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You, the Buyer, may cancel this transaction at any time prior to midnight of the third business day (five business days in Alaska) after the date of this transaction. See the Notice of Cancellation on the reverse side for an explanation of this right. It is the Consultant's responsibility to safeguard all credit card information, maintain a secure internet connection during any ordering and to safely destroy ALL documents containing customer credit card information after the order is completed.

** See back of form for Round Up! details.

info/returnpolicy for shipping details. See back of form for more

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ate symmetry and a sy * Shipping charge is the cost to process an order and ship it, no matter where it ships. Visit https://www.mythirtyone.com/us/en/info/returnpolicy for shipping details. See back of form for more You, the Buyer, may cancel this transaction at any time prior to midnight of the third business day (five business days in Alaska) after the date of this transaction. See the Notice of Cancellation on the reverse side for an explanation of this right. It is the Consultant's responsibility to safeguard all credit card information, maintain a secure internet connection during any ordering and to safely destroy ALL documents containing customer credit card information after the order is completed. information.

Dear Customer,

Thank you for your Thirty-One order! Our standard terms and conditions are outlined below. If you have any questions about product returns, discrepancies, back-ordered items or anything else, please contact your Consultant or the Thirty-One Home Office directly. Your Consultant's information is included on your Insider Summary and Guest Order Summaries. You can reach the Thirty-One Home Office at 1-866-GIFTS-31 (866-443-8731) or ordersupport@thirtyonegifts.com.

Thirty-One Gives Round Up!

The Thirty-One Gives Round Up! program invites Thirty-One Gifts Customers and Insiders to be part of the Give by choosing to round up their order to the nearest dollar or make a donation of any amount to support our mission of empowering girls, women and families. Visit mythirtyone.com/info/gives to learn more.

Shipping Charge

You will be assessed a shipping charge on your order, if applicable, no matter where it ships. When applicable, if you would like an order shipped to you at an alternative service method, other than standard, the alternative service method's shipping charge would apply.

- 1. We will not assess you any additional shipping charges when you contact us, and we'll send you: (a) replacement product as a result of our manufacturer's defect ("Replacement"), or (b) a product that we failed to include with your original order ("Missing Item").
- 2. Subject to change in accordance with applicable laws, shipping charges are taxable in all U.S. States and Territories, except AK, DE, IA, ID, MA, MT, NH, OK, OR, UT, WY, Guam, U.S. Virgin Islands, Northern Mariana Islands and American Samoa.
- 3. We update our system from time to time in accordance with specific State and U.S. Territory tax laws. Please contact our Tax Department at tax@thirtyonegifts.com for any questions about taxes on shipping charges.
- 4. A shipping charge will be applied to orders shipped to APO/FPO locations, or, when applicable and chosen, alternative service method shipping charges, noted above, would apply.

Notice of Cancellation

You may cancel this transaction, without penalty or obligation, within THREE BUSINESS DAYS (FIVE BUSINESS DAYS FOR ALASKA RESIDENTS; FIFTEEN DAYS FOR NORTH DAKOTA RESIDENTS SIXTY-FIVE YEARS OR OLDER FOR PURCHASES OVER FIFTY DOLLARS) from the date of transaction. If you cancel, you must make available to Thirty-One Gifts ("Thirty-One"), in substantially good condition as when received, any goods delivered to you under the terms of this sale. If you wish, you may comply with Thirty-One's instructions regarding the return shipment of products at Thirty-One's risk and expense. If you do make the products available to Thirty-One, and Thirty-One does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the products without further obligation. If you fail to make the products available to Thirty-One, or if you agree to return the products to Thirty-One but fail to do so, then you remain liable for the performance of all your obligations under the terms of this sale. To cancel this transaction in accordance with this section, please call your Consultant within three business days of the date of purchase (five business days for Alaska residents; 15 days for North Dakota residents sixty-five years or older for purchases over Fifty Dollars).

Return Policy

At Thirty-One Gifts, we want you to be completely satisfied with your purchase. If for any reason a product does not meet your expectations, please contact your Consultant within 90 days of your purchase date or within 90 days of the order shipment date by Thirty-One, whichever is later. Personalized items may only be returned due to our manufacturer's defect or upon further review by Thirty-One.

For a replacement item request due to our manufacturer's defect ("Replacement Item") or a Missing Item request, we will not assess any additional shipping charges to you when we ship the Replacement Item or Missing Item to the original address on your order. Additional charges may apply if you request a different shipping address from your original order.

For a product exchange request not due to our manufacturer's defect ("Product Exchange"), such as when you change your mind about a product you ordered and want a different item, we reserve our right to require you to return the original product to us at your expense. You will be responsible for a shipping charge on the product exchange, if applicable. Taxes on these shipping charges may also apply. We cannot issue Product Exchanges for products that have been personalized (except as noted in the first paragraph of this Return Policy), that are not in

good and resalable condition in their original packaging or that were otherwise designated by us as nonreturnable, discontinued or seasonal.

For a refund request not due to our manufacturer's defect ("Refund"), such as when you change your mind about a product and want a Refund on that product, we will not refund to you our shipping charges, if applicable, that you paid on your original order. We will only refund the price you paid for the applicable product and any taxes directly assessed on that product, as shown on your original sales receipt. We will not issue a Refund on any taxes directly assessed to you on these shipping charges. We reserve our right to require you to first return the product to us at your expense before we issue you a Refund. We cannot issue Refunds on products that have been personalized (except as noted in the first paragraph of this Return Policy), that are not in good and resalable condition in their original packaging or that were otherwise designated by us as nonreturnable, discontinued or seasonal.

If you do not have your original sales receipt, we reserve our right to refuse to honor your Product Exchange or Refund request. Upon further review by Thirty-One of your circumstances in these situations, and in our sole discretion if the conditions of this Return Policy are otherwise satisfied, we may provide you with a gift certificate in lieu of a Product Exchange or Refund.

Gift certificates cannot be exchanged for cash, and Thirty-One is not responsible for lost or stolen gift certificates. If you return an item you purchased with a gift certificate from Thirty-One, we will place the applicable Refund back on the gift certificate (less any applicable shipping charges and taxes, if applicable) and in accordance with our Return Policy.

If an item purchased as part of a Customer Special is returned and the qualifying purchase amount is no longer met, you will then be charged the full retail price of the Customer Special item.

If you have any questions about product Returns, discrepancies, back-ordered items or anything else, please contact your Consultant or the Thirty-One Home Office directly. Your Consultant's information is included on your Insider Summary and Guest Order Summary.

You may contact the Thirty-One Home Office at 1-866-GIFTS31 (866-443-8731) or email Order Support.

Tiered Shipping All shipping dates are estimates and actual shipping dates will vary. Thirty-One Gifts shall not be liable for any damages caused by any delay or failure to perform its obligations caused directly or indirectly by an event beyond its reasonable control. The parties agree that factors beyond Thirty-One Gift's reasonable control include, without limitation: acts of God; natural disasters; acts of war, insurrection and terrorism; strikes, lockouts and labor disputes; government orders or regulations; abnormal delay due to supplier; shortages of goods, transportation equipment, fuel, or labor.

General Disclaimer Except as expressly set out by Thirty-One Gifts there are no warranties, representations or other agreements regarding the products ordered. To the extent permitted by law, Thirty-One Gifts shall not be liable for any special, consequential, indirect, incidental or punitive damages, whether arising directly or indirectly from any breach of contract (fundamental or otherwise) or from any warranties contained herein, or from any other acts or omissions that may give rise to liability at law under any theory of legal liability, regardless whether such damages were foreseeable. In no event shall the liability of Thirty-One Gifts arising out of, or related to, any order exceed the total amount paid by a Customer for such order.

Ninety-Day Limited Warranty

Thirty-One warrants to buyer that its products will be free from manufacturing defects within 90 days of your purchase date or within 90 days of the order shipment date, wherever is later. This warranty does not include damage to the product resulting from accident, misuse, abuse, failure to follow manufacturer's instructions or normal wear and tear. Personalized items may only be returned due to a manufacturer's defect or upon further review by Thirty-One. If the product should be found defective within 90 days of your purchase date or within 90 days of the order shipment date, whichever is later, we will elect to repair or replace it at our option, with no cost to buyer and in accordance with our Return Policy above. WE EXPRESSLY DISCLAIM ANY OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

