

Japan

Japan Contact Information:

General Manager: Shimizu Tadamasa

Japan Office

The Hexagon 5F, 5-4-7 Akasaka,
Minato-ku, Tokyo Japan
107-0052

Distributor Support

Hours (calling from Japan)

Mon–Fri (Holidays Off): 10 a.m.–5 p.m. UTC

Phone (Inquiries): 0570-039-131

Phone (Orders): 0120-756-131

Fax: 0120-596-131

Email (Japanese): japan@monavie.com

Hours (calling from U.S.)

Mon–Fri: 4 p.m.–9 p.m. MST

Phone: (801) 227-5069

Fax: 0120-596-131

Email (English): distributorsupportjpn@monavie.com

Compliance: compliancejpn@monavie.com

1. Enroll through the official MonaVie website:

- a. Log onto Monavie.com
- b. Select Japan on country drop-down menu (upper right)
- c. Click Enroll and enter your sponsor’s ID number
- d. If enrolling a Japan distributor, pick Japan under the Home Country drop-down
- e. Enter Gaiyoshomen number (explained in notes below) and complete online distributor application form

2. Enrolling through the Virtual Office (VO):

- a. Log onto Monavievo.com with your distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. If enrolling a non-Japan distributor, click on the (Enroll a non-Japan Distributor) link and complete online distributor application form
- d. If enrolling a Japan distributor, enter Gaiyoshomen number (explained in notes below) and complete online distributor application form

3. Enroll through Distributor Support:

- a. Speak with a Distributor Support representative

Japan

Phone: 0570-039-131

Fax: 0120-596-131

U.S

Phone: (801) 227-5069

Fax: 0120-596-131

- b. Email application form to Distributor Support

English: distributorsupportjpn@monavie.com

Japanese: japancs@monavie.com

Notes (Enrolling Japan Distributor):

- To enroll a Japanese distributor, the sponsor must purchase a Japan Business Information Packet. The Information Packet will include all Japan business information and a Gaiyoshomen. The Gaiyoshomen contains an 11 digit unique enrollment number which must be entered at the top portion of the enrollment page.
- Under Personal Information, if you can't enter Kanji, Romaji will be accepted.
- Bank Account Information must be entered.
- Purchasing Distributor Kit, there are two types: Simplified* and Complete/Full

Notes (Enrolling Non- Japan Distributor)

- National ID may/ may not be required, depending on country.

How to Order Product:

1. Order through the Japanese Virtual Office (VO)

- a. Log onto Monavie.com
- b. Click Japan and select English/Japanese
- c. Click Virtual Office and log onto your VO with your distributor ID number and password
- d. Click Member Info, then click Order Product
- e. Fill out Order Form

2. Order through Distributor Support:

Japan

Phone: 0120-756-131

Fax: 0120-596-131

U.S.

Phone: (801) 227-5069

Fax: 0120-596-131

AutoShip is highly recommended and allows distributors to stay active and to generate possible commissions. AutoShip is activated through the Virtual Office or by calling Distributor Support.

Activating AutoShip through the Virtual Office (VO):

1. Go to Monavie.com
2. Click Japan and select English/Japanese
3. Click Virtual Office and log onto your VO with your distributor ID number and password
4. Click Member Info (top right)
5. Click Enroll in/Change AutoShip
6. Choose your product and date

Notes:

- AutoShip payment is posted to a distributor’s credit card every 28 days.
- Coordinate your AutoShip to go out 28 days after your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three (3) business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

Shipping Information:

Pickup/Distribution Center: Coming Soon (location TBA)

Courier: Sagawa

Phone (Distributor Support): (801) 227-5069

Shipping Cost: 750 (Yen) per order; 750 (Yen) per order of Sales Tools; 650 (Yen) per AutoShip

Drop Ship: Available only within Japan

Return Policy: Upon receiving product, product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

Cooling Off: Upon receiving initial order or distributor kit (if only distributor kit is placed), distributorship must be canceled within 20 days for a full refund including shipping and return cost. Product will be picked up by courier when Distributor Support is notified and distributorship is canceled.

Payment Types: MonaVie accepts Visa®, MasterCard®, American Express®, JCB® (bank checks), Bank-to-Bank Transfers, and automatic withdrawals.



Singapore

Singapore Contact Information:

General Manager: Paul Lim

Distributor Support

Hours (calling from Singapore)

Tues–Sat: 6 a.m.–4 p.m. (SGT)

Phone (toll-free): 800-1301-745

Fax (toll-free): 800-1301-746

Email: singapore@monavie.com

Hours (calling from U.S.)

Mon–Fri: 4 p.m.–9 p.m. MST

Phone: (801) 227-5069

Fax: 0120-596-131

Email (English): singapore@monavie.com

Compliance: compliancesgp@monavie.com

How to Enroll as a New Distributor:

Option 1 - Enroll through your sponsor on their Virtual Office (VO):

- a. Log onto Monavievo.com with your sponsor and their distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

Option 2 - Enroll through the official MonaVie website:

- a. Log onto Monavie.com
- b. Select Country
- c. Select Enroll (Placement is placed to sponsor’s default setting)
- d. Enter **sponsor’s** ID number
 - i. Make sure sponsor’s ID number is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

Option 3 - Enroll through Distributor Support:

- a. Speak with a Distributor Support representative

Singapore

Phone: 800-1301-745

Fax: 800-1301-746

U.S.

Phone: (801) 227-5069

Fax: 0120-596-131

- b. Email application form to Distributor Support
singapore@monavie.com

Notes:

- National ID# is requested.

How to Order Product:

1. Order through the Virtual Office (VO):

- a. Log onto Monavievo.com with your distributor ID number and password.
- b. Click link to place a personal order.
- c. Follow page prompts to complete process.

Note:

- To send as gift click “this gift” and provide recipient address during shipping address confirmation (only applicable domestically to Singapore).

AutoShip is a stress-free program that allows you to establish a standing monthly order with MonaVie. Your product will be delivered to you every 28 days.

Activating AutoShip through the Virtual Office (VO):

- Log onto Monavievo.com with your distributor ID number and password
- Click Manage AutoShip
- Choose the product you want to receive every 28 days
- Choose AutoShip date by colored week
- Complete Application

Notes:

- AutoShip payment is charged to a distributor’s credit card every 28 days.
- To manage your AutoShip, select same colored week as your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three (3) business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

Option 2 - Order through Distributor Support:

Singapore

Phone: 800-1301-745

Fax: 800-1301-746

U.S.

Phone: (801) 227-5069

Fax: 0120-596-131

Shipping Information:

Pickup/Distribution Center: Singapore

Warehouse: Sagawa

Hours:

Mon–Fri: 9 a.m.–6 p.m. SGT

Sat: 9 a.m.–1 p.m. SGT

Phone: 65-6795-5436

Address: 18 Boon Lay Way, #03-142/143

Tradehub 21 Singapore 609966

Shipping Cost: 10% of Total order

GST: (7%)

Delivery Time: 3–5 business days

Shipping Method: Sing Post & Sagawa

Order Limit: No limit on quantity (Product over \$2,000 must be approved by compliance.)

Available Product: MonaVie Original™ juice; MonaVie Active™ juice and gel

Drop Ship: Available only within Singapore

Return Policy (wholesale): Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

AutoShip: First AutoShip is 100% refundable on product, minus shipping costs.

Payment Types: MonaVie accepts Visa®, MasterCard®, and American Express®.



Australia

Australia Contact Information:

Distributor Support

Hours (calling from Australia)

Tues–Sat (AEST)	Daylight Savings	Non-Daylight Savings
Brisbane:	6 a.m.–4 p.m.	7 a.m.–5 p.m.
Melbourne & Sydney:	7 a.m.–5 p.m.	8 a.m.–6 p.m.
Adelaide:	6:30 a.m.–4:30 p.m.	7:30 a.m.–5:30 p.m.
Perth:	4 a.m.–2 p.m.	6 a.m.–4 p.m.

Phone (toll-free): 1800-104-833

Fax (toll-free): 1800-105-368

Email: Australia@monavie.com

Hours (calling from U.S.)

Mon–Fri: 2 p.m.–12 a.m MST

Phone: (877) 265-0653

Fax: (801) 748-3202

Email: Australia@monavie.com

Compliance: complianceaus@monavie.com

How to Enroll as a New Distributor:

Option 1 - Enroll through your sponsor on their Virtual Office (VO):

- Log onto Monavievo.com with your sponsor and their distributor ID number and password
- Click Enroll a Distributor (upper left-hand corner)
- Have your sponsor assist you through the online application process

Option 2 - Enroll through the official MonaVie website:

- Log onto Monavie.com
- Select Country
- Select Enroll (Placement is placed to sponsor’s default setting)
- Enter **sponsor’s** ID number
 - Make sure sponsor’s ID number is correct
- Select Country
- Have your sponsor assist you through the online application process

Option 3 - Enroll through Distributor Support:

- a. Speak with a Distributor Support representative

Australia

Phone (toll-free): 1800-104-833

Fax (toll-free): 1800-105-368

U.S.

Phone: (877) 265-0653

Fax: (801) 748-3202

- b. Email application form

Email: Australia@monavie.com

Notes:

- Australian Business Number is optional (ABN is similar to a U.S Business Tax ID number and can be obtained through www.abr.gov.au). Distributors earning more than AU\$6,000 per year are subject to a 46.5% tax withholding on commissions by the Australian Taxation Office if ABN is not provided.

How to Order Product:

Option 1 - Order through the Virtual Office (VO):

- a. Log onto Monavievo.com with your distributor ID number and password.
- b. Click link to place a personal order.
- c. Follow page prompts to complete process.

Note:

- To send as gift click “this gift” and provide recipient address during shipping address confirmation (only applicable domestically to Australia).

AutoShip is a stress-free program that allows you to establish a standing monthly order with MonaVie. Your product will be delivered to you every 28 days.

Activating AutoShip through the Virtual Office (VO):

- Log onto Monavievo.com with your distributor ID number and password
- Click Manage AutoShip
- Choose the product you want to receive every 28 days
- Choose AutoShip date by colored week
- Complete Application

Notes:

- AutoShip payment is charged to a distributor’s credit card every 28 days.
- To manage your AutoShip, select same colored week as your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three (3) business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

Option 2 - Order through Distributor Support:

Australia

Phone (toll-free): 1800-104-833

U.S.

Phone: (877) 265-0653

Shipping Information:

Collection Center: Coming Soon (Location TBA)

Warehouse: Australia

Courier: AAE (Australian Air Express)

Phone: 13-12-13

Tracking: <http://203.43.1.230/track/inquiry.html>

Shipping Cost: 7% for AutoShip; 9% for personal orders

GST: 10%

Delivery Time: 3–5 business days

Shipping Method: Australian Air Express

Order Limit: No limit on quantity (product over \$2,000 must be approved by compliance)

Available Product: MonaVie Original™ juice and gel; MonaVie Active™ juice and gel; MonaVie Pulse™ juice

Drop Ship: Available within Australia

Return Policy (wholesale): Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

AutoShip: First AutoShip is 100% refundable on product, minus shipping costs.

Payment Types: MonaVie accepts Visa®, MasterCard®, and American Express®. (Diners Club cards are not accepted.)



New Zealand

New Zealand Contact Information:

Distributor Support

Hours (calling from New Zealand)

Tues–Sat:
NZDT

Daylight Savings
9 a.m.–7 p.m.

Non-Daylight Savings
10 a.m.–8 p.m.

Phone (toll-free): 0800-44-4164

Fax (toll-free): 0800-44-4668

Email: NewZealand@monavie.com

Hours (calling from U.S.)

Mon–Fri: 2 p.m.–Midnight MST

Phone: (877) 331-0503

Fax: (801) 748-3202

Email: NewZealand@monavie.com

Compliance: compliancenzl@monavie.com

How to Enroll as a New Distributors:

Option 1 - Enroll through your sponsor on their Virtual Office (VO):

- a. Log onto Monavievo.com with your sponsor and their distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

Option 2 - Enroll through the official MonaVie website:

- a. Log onto Monavie.com
- b. Select Country
- c. Select Enroll (Placement is placed to sponsor's default setting)
- d. Enter **sponsor's** ID number
 - i. Make sure sponsor's ID number is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

Option 3 - Enroll through Distributor Support:

- a. Speak with a Distributor Support representative or fax distributor application form
 - New Zealand**
Phone (toll-free): 0800-44-4164
 - U.S.**
Phone: (877) 311-0503

Fax (toll-free): 0800-44-4822

Fax: (801) 748-3202

- b. Email application form to Distributor Support
NewZealand@monavie.com

Notes:

- Internal Revenue Department Number is optional (IRD Number is similar to a U.S. Taxpayer Number and can be obtained through www.ird.govt.nz)

How to Order Product:

Option 1 - Order through the Virtual Office (VO):

- a. Log onto Monavievo.com with your distributor ID number and password.
- b. Click link to place a personal order.
- c. Follow page prompts to complete process.

Note:

- To send as gift click “this gift” and provide recipient address during shipping address confirmation (only applicable domestically to New Zealand).

AutoShip is a stress-free program that allows you to establish a standing monthly order with MonaVie. Your product will be delivered to you every 28 days.

Activating AutoShip through the Virtual Office (VO):

- Log onto Monavievo.com with your distributor ID number and password
- Click Manage AutoShip
- Choose the product you want to receive every 28 days
- Choose AutoShip date by colored week
- Complete Application

Notes:

- AutoShip payment is charged to a distributor’s credit card every 28 days.
- To manage your AutoShip, select same colored week as your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three (3) business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

Option 2 - Order through Distributor Support:

New Zealand

Phone (toll-free): 0800-44-4164

U.S.

Phone: (877) 311-050

Shipping Information:

Collection Center: Coming Soon (location TBA)

Warehouse: Australia

Courier: Castle Parcels

Phone: 0800-404-303

Tracking: <http://www.castleparcels.co.nz/tracktrace.html>

Shipping Cost: Free

GST: 12.5%

Delivery Time: 3–5 days

Shipping Method: New Zealand Post & Castle Parcels

Order Limit: No limit on quantity (Product orders exceeding \$2,000 must be approved by compliance)

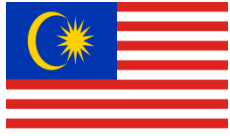
Available Product: MonaVie Original™ juice and gel; MonaVie Active™ juice and gel; MonaVie Pulse™ juice

Drop Ship: Available only within New Zealand

Return Policy (wholesale): Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

AutoShip: First AutoShip is 100% refundable on product, minus shipping costs.

Payment Types: MonaVie accepts Visa®, MasterCard®, and American Express®. (We do not accept Diners Club cards.)



Malaysia

Malaysia Contact Information:

General Manager: Paul Lim

Distributor Support

Hours (calling from Malaysia)

Monday – Friday 9am-6pm GMT

Phone (toll-free): 800-81-5220

Fax (toll-free): 800-81-5219

Email: Malaysia@monavie.com

Hours (calling from U.S.)

Sunday – Thursday 6pm – 3am

Phone: (877) 262-9340

Fax: (801) 983-4592

Email: Malaysia@monavie.com

Languages supported: English, Malay and Mandarin

Compliance: compliancemly@monavie.com

How to Enroll as a New Distributor:

Option 1 - Enroll through your Sponsor on their Virtual Office (VO):

- a. Log onto Monavievo.com with your Sponsor and his/her distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

Option 2 - Enroll through the official MonaVie website:

- a. Log onto Monavie.com
- b. Select Country
- c. Select Enroll (Placement is placed to sponsor’s default setting)
- d. Enter **Sponsor’s** ID number
 - i. Make sure Sponsor’s ID number is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

Option 3 - Enroll through Distributor Support:

- a. Speak with a Distributor Support representative or fax distributor application form

Malaysia

Phone (toll-free): 800-81-5220

Fax (toll-free): 800-81-5219

- b. Email application form to Distributor Support
Malaysia@monavie.com

U.S.

Phone: (877) 262-9340

Fax: (801) 983-4592

Compliance Notice:

- GMPC (Government Multi Purpose Card) also known as the MyKad number is mandatory and needs to be submitted within 45 days of enrollment via scan or fax. (MyKad number is similar to a U.S Identification number). After that time the company may place a sales order hold on the account
- Business Identity number should be used if registering as a business.

How to Order Product:**Option 1 - Order through the Virtual Office (VO):**

- a. Log onto Monavievo.com with your distributor ID number and password.
- b. Click link to place a personal order.
- c. Follow page prompts to complete process.

Note:

- To send as gift click “this gift” and provide recipient address during shipping address confirmation (only applicable domestically to Malaysia).
- AutoShip is not available in Malaysia

Option 2 - Order through Distributor Support:**Malaysia**

Phone (toll-free): 800-81-5220

U.S.

Phone: (877) 262-9340

Shipping Information:

Shipping Cost: No more than 10% of the order total

Delivery Time: 2–4 days

Order Limit: No limit on quantity (Product over \$2,000 must be approved by compliance)

Available Product: MonaVie Original™ beverage; MonaVie Pulse™ beverage

Drop Ship: Available only within Malaysia

Return Policy (wholesale): Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

Payment Types: MonaVie accepts Visa®, MasterCard® and Diners Club cards (only with MasterCard® logo) MonaVie Commissions (Hyperwallet)



Hong Kong

Hong Kong Contact Information:

Acting Director: Kenny Wan

Distributor Support

Hours (**calling from Hong Kong**)

Mon–Fri: 9 a.m.–6 p.m. (UTC)

Phone (toll-free): 800-905-188

Fax (toll-free): Coming soon

Email: HongKong@monavie.com

Languages supported: English and Mandarin

Compliance: HongKongcompliance@monavie.com

How to Enroll as a New Distributor:

Option 1 - Enroll through your Sponsor on their Virtual Office (VO):

- a. Log onto Monavievo.com with your Sponsor and his/her distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

Option 2 - Enroll through the official MonaVie website:

- a. Log onto Monavie.com
- b. Select Country
- c. Select Enroll (Placement is placed to sponsor’s default setting)
- d. Enter **Sponsor’s** ID number
 - i. Make sure Sponsor’s ID number is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

Option 3 - Enroll through Distributor Support:

- a. Speak with a Distributor Support representative
 - Hong Kong**
 - Phone: 800-905-188
 - Fax: Coming Soon
- b. Email application form to Distributor Support
HongKong@monavie.com

Compliance Notice:

New distributors must submit proof of identity within 45 days of their enrollment or before your commissions are paid. Failure to do so will result in an automatic suspension of the distributor account and all pending commissions until proof has been received.

Submitting proof of identity:

- You may submit a photocopy of either your Hong Kong Identity Card (HKID).
- Please include your distributor ID and contact phone number along with the photocopy.
- Send your proof of identity via fax to +1 801 748 3200 (long distance rates apply) or via email to (hongkongcompliance@monavie.com).

How to Order Product:**Option 1 – Order through the Virtual Office (VO):**

- a. Log onto Monavievo.com with your distributor ID number and password.
- b. Click link to place a personal order.
- c. Follow page prompts to complete process.

Note:

- To send as gift click “this gift” and provide recipient address during shipping address confirmation (only applicable domestically to Hong Kong).

AutoShip is a stress-free program which allows you to establish a standing monthly order with MonaVie. Your product will be delivered to you every 28 days.

Activating AutoShip through the Virtual Office (VO):

- Log onto Monavievo.com with your distributor ID number and password
- Click Manage AutoShip
- Choose the product you want to receive every 28 days
- Choose AutoShip Date by colored week
- Complete Application

Notes:

- AutoShip payment is charged to a distributor’s credit card every 28 days.
- To manage your AutoShip, select same colored week as your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

Option 2 - Order through Distributor Support:**Hong Kong**

Phone: 800-905-188

Fax: Coming soon

Shipping Information:

Delivery Time: 2–3 business days

Shipping Method: DHL

Order Limit: 600 PV every 28 days

Available Product: MonaVie Original™ juice; MonaVie Active™ juice

Drop Ship: Available only within Hong Kong

Return Policy (wholesale): Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

AutoShip: First AutoShip is 100% refundable on product, minus shipping costs.

Payment Types: MonaVie accepts Visa® and MasterCard® and MonaVie Commissions.