenue, goodwill, anticipated savings;
- (d) Losses whether or not occurring in the normal course of business, wasted management or staff time; or
- (e) Loss or corruption of data.