



OLAX

DISTRIBUTOR GUIDE

OLAX, LLC

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Chapter One

Fast Start Program

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Getting Started

By following the six action steps in this section you will be off and running successfully in your business. As you complete each step, check it off your 30-Day Checklist on page 11.

Step 1

Review and Study the OLAX Sales Kit

Directions

Check off each of the items below as you complete your kit contents orientation.

- Open your Sales Kit and briefly review the contents.

- Thoroughly review the OLAX Products.

- Briefly review the Distributor Guide contents. (There is quite a bit of information here, so your goal is to simply get a sense of the contents, not to learn it all now).

- Congratulate yourself for completing this orientation.

Step 2

Identify Your New Partnership

Directions

Take a few moments to think about the new association you have started with OLAX and what it means to you. Like any new friendship, it is helpful to pause and look at how it will enrich your life.

My New Partnership With OLAX

I created this new partnership because...

The Immediate Future (short-term goals)

Through my new partnership with OLAX I want to...

Looking Further into the Future (long-term aspirations)

When I look down the road as a partner of OLAX, I see myself...

Step 3

Your Lists of Names—People Who Could Benefit from OLAX

Directions

Make a list of names under each category below. Your goal to success is booking six (6) presentations in your first two weeks.

Those Who Are Interested in Feeling Better and Looking Better

Name	Phone	Next Steps
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____

Those Who Would Love Their Own Business or a Little Extra Money

Name	Phone	Next Steps
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____

Those Who Would Love to be a Part of Helping Others

Name	Phone	Next Steps
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____

Step 4

Prepare for Your First Calls

Directions

Read closely the three following factors that prepare you for making successful telephone calls.

1. Setting

Make your calls in a setting that gives you privacy and absence from any distractions. It is important for you to sound professional and focused to those you call.

2. Materials

Have the following business materials by your side as you call:

List of Names sheet

Product Catalog

Pencil and paper for notes

Calendar

3. Personal Touch

Build your confidence. Practice your conversation before your first call (see page 8). Insert words that you are most comfortable with.

Picture the person you are calling. Review your notes about them and reflect on how OLAX can benefit them.

Be enthusiastic. Enthusiasm is contagious. Share your own excitement for OLAX with them. Remember to smile while you are talking. People can feel it through the phone!

Let the person know you are serious. Your presentation can make a big difference in their lives. Tell them you want them to see the exciting possibilities in OLAX, and then to decide for themselves.

Get used to hearing “no.” No’s are a part of any business. Do not be discouraged and do not take no’s personally. People are saying no to an idea, not to you.

Now you’re ready to personalize your booking conversation!

Step 5

Complete Your Personal Booking Conversation and Call Some People

Directions

Review the following four stages of the booking conversation and practice the wording (insert words that are comfortable for you in the blank lines).

1. Introduction (ask for time)

“Hi Ruth, this is (your name). I would love it if you gave me a couple of minutes to tell you something I’m really excited about.” (pause and let her respond)

Personal Introduction _____

2. Purpose of the Call (share your enthusiasm for OLAX)

“I’ve joined a great company that provides super health products I would love to tell you more about it. Have you ever heard of OLAX?”

Personal Purpose of Call _____

3. Benefits to Her (be specific and compliment her)

“That’s why I thought of you and thought you would have an interest in hearing more about what OLAX could offer you and your family.”

Personal Benefits to Her _____

4. Set Date (offer a choice of dates)

“Where would you have about 30 minutes in the next 7 days to let me show you what I am talking about?” (pause and let her respond)

Set Date Conversation _____

Step 6

Begin Setting Up Your Business

Establish regular OLAX work hours.

Open up a separate checking account for your OLAX business.

Prepare a professional outgoing message for your answering machine

Prepare your OLAX presentation and practice in front of a mirror.

Read all company publications.

Workspace Organization

Designate a place in your home for your workspace. When establishing your workspace, consider these important points:

- Make it organized—make all materials and supplies readily available.
- Keep it separate from other activities in the home—a door to close is ideal.
- Encourage family members to respect your workspace and work time.
- Get an answering machine that answers to your OLAX business.
- Create a working surface (desk) and place to put things away (drawers).

Make certain you have the following initial supplies:

pencils	paper clips	place for files	calculator
pens	stamps	envelopes	3-hole punch
scissors	legal pads	mailing labels	answering machine
stapler	file folders	index cards	expense notebook

Expense Organization

Keep track of monthly business expenses such as:

office supplies	advertising	entertainment	per diem
postage	contributions	mileage	sales tools
printing	meetings	lodging	phone/fax

30-Day Checklist

Your First 48 Hours

Directions

Follow this step-by-step path and check off each box as you complete the corresponding activity.

Your First 48 Hours

- Step 1:** Familiarize Yourself with the OLAX Sales Kit

- Step 2:** Identify Your New Partnership

- Step 3:** Your List of Names—People Who Could Benefit from OLAX

- Step 4:** Prepare for Your First Calls

- Step 5:** Complete Your Personal Booking Conversation and Call Some People

- Step 6:** Begin Setting Up Your Business

Congratulate yourself for completing your first-48-hour action steps!
Call and inform your sponsor.

Your First Two Weeks

Presenting

This section will take you through the critical steps in doing a presentation. As you complete the action steps be sure and check them off on the Distributor 30-Day Checklist on page 18.

Step 1

Prepare for Your Presentation

Directions

Follow the steps of this checklist to guide you through your preparation for your first Presentation.

- Become familiar with OLAX products** to experience their benefits so you can share Them enthusiastically!
- Review the other material used at the Presentation.** Take note of order forms, brochures and any materials to be handed out.
- Practice your presentation** in the comfort of your home.
- Plan to dress professionally** for the best results.

Step 2

Hold An Introductory Presentation In Your Home

Directions

To familiarize yourself with holding a Presentation, use your own home and invite people you know who are closest to you. Those who attend will become some of your first customers.

Preparation

Plan an evening in the next 48 hours that is convenient for you and is open for most of your friends.

Call your friends. Use the steps on page 8 as a guide.

Set materials out. Pick an area of your home that is easy for informal browsing and comfortable conversation.

Keep it all simple!

At the Presentation

Conduct a 10 – 20 minute “mini-presentation” (see Step 3 for format to follow) of why you joined OLAX, briefly review the product, and then close with why you are excited about your new business.

Put lots of enthusiasm in your opening. Your attitude about what you do holds more power than what you say!

Mention 3 times each within your presentation the business opportunity.

End your presentation with all the enthusiasm with which you began. Show them you love your business! Tell guests you will be available to help them with their orders.

Ask if they know anyone who may be interested in the product, doing what you’re doing. Ask their permission to call any people they suggest.

Step 3

The OLAX Presentation

1. Welcome and Introduction

- Welcome your guests. Thank them for coming
- Capture their interest with your personal reasons for starting your own business and why OLAX is the best company to start a business in. Share your excitement about what OLAX is doing in your life.

2. Introduce OLAX Products

- Discuss the OLAX 30-Day Feel Good – Look Better Program (see page 16)
- Review the sensual enhancement product Machoman/Omegax7
- Always give your testimony on these products

3. Introduce the OLAX Business Opportunity

- Briefly describe what having a business of your own means to you.
- Review the OLAX Compensation Plan. Start by saying:
 - OLAX gives you the highest profit on product you sell (up to 59%)
 - You can get paid as far down as your organization goes (show on chart)
- Show them how they can make money and be their own boss (see page 17)

4. Close

- Thank your guests for coming. Let them know you will be spending individual time with each of them to answer their questions, help them with product orders and discuss a business of their own.

5. Ask for a Decision

- Visit with each couple or individual guest personally. Answer their questions and objections. Ask for a decision. Help them complete product orders and Distributor Agreements.

The OLAX 30-Day Feel Good – Look Better Program

Follow this plan for 30 days, and we guarantee that you will feel better, look better, loose body fat, increase lean body and feel more energetic.

Here's the 30 – day plan. Each day take the following:

In the morning (after breakfast): **Amazons** - one tablet

In the afternoon (after lunch): **Energybolizer Advanced Formula** - one tablet

In the evening (before bedtime): **Extendbolizer** - one tablet
Colon Cleanse - one tablet

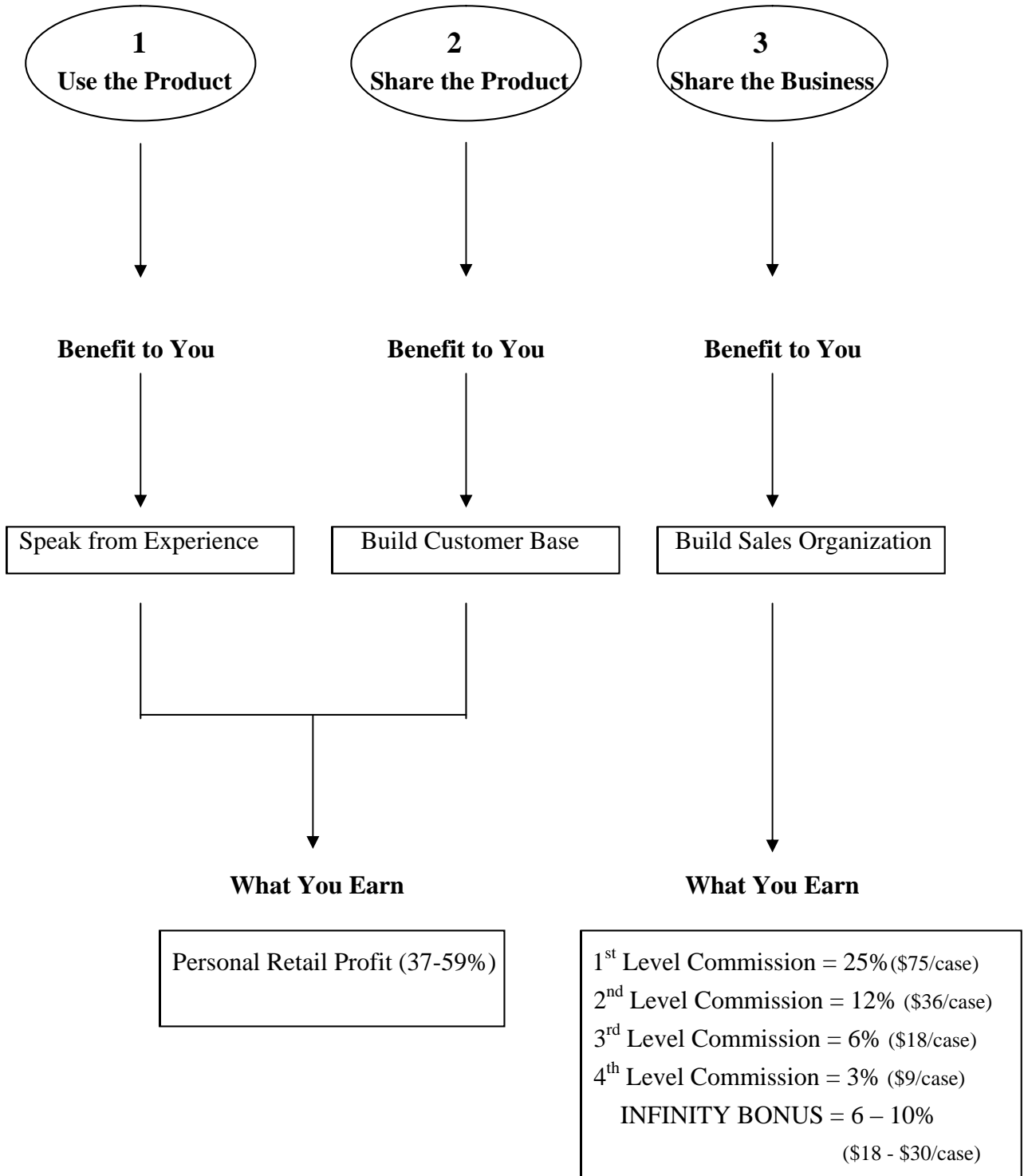
This all for a cost that is less daily than what you pay for an average latte.

Here's Proof!

Clinical tests have proven this product to be effective. Over a six-week period, without significantly changing dietary or exercise habits, subjects **lost an average of 23% body fat** or approximately **4.4 lbs.**, and increased lean body mass by 1.5 lbs. People over the age of 46 did even better, while women seemed to do the best. People with elevated cholesterol levels averaged a 19% drop in LDL cholesterol (that's the dangerous kind).

The OLAX Business Opportunity Presentation

It Is As Simple As 1, 2, 3



30-Day Checklist

Directions

Follow this section's step-by-step path and check off each box as you complete the corresponding activity.

Your First Two Weeks

- Step 1:** Prepare for Your Presentation

- Step 2:** Hold an Introductory Presentation in Your Home

- Step 3:** Use the OLAX Presentation format

Congratulate yourself for completing the action steps in your first two weeks! Call and inform your sponsor.

Your Second Two Weeks

The Art of Booking and Sponsoring

This section addresses key components of your business that are important to duplicating your initial success. As you complete the action steps be sure and check them off on page 24.

Step 1

Increase Your Booking and Sponsoring Skills

Directions

Familiarize yourself with the following important tips that will help you book and sponsor with ease.

Your attitude is everything. Believe in what you are doing, in OLAX as a company and in the OLAX product as the highest quality product available.

Show enthusiasm. This says, “I am sold myself.” People will pick up your energy level within the first 90 seconds and give it right back to you.

Practice the 3 keys to success. One, talk to people. Two, talk to people. Three, talk to people. Always carry business cards, product brochures and Distributor Agreements with you.

Keep an updated list of names. Maintain a minimum of 15 people on the list that you need to contact. This list may be comprised of referrals, non-attendees, etc.

Live by the 2+2+2 formula every day. Make two booking calls, two sponsoring calls and two support calls to people in your sales organization every day. These can be to former guests, customers or new prospects.

Always, always ASK! “Who else do you know who would be interested in hearing more about these great products and this exciting opportunity?”

Step 2

Learn How to Handle Customer Concerns With Ease

Directions

Review the following tips to help you become more effective at meeting the needs of your customer.

“70% of the people that don’t buy don’t buy because they don’t understand what you are selling, saying or trying to get them to believe.”

Tim Connor, The Soft Sell

Voiced concerns are simply:

1. A request for more information.
2. An indication that you haven’t met the person’s needs.

Warning! Most of us tend to give a pat answer to a customer’s concern. **This will be hazardous to your business...**as it says, “I disagree with your concern.”

Example:

(Customer) “I don’t have time in my life to do this business.”
(You) “It won’t take that much time and you will earn free gifts!”

A Better Example:

(Customer) “I don’t have time in my life to do this business.”
(You) “Tell me more about that.”

-or-

“What makes your days the busiest?”

-or-

“How do you manage time for yourself?”

Ask lots of questions before giving more information! You will find the customer’s needs by making inquiry statements and asking questions that begin with “Tell me...?;” “What...?;” and/or “How...?.”

FACT: 90% of all first concerns are not really the ones stated.

Step 3

Learn Tips from the Best in the Field!

Directions

Review the list of tips that have been provided by successful people in this business. Incorporate them in your business. They work!

Booking

The secret to booking is ASKING!

Have an Introductory Home Presentation and invite all the names on your List of Names on page 6. Bookings will follow!

Bookings are easiest if they are back-to-back, i.e., Monday-Tuesday or Wednesday-Thursday.

Presenting

Listen to motivating music before the Presentation so you are upbeat!

Set your product up in an eye-appealing fashion.

The most important tip of all...**HAVE FUN!**

Step 4

Complete “My Next 30 Days Goal Sheet”

Directions

Complete this goal sheet and share it with your sponsor so you duplicate the success of your first 30 days.

Dreams Determine Goals!

A successful business is made up of doing Presentations and sponsoring others to do Presentations. Build a team, and OLAX pays you greater percentages on your sales volume and on the sales volume of your Distributors. The key is to sponsor others and teach them the 30-Day Fast Start Program. The OLAX Compensation Plan provides an earning potential of **59%** retail profit, the best commissions in the industry on your team sales, and an Infinity Bonus that pays down as far as your sales team goes.

Every dream begins with the first step. Congratulations on completing your first 30 days successfully. Now it is time to plan for even greater success!

My Next 30 Days Goals

This is what I want to do to be a successful OLAX Distributor:

- I will conduct ____ Presentations
- I will sponsor ____ new OLAX Distributors next month.
- I will help ____ new Distributors start on the OLAX 30-Day Fast Start.

_____ / _____ (Distributor Signature/Date)

30-Day Checklist

Directions

Follow the checklist for this section and check off each box as you complete the corresponding activity.

Your Second Two Weeks

- Step 1:** Increase Your Booking and Sponsoring Skills
- Step 2:** Learn How to Handle Customer Concerns with Ease
- Step 3:** Learn Tips from the Best in the Field
- Step 4:** Complete “My Next 30-Days Goal Sheet”

Congratulate yourself for completing the action steps for your second two weeks, and the 30-Day Fast Start! Call and inform your sponsor.

Have a great next 30 days of business and continued prosperity with OLAX.

We value you as a member of the OLAX family.

Chapter Two

Your OLAX Business

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Understanding Your New Business

You are now an OLAX Distributor, in business for yourself, but not by yourself. We will be there to assist you in all phases of your business. OLAX wants to ensure that you are empowered to share these products in your community with as much support and as little confusion as possible. OLAX simply makes it easier for you!

You are not an employee. You are your own boss. Think of it as being the owner of a store. Your OLAX product samples, business literature and your word of the products' effectiveness are your advertising. Before you get started, you should consider the main way of handling product needs in your OLAX independent business. Most of you will do business using the following method.

Make Sales to Your Customers, Then Order Product from OLAX

OLAX' business relationship is with you. The company wants to support the relationship you have developed with your customers. For this reason, all customer cash and check payments will be made to you (credit card transactions will be processed by OLAX), then you make a payment (minus credit card payments) to the company using your own legally authorized payment method. Exceptions are when your customers place orders online or call in orders. In these cases, payment comes directly to OLAX. You will be credited with the sale when the customer includes your Distributor ID# or name in their order.

Credit industry studies show that customer purchases may increase up to 40% when made by credit card; therefore we encourage you to accept customer credit cards. Once your customer has decided to enjoy the benefits of OLAX products, you must take care of a few items of business. OLAX has worked hard to make certain that how you process a sale, how your customer pays for it, and how they receive their product is straight forward for you and satisfying for them. Once your customer has placed their order, OLAX requires that, as a matter of good business and superior customer service, you submit this order to us as soon as possible.

Contact Your OLAX Leaders for Help

Your Sponsor and your OLAX Leader are people who started out just like you. They recruited a sales team to work with them, and are now “managing” their own sales organizations and have the opportunity to be paid commissions and an incredible Infinity Bonus on the sales of everyone in their sales team. They are interested in seeing you succeed with them. They have walked in your shoes. The best advice anyone could give you is to follow his or her guidance and direction.

Completing Order Forms

Product Order Form

Any retail order submitted to OLAX for processing needs to be completed on a Product Order Form. Individual customers or guests at a Presentation should fill out a Product Order Form to be used as a receipt. Please have the customer fill in all requested information on the order form. Verify that the Item #, the description, the level and the price for each item is correct and that there are no discrepancies. Subtotal all items, calculate shipping and tax on subtotal and put total in Grand Total box. This is the amount due by the customer. Enter credit card information or check # in Payment Method box.

Note: Credit Card payments must have customer’s address and name from card printed on Product Order Form in Payment Method box.

Processing Orders

Web Orders

The quickest and most convenient way for your customers to place orders is via the OLAX web site. They simply go to www.olaxworldwide.com or you can direct them to your homepage URL to place their orders. Individual customer web orders receive their own order number.

As a convenience to your business, OLAX offers you the capability of processing orders through a Distributor login site at <http://distributor.olaxworldwide.com> or through the Distributor Login at www.olaxworldwide.com <http://www.olaxworldwide.com>. Orders placed by you, on the login site, must be paid by credit card and in full before it will be processed and sent to the warehouse.

End-of-month Deadline: In order to have your sales credited within a given month, your web orders must be paid for in full by Midnight (Pacific Time) the last calendar day of the month.

Distributor Order Inputting |

- Log on to Distributor web site through Distributor Login at <http://www.olaxworldwide.com> or click on <http://distributor.olaxworldwide.com>
 - o After entering User information and Password click on [Login](#)
 - o Click on [Order](#) or [Place an Order](#)
- Customer orders:
 - o Click on [Customer Name and Address](#)
 - Enter Name, address, zip code and phone number
 - Click [Submit Changes](#)
 - If you are prompted: Click on the [County](#) that shows the correct tax rate for the ship-to address
 - o Click [Submit Changes](#) until you are back at the item entry screen
 - o Make sure that New Order Type = Distributor
 - Or change and click [Submit Changes](#)
 - o Move cursor to Item window- enter item code
 - Item codes are
 - Click on [Price List](#) for all available Items
 - o Tab or click to Qty and enter the quantity requested
 - o Click [Add Item](#)
 - o Repeat until all items have been entered from order form
- Gift certificates
 - o Enter all information as stated under [Customer Orders](#)
 - o Click [List or Add Certificates](#)
 - o Click on Gift Certificate to be redeemed and return to order
- Compare On-line vs. Order form amounts
 - o Check for quantity of items to match
 - o Check Items Subtotal, Shipping, Taxes and Total amounts
 - o Change order form \$ amounts if needed

- Payments
 - Click [Submit Payments](#)
 - Click [Add a Credit Card Payment](#)
 - Fill In all requested Information
 - Click [Submit](#)
 - Enter all payments until Total Owed on Order Is \$0.00
- Order will be given an order number and can be reviewed under Order Listing

Notes: If there is a balance due or the Approval code lists "Processing" then your order was not paid and will not be sent to the warehouse. You will need to contact OLAX Customer Service to rectify the problem. Reference the order number when calling for faster service..

Presentation Order Inputting

- Log on to Distributor web site through Distributor Login at <http://www.olaxworldwide.com> or click on [<http://distributor.olaxworldwide.com>](http://distributor.olaxworldwide.com)
 - After entering User information and Password click on [Login](#)
 - Click on [Order](#) or [Place an Order](#)
 - Click on [Customer Name and Address](#)
 - Enter Name, address, zip code and phone number
 - Click [Submit Changes](#)
 - If you are prompted: Click on the [County](#) that shows the correct tax rate for the ship-to address
 - Click [Submit Changes](#)
 - Make sure that New Order Type = Presentation
- Choose 1st Product Order Form
 - Move cursor to Item window- enter item code
 - Item codes are
 - Tab or click to Qty and enter the quantity requested for customer
 - Tab or click to Item #, click arrow and choose
 - Retail
 - Click [Add Item](#)
 - Repeat until all items have been entered.
 - Click on link to [Edit Customer Information](#)
 - Enter information given on order form
 - Change shipping preference if indicated
 - Click [Submit Changes](#)
- Choose 2nd Product Order Form and repeat process above for every new customer retail order
- Payments
 - Click [Submit Payments](#)
 - Click [Add a Credit Card Payment](#)

- o Fill In all requested Information
 - o Click [Submit](#)
 - o Enter all payments until Total Owed on Order Is \$0.00
- Order will be given an order number and can be reviewed under Order Listing.

Note: The ship-to zip code determines the tax rate.

Fax

Submit OLAX orders @ _____ twenty-four hours a day. To place orders by FAX, you must use a credit card to pay any balance due to OLAX. Your customer's or personal credit card payment must cover the total of all attached Product Order Forms.

NOTE: When ordering by fax, please do not mail documents. This will cause duplication in your order. Orders received without full payment may not be processed. OLAX, at its discretion, will attempt to contact you for alternative payment arrangements or order adjustment.

End-of-month Deadline: In order to have your sales credited within a given month, your faxed orders must be received by Midnight (Pacific Time) the last day of the month. All orders that do not meet this requirement will be included in the next month's calculation.

Mail

Send completed Order Forms, along with full payment to:

OLAX
CUSTOMER SERVICE
P.O. BOX 2824
Lakeland, FL 33806-2824

End-of-month Deadline: In order to have your sales credited within a given month, your mailed orders must be received by 5:00p.m. (Eastern Time) the last business day of the month. All orders that do not meet this requirement will be included in the next month's calculation. NOTE: OLAX is not responsible for mail orders lost or delayed in transit. Mailing orders at the end of the month is not a reliable way to ensure that your order will be calculated within that month.

Method of Payment

With any choice, your customer will complete, in full, the OLAX Personal Information section on the Product Order Form.

1. Your customer can submit the order form to you, which you will forward to OLAX via on-line Distributors entry, fax or mail.
2. Your customer can submit online, fax or mail the order to OLAX directly. The order will be processed when payment is received by OLAX, and authorization is secured from the bank and/or credit card company.
3. Your customer may go through your OLAX homepage or the OLAX web site. They will be able to credit the order to you during the ordering process by entering your Distributor ID# and name. It would be helpful to have your ID and name on the catalogs and order forms you hand out.

Cash/Check

Have your customers make their checks or money orders payable to you for the total amount of the order (Including any applicable sales tax and shipping charges). Remember, you must replace all checks, money orders and cash paid to you with your credit card, bank draft or money order payable to OLAX. Customers do not pay checks, money orders and cash directly to OLAX.

Credit Card

OLAX accepts Visa, MasterCard and Discover credit card payments from you and your customers on authorized accounts. Please be sure your Distributor ID number is legible on the Product Order Form. OLAX will verify all credit card payments for dollar accuracy and billing address before processing any phone, faxed or mailed orders. If payment is declined, OLAX will contact the Distributor for the balance on the order. It is your responsibility to notify your customer of the problem and arrange for a different form of payment. The order will NOT be given to the warehouse for shipping until the balance is paid.

Returned Checks/Bank Drafts

OLAX will deduct a \$25.00 processing fee from the Distributor's account upon notice of an unpaid check or bank draft. Until cleared, this will constitute a "Bad Debt." A credit

card, cashier's check, or money order will need to be submitted to replace the returned check.

OLAX will deduct any uncollected amounts from future commissions or bonuses of the Distributor. Any Distributor or upline Distributor that has earned commissions, bonuses or other rewards or incentives, because of the sale that remains uncollected, is also subject to deductions of those amounts. In the case of a returned check from your customer, OLAX will attempt to collect any amount due (including the processing fee) directly, with your help, but if after 60 days full payment is not received, the total amount will be added to your account as a Bad Debt.

Taxes

All taxes will be collected by a Distributor but passed on to OLAX for processing. OLAX takes care of reporting and filing retail sales taxes. As an independent business owner, you are responsible for paying your own taxes. You may owe federal, state, and local taxes based on the additional income you earn from your OLAX business, as well as other business taxes that vary from state to state.

Because certain business expenses will be tax deductible, you must keep exceptional records for the IRS to allow them. Write down the details of every expense. Get in the habit of paying bills with a check or credit card, but if you pay with cash, get a receipt. Always write the exact purpose of the expense on the receipt (You may find that putting your business receipts in envelopes is helpful-one envelope for each month. At the end of the year, you will be organized).

For information on the tax aspects of your business, contact an accountant or get a copy of IRS publication 911, Tax Information for Direct Sellers. Contact your local Chamber of Commerce, the local office of the Small Business Administration ("SBA"), or your own tax professional for advice, if needed.

Tax Rate Look Up

The ship-to address zip code determines the tax rate of the order. If you or your customer is unfamiliar with the tax rate for a specific zip code please contact the local county

office, OLAX Customer Service at 888-258-9773, or the link on the Distributor's Login web site. Some states do not have a sales tax so calculations on an order will only include items ordered plus shipping charges. There are a few states that do not allow sales tax to be applied to shipping charges. Those states are listed on the OLAX catalog order form. Note: A few of the states do not charge sales tax on shipping charges but allow sales tax to be applied to order subtotals. Please calculate order totals accordingly. If you have any questions on how to calculate an order total please call OLAX Customer Service at 800-258-9773.

Refunds

You must give your customer a receipt for the sale that has occurred. OLAX has prepared a three-part color-coded form that includes all necessary information. The first copy (white) you forward to OLAX for order processing. The canary copy you keep as the Distributor and the last (goldenrod) copy is for your customer.

Once you have made a sale, you may find that your customer, for one reason or another, wishes to cancel an order or wants a refund. Under two circumstances, you may issue a refund to your customer.

The OLAX 3-Day Cancellation Notice.

You are required to honor this policy because of your agreement with OLAX, and as a matter of OLAX philosophy. OLAX' intention is to support you in refunding customer's money. We will back you up 100% because we stand by our guarantee. The 3-day Cancellation Notice is a legal requirement imposed by law on anyone who sells product "Door-to-Door." The requirements of this law cover person-to-person sales and group sales. You must honor this law. Failure to do so is a violation of your agreement with OLAX and could result in the full amount of the refund issued by OLAX to the customer being deducted from your account, plus a 10% processing/penalty fee.

Date the Customer Placed the Order?

Your Customer's right to cancel applies until midnight of the third business day following the date the order was placed. The Cancellation Policy is located on the back of the Product Order Form. If your customer complies with the cancellation requirements, you must refund them their full purchase price.

It is your responsibility to pick up the product, or to arrange for shipping the product back to you, at no cost to your customer. If you do not arrange to retrieve the product within 20 days, your customer is no longer required to return the product. However, you are still required to refund the total amount paid by your customer. If your customer, by midnight of the third business day following the date the order was placed

1. delivers to you, according to the exact language of the option, a dated copy of their receipt, with the cancellation option on the back dated and signed in full, and

2. makes the product available to you, (if they have received it), in the same condition it was delivered to them then you must issue a refund for the full amount your customer has paid for the product (or cancel the order, if no payment has been made).

The notice should be postmarked before midnight on the third day after the order/sale if it is sent by mail. If your customer wants to hand deliver the notice, it must reach you before midnight of the third business day after the order/sale.

The OLAX 30-Day Guarantee. Feel better and look better in 30 days or your money back. We guarantee it.

If you have properly offered your retail customer the personal service that is an integral part of OLAX philosophy, we at OLAX feel the 30-Day Guarantee is an additional sales tool. As an independent businessperson, be proud to offer the OLAX Guarantee to your customers, and honor it. OLAX will always honor the legitimate refund requests of a Distributor's retail customers.

Refunds Under the Retail Guarantee

What if your customer is unhappy with the OLAX product they have purchased from you?

After inquiring about their experience with the product, note them for future use. Clarify their proper usage, if needed. Show your concern. Never argue or attempt to talk them out of their opinion. Some of your customers will acquire an appreciation for their quality and benefits over time. Remember your purpose is to obtain and provide helpful information from and to your customer.

Refunds/Returns

To process a refund request, help your customer assemble a copy of their receipt with their name, address and day telephone, your ID number and name, and the products being returned for a refund. Refunds/Returns/Exchanges are also possible when the customer is not completely satisfied with their purchase. The Distributor will arrange for a refund or exchange.

Receiving Reimbursements Under the Retail Guarantee

OLAX goal is the same as yours, satisfied repeat customers. You must return the following to OLAX, postmarked within sixty (60) days of the timely return of OLAX products to you:

- A receipt which proves your customer received a refund from you (and in what amount), if applicable. (If your customer has paid by credit card, you will not issue a refund yourself.);
- A completed Return/Exchange Form, which you prepare. (You will need to call the OLAX Office at 1-888-258-9773 to obtain a Return Authorization Number (RAN). This number will need to be noted on your Return Form and marked in large letters on the outside of the box.);
- A copy of a receipt from your retail customer which indicates their name, address, day telephone, your Distributor ID number and name, and the products being returned for refund (you can submit a copy of your file version); and
- All of the unused product or product containers being originally received.

Deductions: Reimbursement Under the Retail Guarantee

OLAX will reimburse you for the retail price you refund to your customer, less any commissions, rebates, discounts, or other bonuses paid to you on the basis of the returned products. OLAX will also reimburse you for the actual postage paid, if any, to return the product to OLAX.

NOTE: All upline OLAX Distributors are subject to account debits based on commissions, rebates, discounts, or other bonuses paid to them on the basis of the returned products.

When Can A Distributor Return Product?

Generally, the sale of OLAX products to Distributors is final. However, you are entitled to return products and receive a refund on unsold resalable inventory, including sales kits, promotional items, and literature that are mandatory purchases. OLAX will repurchase all currently 'marketable' inventory purchased by you during the twelve months prior to

resigning. Repurchase must be for at least 90% of your original net costs, less any appropriate set-offs, (i.e. the 10% stocking fee) commissions, bonuses and or rebates paid when you terminate your agreement with OLAX. This exception is covered in detail in Policies & Procedures chapter.

Reships/Exchanges

Reshipping an Item or order will occur when a product is defective or is missing any components at the time of shipping. The original Item(s) will be sent back to OLAX and the cost of shipment will be reimbursed. Exchanges will be processed if an Incorrect Item was ordered and then received by the customer. The original Item will be shipped back to OLAX and the correct Item will then be sent out. Shipping costs will not be charged when OLAX has made the mistake. A Return/Exchange Form must accompany all Items sent back to OLAX for a return, refund, reship or exchange.

Shipping via UPS

Holidays

OLAX will observe five holidays these include New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Please consider the delays that these holidays may have upon an order being processed and shipped. Any other dates in which orders are not processed will be announced as soon as possible to the field.

Ground

Regular shipping charges are located in the back of the OLAX product brochure and on the OLAX web site. All shipping, unless otherwise specified and paid for, will be UPS Ground Freight. Please allow 7-12 business days for delivery. Do not include weekends or holidays.

'Rush' Shipping

For an additional charge, you can request that OLAX ship an order for overnight, 2-day or 3-day delivery.

NOTE: Rush orders received by 9:00 a.m. EST will be shipped the same day and can be counted as a shipping day.

Errors

If there are errors within an order please call the OLAX office at 800-258-9733 as soon as possible to correct the mistake. If an error is made by the customer or Distributor, and any part of the order must be reshipped, full shipping costs will be incurred and be due by the Distributor. This cost may be passed on to the customer but it will be responsibility of the Distributor to make sure it is paid. If an error is made by OLAX, the warehouse, or the delivery service the situation will be corrected as soon as OLAX is notified with no additional costs to the customer or Distributor. A complete street address with a current telephone number is necessary to ensure prompt delivery.

Note: OLAX cannot ship to Post Office boxes.

Receiving the Order

If there is a concern or problem with any order received, instruct your customers to contact you immediately. If you need assistance, please call OLAX Customer Service @ 1-800-258-9733 promptly. They will provide you with instructions on how to proceed. Waiting too long may eliminate the right to request a correction by you or your customer.

Product Availability

To prevent the problem of ordering products that are not currently available for shipment, check the General Information link on the Distributor Login web site.

New and Unavailable Items

Start Selling- Items listed under Start Selling are new or reprinted Items that are available for purchase and delivery through OLAX.

Stop Selling- Items listed under Stop Selling are not available for purchase right now. Every attempt will be made to have these Items available within the month listed. However, they are not available for purchase or delivery until they are listed under Start Selling.

Back Orders

“Back Order” status indicates that the purchased product is temporarily not available for delivery. OLAX will complete all shipments without the back ordered Item(s) then follow with additional shipments of the back-ordered item(s) when available. The OLAX Distributor may cancel back orders any time before shipment.

Chapter Three

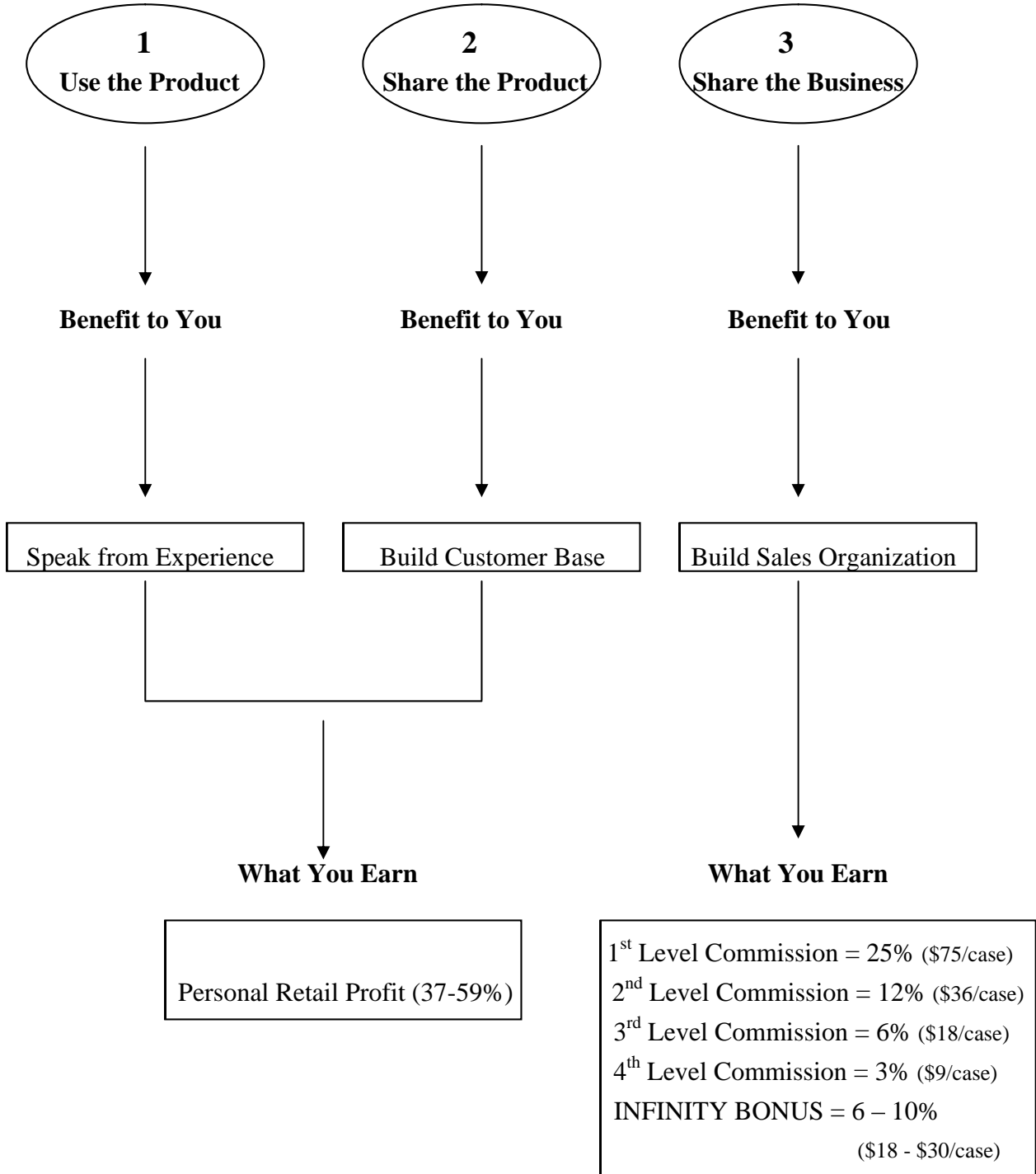
Compensation Plan

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Your OLAX Home Business

It Is As Simple As 1, 2, 3



Overview of Compensation Plan

Selling

During this stage, you will learn how to become an expert in offering and selling OLAX, LLC products directly to consumers. In exchange, you will receive a retail profit of 37 – 59 % on all products you personally sell.

It is OLAX, LLC philosophy that ultimate success is based on Distributors selling OLAX, LLC products to retail customers. Therefore, OLAX, LLC Distributors who concentrate on selling are the foundation of success for you and OLAX, LLC.

So, no matter how high you set your sights in the Compensation Plan, you must continue to sell—not only to qualify for your Commissions and Infinity Bonus, but also to role model for others the activity necessary to be successful.

Sponsoring

In the course of selling products, some of your customers will want to become an OLAX, LLC Distributor. When you personally introduce new Distributors to OLAX, LLC, you are sponsoring, and on your way to being a leader in OLAX, LLC. You will help them begin their own independent businesses, share with them what you know, and teach them what you do. You will have the opportunity of earning Commissions on the sales of those you recruit.

The moment you sponsor your first Distributor you have begun your own network of Distributors. While you are busy selling, sponsoring new Distributors, and helping them begin, sell, and grow; they can be sponsoring too. This network of Distributors will be growing in your sales organization.

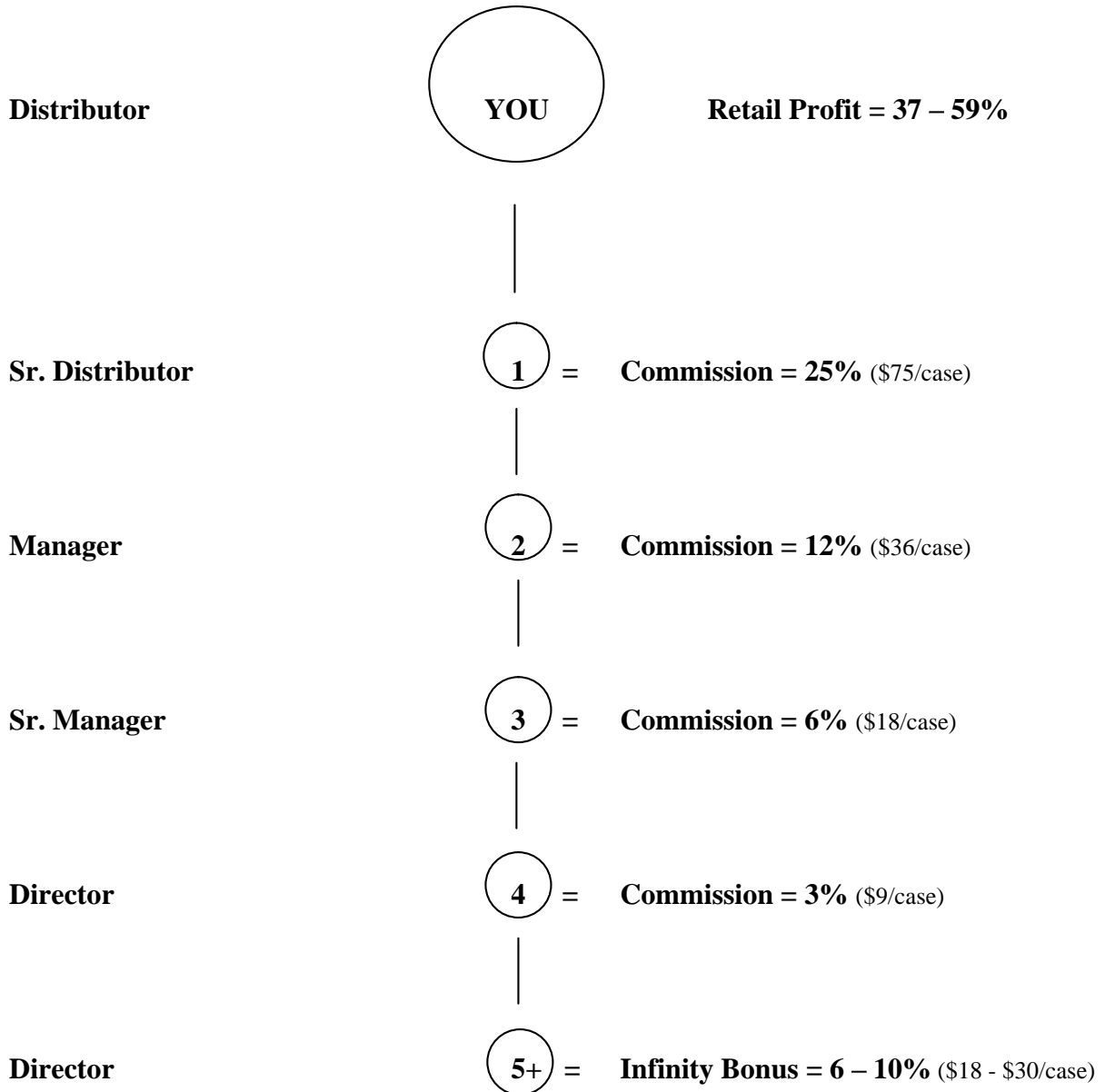
Supporting

You have been selling well. You have been sponsoring well too. Congratulations are in order! You have demonstrated true leadership, and the rewards will reflect your achievement. You have taken a truly significant step into real leadership by becoming a *Sr. Distributor*. OLAX, LLC will reward you for your talents in supporting other sellers toward success.

On the following page is visual schematic showing again how the OLAX, LLC Compensation Plan works for you.

Power of Compensation Plan

(Minimum rank below
to be paid at these levels)



Note: This new plan requires that you qualify through personal performance and team performance to achieve each rank and to maintain that rank to be paid as the rank you are.

Rank Qualifications and Maintenance

Distributor

Qualifications

1. Sign a Distributor Agreement and Purchase a Distributor Starter Kit.

Senior Distributor

Qualifications

During the month of qualification:

1. Have minimum of 300PV.
2. Have two (2) personally sponsored active Distributors who each have minimum of 300PV.
3. Have a good credit rating with OLAX, LLC.
4. Adhere to company policies and procedures

Maintenance

To maintain rank, a Senior Distributor must monthly:

1. Have a minimum of 300PV.
2. Have two (2) 1st Level Distributors who each have a minimum of 300PV.
3. Have a good credit rating with OLAX, LLC.
4. Adhere to company policies and procedures.

Manager

Qualifications

During the month of qualification:

1. Have a minimum of 600PV.
2. Have four (4) 1st Level Distributors who each have a minimum of 300PV.
3. Have a good credit rating with OLAX, LLC.
4. Adhere to company policies and procedures.

Maintenance

To maintain rank, a Manager must monthly:

1. Have a minimum of 600PV.
2. Have four (4) 1st Level Distributors who each have a minimum of 300PV.

3. Maintain a good credit rating with OLAX, LLC.
4. Adhere to company policies and procedures.

Senior Manager

Qualifications

During the month of qualification:

1. Have a minimum of 900PV.
2. Have six (6) 1st Level Distributors who each have a minimum of 300PV.
3. Have a good credit rating with OLAX, LLC.
4. Adhere to company policies and procedures.

Maintenance

To maintain rank, a Senior Manager must monthly:

1. Have a minimum of 600PV.
2. Have six (6) 1st Level Distributors who each have a minimum of 300PV.
3. Have a good credit rating with OLAX, LLC.
4. Adhere to company policies and procedures.

Director

Qualifications

1. Have a minimum of 900PV.
2. Have eight (8) 1st Level Distributors who each have a minimum of 300PV.
3. Have a good credit rating with OLAX, LLC.
4. Adhere to company policies and procedures.

Maintenance

1. Have a minimum of 600PV.
2. Have four (8) 1st Level Distributors who each have a minimum of 300PV.
3. Have a good credit rating with OLAX, LLC.
4. Adhere to company policies and procedures.

Compensation Plan Clarifications

1. Olax Distributor is the name associated with all ranks.
2. All calculations are based upon individual and case wholesale sales.
3. PV stands for Personal Volume.
4. PTV stands for Personal Team Volume.
5. An Olax Distributors PV does not count toward PTV.
6. Promoting to the rank of *Senior Distributor* takes effect immediately upon qualification. All other ranks promote out on the first day of the calendar month following the calendar month in which qualification was achieved.
7. A Distributors organizational commission levels (1 through 4) are created as follows: Distributor A directly sponsors Distributor B. Distributor B becomes Distributor A's 1st Level. Distributor B directly sponsors Distributor C. Distributor C becomes Distributor B's 1st Level and Distributor A's 2nd Level, and so on.
8. Commissions are paid to *Senior Distributors* and above on the eligible downline levels 1 through 4. The Olax Compensation Plan is called a "2 for 1" horizontal/vertical plan. For example, to receive a commission on the 1st Level, the *Senior Distributor* must directly sponsor and maintain two (2) 1st Level Distributors, each who achieve 300PV per month. To receive commissions on the 2nd Level, there must be four (4) 1st Level Distributors that are directly sponsored and maintained; and so forth.
9. *Senior Distributors* are considered "active" with 300PV in a calendar month. *Managers* and above ranks are considered "active" with 600PV in a calendar month.
10. Commissions and Infinity Bonuses are paid monthly to eligible "active" Olax Distributors.
11. An Olax Distributor who does not meet monthly rank maintenance requirements will be "paid as" the rank they qualify for.

12. In the case of an Olax Distributor “paid as” for two (2) consecutive months at a rank lower than they hold, in the second consecutive month of being “paid as”, all commissions “roll up” to the first qualified, active and eligible (equal or higher rank) Distributor.

13. An Infinity Bonus is paid monthly to eligible *Directors* on 5th level and beyond down to the next *Director* in a line. A *Director* uses PTV to qualify for the Infinity Bonus, but not PV.

14. Commissions and Infinity Bonuses are paid monthly and based on a given calendar month. A calendar month begins on the first day of the month and ends on the last day of the month.

15. Commissions and Infinity Bonuses are prorated.

Glossary of Terms

ACTIVE

Only active Distributors may be eligible for Commissions and the Infinity Bonus. A Distributor is considered active based on their paid rank and Personal Volume (PV) for the current period, as described in the table below:

RANK	PV AMOUNT
DIST	\$300.00*
SDIST	\$300.00*
MGR	\$600.00*
SMGR	\$600.00*
DIR	\$600.00*

COMMISSIONS

Any payout to a Distributor, usually based on his or her direct and downline commissionable volume.

DIRECT SPONSORED

Direct sponsored Distributors are those whom you personally introduce to OLAX and whom your name and/or ID number is listed as "Sponsor" on the Distributor Application submitted to OLAX.

DISTRIBUTOR

The authorized title used in referring to an OLAX independent contractor regardless of rank.

DOWNLINE

The Distributors personally sponsored by a Distributor, as well as all the Distributors they sponsor, etc. Example: You sponsor Jim, who sponsors Mary, who sponsors Ted. All these Distributors are in your "downline."

ELIGIBLE

A Distributor is considered eligible for a particular bonus on a specific order if the Distributor meets the title, and/or level requirements of that particular bonus.

INDIRECT SPONSORED

All Distributors in your downline not personally sponsored by you.

INFINITY BONUS

The bonus paid monthly to all eligible Directors on 5th level and beyond down to the next Director in a line. The Infinity Bonus goes to eligible Directors who have achieved certain levels of team wholesale volume. A Director uses PTV to qualify for the Infinity Bonus. A Director’s PV is not counted toward PTV. The infinity bonus and team wholesale volumes required are as follows:

Vice President Team	Executive Vice President Team	President Team
(PTV/Mo. = 20K)	(PTV/Mo. = 60K)	(PTV/Mo. = 180K)
Bonus: 6%	8%	10%

INELIGIBLE

A Distributor is considered ineligible for a particular commission and/or bonus on a specific order if the Distributor does not meet the title, level and/or generation maintenance requirements of that particular commission and/or bonus.

LEG

Each personally sponsored Distributor and all his or her downline. Also referred to as "Line of Sponsorship."

LEVEL

The position a Distributor has in a downline relative to another upline or downline Distributor. Distributors personally sponsored are Level One. Those Distributors sponsored by Level One Distributors are Level Two, relative to the original Distributor.

LEVEL OVERRIDE

The commissions paid to upline Distributors based on relative position in the genealogy. Note this is only paid to active levels.

MAINTENANCE REQUIREMENT

The combination of personal volume (PV) and personal team volume (PTV) needed to qualify and be paid for the commissions and bonuses eligible at that rank (see Active definition).

MONTHLY MINIMUM

The monthly minimum consists of the personal volume (PV) required in a calendar month to have active status (\$300 wholesale volume for the rank of Distributor and Sr. Distributor; \$600 for the rank of Manager and above).

PAID-AS TITLE

The highest title that a Distributor is qualified in a commission period. The paid-as title may be the same as or lower than the Distributors actual title. All Distributors are paid based on their paid-as title.

PAY PERIOD

The time frame for which commissions and bonuses are processed, which is the 1st day of the month up through the last day of the month.

PERSONAL TEAM VOLUME (PTV)

The total of all wholesale sales by a sales team for a commission period. A Distributor's own Personal Volume (PV) is not included in their Personal Team Volume (PTV).

PERSONALLY SPONSORED

All Distributors on a Distributors first level are considered to be personally sponsored by that Distributor.

PERSONAL VOLUME (PV)

The total of all personal wholesale sales credited to a Distributor in a pay period.

RANK

As a Distributor's business grows, (personal volume, personal team volume and the related growth of their groups) OLAX assigns a professional designation to recognize these achievements, and to help identify the commissions and bonuses for which the Distributor may qualify. The ranks are as follows: Distributor > Senior Distributor > Manager > Senior Manager > Director.

ROLL-UP

Roll-up only applies when a Distributor fails to qualify at his/her rank for a minimum of **2** consecutive commission periods. The bonus payouts that the Distributor would have qualified for but no longer qualify for due to a Paid-As Demotion will roll upline to the first Active, Qualified, and Eligible Distributor.

SPONSOR

The Distributors immediately upline.

START DATE

The date OLAX, LLC Home Office receives and accepts the Distributor Application.

TEAM

All Distributors downline.

UPLINE

A Distributor's sponsor, along with his or her sponsor, etc.

Chapter Four

Policies and Procedures

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Introduction

OLAX' goal is that each OLAX Distributor feels treated fairly, and able to do business effectively with us. After you have studied the Distributor Guide well, should you continue to have questions, talk with your Sponsor (or your upline, if your Sponsor is unavailable) to get the help and support you need. A quick call to them will give you access to the latest OLAX expertise and advice.

OLAX is committed to quality product and a high degree of service. Although OLAX Distributors are generally free to operate their businesses as they please, OLAX' commitment to good business practice requires that each Distributor promise to act in good faith at all times. Be sure to provide great customer service, and always submit your customer's order as soon as possible. The following detailed Policies & Procedures will help you in your business.

General Provisions

I. Purpose

A. The purpose of this Distributor Guide and the OLAX Distributor Agreement, which are incorporated herein by reference is to establish an individual as an authorized independent contractor of OLAX products, define the relationship between OLAX and the independent contractor of OLAX products and to set forth the obligations, responsibilities and duties of a OLAX Distributor in greater detail.

B. OLAX has elected to enter into this Agreement with the clear understanding that the applicant's business conduct will be free from false, deceptive or misleading advertising, marketing, pricing and service practices. The OLAX Distributor will deal fairly with OLAX and other OLAX Distributors.

II. Eligibility to become a OLAX Distributor

A. An applicant must be at least eighteen (18) years of age.

B. An applicant does not own, or participate, or subject to other rules, has not recently owned, or participated, directly or indirectly, in another OLAX independent organization.

C. An applicant must commit to the philosophy of the personal selling of OLAX products.

D. A husband and wife may only operate one OLAX business.

E. Applicants or OLAX Distributors who desire to operate their business using a "fictitious name" or "DBA" must notify OLAX with form entitled "Change of Information Form."

F. Applicants or OLAX Distributors who desire to do business as a corporation may do so provided they comply with all OLAX restrictions and notify OLAX with the form entitled "Change of Information Form."

G. Applicants or OLAX Distributors who desire to do business as a trust for estate planning purposes may do so provided they comply with all OLAX restrictions and notify OLAX with the form entitled "Change of Information Form."

H. Applicants or OLAX Distributors who desire to do business as a partnership may do so provided they comply with all OLAX restrictions and notify OLAX with the form entitled "Change of Information Form".

I. Applicant acknowledges that they have never been the subject of disciplinary action as an independent contractor for any other direct sales or network marketing company. If

Applicant has been a subject of disciplinary action, a written explanation of the circumstances and the resolution must be attached in writing to the Distributor application.

III. Eligibility to remain a OLAX Distributor

- A. OLAX Distributors may only sell products in the country they reside in.
- B. No sponsorship changes are allowed, however, there are very specific and limited exceptions to the rule, which may be granted at OLAX' sole discretion.

IV. Responsibilities of Distributors

A. Responsibilities of all Distributors:

1. Maintain integrity, ethics and professionalism;
2. Use OLAX products;
3. Share OLAX products;
4. Share the OLAX business opportunity;
5. Maintain active status;
6. Nurture your customers, your Distributors and yourself;
7. Have fun in your business.

B. OLAX Distributors must offer personal service with each sale of OLAX products and shall not sell OLAX products through retail outlet display, mail order catalog display or home shopping channels, except where expressly permitted in writing, or by operation of any provision of this Distributor Guide.

C. OLAX Distributors shall present OLAX and its products in a manner that offers personalized service to the customer. This special service, information and assistance that a OLAX Distributor delivers sets OLAX apart from many of its competitors, and gives special value to OLAX in the community.

D. Other businesses: The Distributor is an independent contractor, and OLAX imposes no restrictions on any Distributor's participation or sales activities in other businesses or programs. However, promoting other competitive business ventures is not authorized at any OLAX function or event. Similarly, recruiting other OLAX Distributors to participate in other competing business is prohibited. Since each Distributor's sales force is proprietary to OLAX, failure to comply can result in termination of his or her position as a OLAX Distributor.

V. Philosophy

A. OLAX philosophy is to live and work by these daily principles:

1. We empower others to the degree we empower ourselves.
2. Our vision of the future determines the decisions we make now.
3. We must live passionately. What we do matters.

VI. Advertising

A. Advertising: Labeling, Packaging and Displaying Products

1. The Distributor shall not re-label or repackage any OLAX products.
2. The Distributor shall not cause any OLAX products or trade names to be sold or displayed in any retail establishment except those where professional services are the primary source of revenue and the product sales are secondary. Even if professional services are the primary source of revenue and product sales are secondary, any large or storefront product displays must be approved by OLAX in writing before use. Any display is always at OLAX' discretion.

a. OLAX reserves the right to revoke its approval at a later date.

B. Advertising: Income Claims

1. OLAX Distributors are independent business people, and all incomes are a result of personal effort. All advertisements must be factual. The stating of any exaggerated claims or misleading information will jeopardize the Distributor's independent OLAX business. If income of any kind is mentioned in an advertisement it must represent actual income earned. It must include the words "retail profit", "commissions" and "bonuses" (where applicable) so that it is not interpreted as any form of guaranteed income. Words such as "I earned (documented income) in commissions last month" may be used if documented, but terms implying consistent income such as "monthly" or "yearly" may not be included unless this consistency may be documented. If income statements are made, terms such as "possible" or "potential" may not be used as these terms infer a potential for salaried earnings.

(a) The Distributor shall not state that profits are guaranteed for any OLAX Distributor. He or she shall make it clear that OLAX Distributors can expect to be successful only through their diligent efforts. Opportunity or income exaggerations must not be given. If actual income examples, extrapolations, or geometric progressions are used, the following information must also be disclosed:

(b) Not all OLAX Distributors earn substantial financial success.

(c) Success is not guaranteed as an OLAX participant.

(d) Examples used to illustrate how the plan works are allowed only if they are pointed out as theoretical examples, and any relevance to anticipated success is disclaimed.

2. The Distributor may not misrepresent the income levels, earnings, product sales, profits, or payments that an individual may reasonably expect to earn, generate, or receive as a OLAX Distributor. Generating or distributing false or misleading bonus or rebate checks, tax forms, or similar records is not allowed.

3. Any advertising, promoting, representing, or implying salaried positions, management positions, hourly wages, full- or part-time positions, or guaranteed incomes is considered misleading and is prohibited. The OLAX opportunity is not a job, and may not be presented as such. Terms such as “manager trainee,” “management positions available,” “travel provided,” “call for interview,” “positions available,” “now hiring,” and other misleading statements are not allowed because these all imply employment. OLAX Distributors are independent contractors and advertising or communicating otherwise is a violation of the OLAX Distributor Agreement. Violators will be warned. If a repeat offense is documented, the Distributor’s independent OLAX business will be terminated.

C. Advertising: Use of OLAX Names and Protected Materials

1. The Distributor may place classified ads in newspapers provided OLAX names or trademarks are not used and if the ethics of honesty and propriety are adhered to. Any use of OLAX names or trademarks must have OLAX’ advance written consent.

2. The Distributor’s use of the name OLAX is restricted to protect OLAX’ proprietary rights and interests, ensuring that OLAX’ protected names will not be lost or compromised by unauthorized use.

3. Normally only the following formats may be used:

(Name)

Independent OLAX Distributor

or

(Name)

Independent Distributor of OLAX Products

4. Other procedures relating to the use of the OLAX name are as follows:

(a) All stationery, business cards, etc. bearing OLAX name or logo is only allowed if in the exact form approved by OLAX.

(1) If you do not use the OLAX logo, you are free to have any stationery of your own choosing, provided you comply with this section.

- (2) If you would like to use the OLAX logo, you may use the stationery and card forms provided by OLAX' current vendor.
- (3) If you would like to use the OLAX logo in any other manner than described in this section, you may submit your idea in writing to OLAX Home Office. You will not be authorized to print your business stationery unless and until you receive written approval from OLAX.
- (b) All promotional items such as clothing, personal use items and items of any other nature which bear OLAX' name or logo must be purchased solely from OLAX.
- (c) Any Distributor may list "Independent OLAX Distributor" in the white pages of the telephone directory under his or her own name.
- (d) An OLAX Distributor at the rank of Director may list his or her name in the yellow pages of the telephone directory under the appropriate classification.
- (e) The Distributor is not allowed to place telephone directory display ads using OLAX' name or logo.
- (f) The name "OLAX" or other trade names of OLAX are not to be used by the Distributor in telephone numbers. (For example: (800) OLAX is not to be used or reserved by the Distributor).
- (g) Telephone Answering: A OLAX Distributor is prohibited from answering the telephone in any way that would give callers a reason to believe they have reached the OLAX corporate office. In other words, Distributors may not use as a greeting "OLAX," "OLAX, Inc." or any form of those words.
- (h) Use of OLAX' name or logo on buildings, vehicles, etc., is prohibited without express written consent from OLAX.
- (i) The Distributor shall not produce, promote, or use materials of any kind describing OLAX' names, programs, products, and trademarked, copyrighted, or otherwise protected materials if said materials are not obtained from or approved in writing by OLAX prior to their production or use. The Distributor shall not create any test results or product comparison literature that is not authorized by OLAX or alter any test results or product comparison literature published by OLAX or any independent company or agency. The Distributor shall not appear on or use television, radio or other media to promote or discuss OLAX or its programs without prior written permission from OLAX, which permission may be withheld for any reason. All media contacts shall be referred directly to OLAX.

5. Endorsements: The Distributor shall not state that any Attorney General's office, Better Business Bureau or other regulatory agency has approved or endorsed OLAX' plan or products. These agencies do not permit the use of their names in any manner in connection with the advertising or sale of merchandise, services, or securities. Use of any agency name as a reference is never authorized also, the use of these agency names cannot be used in the advertising or sales material of any commercial organization.

6. If the Distributor violates any of the procedures relating to advertising any OLAX names or symbols, the Distributor may be required to correct the violations in whatever manner OLAX deems necessary. Corrective measures may include, but are not limited to: disconnecting phone numbers without a referral, removing signs, canceling advertising, and destroying non-complying literature. The Independent OLAX business may also be terminated, and the offending Distributor shall be liable for any and all damages sustained by OLAX as well as any other penalties imposed through legal action.

7. These advertising guidelines apply to all media used to advertise. This includes, but is not limited to, newspapers, magazines, flyers, brochures, billboards, TV, radio, video, and the Internet.

VII.

Termination of independent OLAX business by OLAX

A. OLAX reserves the right to suspend an independent OLAX business of any individual or individuals that are suspected of violating OLAX Policies and Procedures.

1. Suspensions are effective immediately and any rebates or bonuses due will be held pending appeal of any violations. The suspension shall remain in force until either the Distributor is reinstated or terminated.

2. OLAX reserves the right to terminate any Distributor at any time when it is determined that the Distributor has violated any provisions of the Agreement. This also includes the provisions of these Policies and Procedures, and Compensation Plan as they may be amended, as well as the provisions of applicable laws and standards of fair dealing.

3. The independent OLAX business will also be terminated if the Distributor has committed any unfair or deceptive trade practice, acted in any unfair or unethical manner, and/or violated any Federal, State, or local laws.

B. OLAX, at its discretion, shall make all involuntary terminations. Upon an involuntary termination, OLAX shall notify the Distributor by mail at the Distributor's latest address

listed with OLAX. In case of termination, the terminated Distributor agrees to immediately cease representing him or herself as a OLAX Distributor. Where applicable State law on termination of a Distributor is inconsistent with OLAX policy, such State law termination procedures shall be in effect.

1. When a decision is made to terminate a Distributor, OLAX shall inform the Distributor in writing that the independent OLAX business is terminated effective on the date of the written notification. The termination notice shall be sent by certified mail to the Distributor's address on file with OLAX. The Distributor will have 15 days from the date that the certified letter was mailed in which to appeal the termination in writing. OLAX must receive the Distributor's written appeal within 20 days of OLAX' termination letter. If the written appeal is not received within the 20-day period, the termination shall be final.

2. If the Distributor files a timely appeal of termination, OLAX will review and reconsider the termination, consider any other appropriate action, and notify the Distributor of its decision.

3. The decision of OLAX will be final and subject to no further review. In the event the termination is not rescinded, the termination will be effective as of the date of OLAX' original termination notice.

4. Immediately upon termination of the independent OLAX business, the affected Distributor will remove, discontinue the use of, and thereafter not use any names, marks, signs, labels, stationery, advertising, or reading material referring or relating to the OLAX products or opportunities.

C. Only product that is in current inventory and in resalable condition may be returned to OLAX.

D. The Distributor who is terminated by OLAX may not reapply as an OLAX Distributor without express written consent of OLAX Home Office.

E. The Distributor who is involuntarily terminated is not entitled to receive any commissions, bonuses, or any other remuneration past the date of his or her termination.

VIII. Voluntary Termination by Distributor Request (Resignation)

A. The Distributor may voluntarily terminate his or her independent OLAX business at any time upon written notice to OLAX. The Distributor who has terminated his or her independent OLAX business is not eligible to reapply to be a Distributor prior to 12 months from the date of his or her termination. During that period, the Distributor is not permitted, actively or passively to participate in the building or development of any independent OLAX business. If a Distributor has not purchased products for 12 months,

he or she is also eligible to reapply as a Distributor.

1. The Distributor who has returned unsold product to OLAX in accordance with the Product Return Policy and in connection with his or her resignation is not eligible to reapply to be a Distributor prior to 12 months from the date of his or her product return. During that period, the Distributor is not permitted, actively or passively, to participate in the building or development of any independent OLAX business.

2. Immediately upon resignation of the independent OLAX business, the affected Distributor will remove, discontinue the use of, and thereafter not use any names, marks, signs, labels, stationery advertising, or reading material referring or relating to the OLAX products or opportunities.

3. The Distributor reapplying after resignation will not retain prior rights to commissions and/or bonuses or position in any former sales organization.

B. The organization of the terminated Distributor transfers in accordance with the rules in paragraph IX. regarding termination by inactivity.

1. The Distributor who voluntarily terminates is not entitled to receive any commissions, bonuses, or any other remuneration past the date of his or her date of termination.

2. If an Applicant and a Co-Applicant decide to separate for any reason, the existing independent OLAX business shall remain in the name of the Applicant. The Co-Applicant may terminate his or her affiliation with the independent OLAX business and then re-sponsor in the Applicant's organization, but the Co-Applicant is not entitled to take any of the existing Distributors. If the Co-Applicant wishes to re-sponsor in a new organization, he or she must receive OLAX' prior written approval. The Co-Applicant may keep his or her current rank.

C. A Distributor may not terminate his or her independent OLAX business for the purpose of becoming a Co-Applicant on another independent OLAX business. If a Distributor marries another Distributor, however, one must terminate his or her independent OLAX business and may become a Co-Applicant on his or her spouse's independent OLAX business. The terminated Distributor's sales organization can be merged with the OLAX business remaining.

IX. Termination: Non-Active Distributors

A. The Distributor who does not purchase inventory from OLAX for personal use or resale for a period of twelve (12) months may not receive various notices & promotional items and could be terminated without further notice from OLAX for non-activity. A

Distributor's management organization that is terminated for any reason rolls up to the next Sales Leader only for the purpose of calculating commissions and bonuses.

X. Responsibility not to compete unfairly

A. No matter what reason the Distributor is terminating, the former Distributor, for a period of six (6) months thereafter, will not contact or communicate with any OLAX Distributor or any of their former retail customers of OLAX products, or any retail customers of any one in their former OLAX downline, on behalf of another direct-selling or network marketing company.

XI. Product Refunds

A. General Rule: the products that you purchase from OLAX cannot be returned unless damaged or otherwise defective.

B. Exceptions:

1. When OLAX will allow exchange of product or a refund for you or your customer for product returns under the OLAX 30-Day Guarantee.

2. When you decide to close your business, or resign, and end your relationship with OLAX.

C. OLAX is dedicated to supporting your business and this program to minimize any risk of improper "inventory loading." It is possible to conduct a healthy business with no product inventory, except your samples. OLAX wants to ensure that you are protected from fraud. If you have been pressured to purchase an excessively large order of OLAX products for any reason, and do not want to end your relationship with us, please contact our Customer Service Department.

D. When do you qualify for a refund?

1. When you want to resign. Any refund would apply to unsold products, including sales kits, promotional items, and literature that are mandatory purchases. All commissions paid based on the product purchases would be deducted from any refund. OLAX will repurchase all currently 'marketable' inventory purchased by you during the twelve (12) months prior to resigning. Repurchase must be for at least 90% of your original net costs, less any appropriate set-offs, i.e. the 10% restocking fee, less any commissions paid based on the purchase of such products, etc.

2. Conditions:

- (a) Products have not expired by their own terms;
- (b) Products are returned in resalable condition;

- (c) Products returned are accompanied by a letter requesting termination;
- (d) Products returned to OLAX are shipped postage pre-paid with a letter that should be clearly marked “Return of Unsold Inventory/Termination”;
- (e) Products are returned with the invoice indicating you purchased them from OLAX.

F. Commission Deductions: All OLAX Distributors are subject to commission deductions due to returned products.

XII. Sponsoring: The Role of the Sales Leader

A. The Distributor must have ongoing contact, communication, and management supervision with his or her sales organization. Examples of such supervision may include, but are not limited to: written correspondence, personal meetings, telephone contact, voice mail, electronic mail, training sessions and accompanying individuals to OLAX training. The Distributor should be able to provide some evidence to OLAX upon request, of ongoing fulfillment of Sponsor responsibilities.

B. Responsibility to train, supervise and communicate with sales organization.

1. Sales Leaders must perform a bona fide training, supervisory and selling function in connection with the sale of OLAX products to the ultimate consumer and maintain continuing communication and contact with Distributors upon whose sales they earn commissions and bonuses, in order to participate in the Compensation Plan.

2. Leaders should be able to establish their compliance with this section if requested by OLAX.

C. Other Sponsoring Policies.

3. Each Distributor must have a Sponsor. When more than one Distributor approaches the same prospect, that prospect will generally be sponsored by the first Distributor who presented the OLAX opportunity as a matter of courtesy, not policy.

4. OLAX recognizes the Sponsor as the name shown on the first Distributor Agreement completed, dated, signed, and received at the OLAX Home Office.

5. An Application received by OLAX with insufficient or incorrect Sponsor information will be placed into “Orphan” status. OLAX will attempt to place this “Orphan” Distributor with his or her correct Sponsor. If the actual Sponsor does not contact the home office within 60 days, the Application will be treated as a lead and be subject to the Lead Assignment Policy. Any and all commissions or bonuses directly or indirectly affected by the “Orphan” status of the applicant paid prior to the correction shall remain intact. No adjustments will be made. It is the responsibility of Distributors to

make sure all paperwork is correct.

6. Distributors shall not be compensated solely for sponsoring. Retail selling is a requirement in this program and must be emphasized in all sponsoring presentations. Only retail sales form the basis of OLAX's Compensation Plan.

7. As you begin to build your sales organization, you must truthfully and fairly describe the OLAX Compensation Plan and OLAX product lines with potential customers and Distributors. OLAX has found that strict adherence to rules helps a new OLAX Distributor develop “good” business habits for a complex and changing business world. Comply with local law—as a business person, you may be required to obtain some type of business license or sellers permit.

8. A prospect is entitled to review a current Distributor Guide before they sign the OLAX Distributor Application, should they request one. It is important that they understand an OLAX independent business, so provide them your copy to review thoroughly. The more they know about the business the more excited they will be. Be available to review any sections they do not understand. You will find the investment of time pays off. You should also know that many states require that you allow your prospects to review the Guide, so take a request seriously.

9. You may not promote the products in any fashion not explicitly authorized in current OLAX material.

D. Eligibility to sponsor.

1. OLAX Distributors who desire to sponsor others must be in good standing.

2. OLAX Distributors may sponsor former OLAX Distributors, provided the requisite periods of inactivity have been met.

3. OLAX Distributors who wish to build their businesses by becoming leaders must continue to sell product to retail customers.

4. OLAX Distributors who sponsor others must follow very detailed rules in presenting the OLAX Compensation Plan to them.

5. OLAX Distributors shall never require prospects to purchase or maintain any amount of inventory, purchase any non-OLAX produced products or materials, or attend any meetings or seminars.

E. Responsibilities of Distributors who sponsor

1. They must support and train new Distributors they sponsor.

2. They must set a personal example by role-modeling sales and sponsoring consistency.

3. They must attend training meetings.

XIII. Helping the Applicant Complete the OLAX Distributor Application

A. The applicant's information must be completed in full on the application and will be entered by OLAX exactly as it appears on the form. OLAX requires that the applicant provide a valid Social Security or tax identification number. Regardless of the actual ownership structure of the applicant, only the first applicant's name and identification number will be used by OLAX for identification purposes (other information will be recorded). Therefore, all correspondence or inquiries with respect to such OLAX independent contractors should be made using the first applicant information.

B. Applications without valid and complete telephone numbers including area codes may be rejected.

C. Sponsor information must be completed fully and accurately as such information appears in OLAX latest updated records. OLAX is not responsible for incomplete or inaccurate Distributor Applications.

D. If the Applicant agrees to the relevant terms and conditions on the Agreement and to be bound by it, and of the most current version of the Distributor Guide (they have the right to review it, should they ask), they should sign and date the Application in ink. The cost of the Sales Kit will be noted on the Application.

E. Enclose full payment for the Sales Kit (include tax and shipping). You or the Applicant must include either a money order, or complete Payment Method section with credit card information in the correct amount.

F. Mail the Application to:

OLAX LLC

Order Department

P.O. Box 2824

Lakeland, FL. 33806-2824

Fax (You must pay by credit card to use the fax option) to _____

(24 HOURS/DAY)

(Original must be mailed to the above address)

XIV. Lead assignment policy

A. OLAX is available to speak with all prospects who contact the Home Office and we will attempt to connect each prospective customer as soon as possible. If the prospect is familiar with a Distributor in his or her area or is already being served by a Distributor, OLAX will

recommend that the prospect continue contacting this Distributor for products or as a sponsor. However, if the prospect is not familiar with a Distributor, OLAX will deem that person “unsolicited.” “Unsolicited” leads are assigned to Distributors at OLAX discretion.

B. A Distributor shall be considered for leads based upon the following:

1. Geographic proximity to the lead.
2. Selling and sponsoring activity within past 30 days.
3. Personal sales team volume within the past 30 days.

C. When several Distributors qualify equally under the above requirements, then leads will be rotated and divided equally. If there is not a qualified Distributor within two hours of the prospect, the search will expand to adjoining states and regions. The assignment of leads by OLAX shall be further based on personal sales volume, and sponsoring histories. Strong consideration shall be given to Distributors exhibiting field leadership, either potential or demonstrated.

D. Distributors should plan carefully whether to organize their own large lead campaign or casually collect leads one at a time. If the Distributor mails or hands out literature, he or she should always include a name, address, and telephone number on the materials to assure association to the lead.

XV. Procedures for Dispute Resolution

A. Most violations of the Policies and Procedures occur through lack of awareness or understanding. An open mind and commitment to settlement and fairness almost always leads to a mutually satisfying conclusion of any issue.

B. Distributors who are involved in disputes with one another must attempt to resolve the matter between themselves before involving anyone else. A complaining Distributor should raise the issue directly to the other Distributor by explaining their perception of the problem. It is also imperative that the complaining Distributor listen to the other Distributor’s perspective. It may clear the issue up just to communicate openly.

C. If such an attempt is unsuccessful, than the complaining Distributor should contact their first upline Leader to discuss the matter. The Leader should advise and guide the

Distributor to conclude the matter amicably, and in accordance with OLAX Policies & Procedures. A second attempt to settle the matter between the parties should be made in good faith.

D. Should the issue or dispute continue, the Distributor should contact their upline Leader providing any details that would be helpful. We urge all parties involved to be fair, open, and as informal as possible. The upline Leader can intercede on the Distributor's behalf, if appropriate, and again, recommend strategies in harmony with Policies & Procedures. Contact should also be made with the other Distributor, and if appropriate, their upline Leader, to review the dispute. Both sides should be encouraged to provide any explanations or details that would be helpful. After reviewing the situation, the upline Leader(s) should recommend a solution to the parties for a fair settlement. If both upline Leader(s) endorse the same recommendation, it will carry a great deal of weight if the unresolved matter ever comes before OLAX.

E. Should the upline Leader(s) recommendation not be accepted by the parties, and other efforts to conclude the matter fail, the upline Leader of the complaining Distributor should contact the Customer Service Department for guidance. OLAX will handle all matters presented according to Policies and Procedures. The procedures used will be tailored to fit the situation, and will be discretionary to OLAX. Again, the focus will be on assisting the parties in reaching a voluntary settlement, but OLAX' decision on any matter shall be binding on all parties involved, and final.

F. Any issues concerning products, advertising, or the use of OLAX names or trademarks, please refer directly to OLAX for handling and resolution.

G. It is the obligation of the Distributor to maintain the integrity of these Policies and Procedures in order to ensure fair opportunities be made available to all Distributors to build their business.

XVI. Selling, transferring or otherwise assigning a OLAX business to another

A. If a Distributor decides to sell, assist, delegate, or otherwise transfer (herein collectively "sell" or "sale") his or her independent OLAX business, and the sale of the independent OLAX business is to someone other than the immediate upline sponsor, then the sponsor must be given the option in writing to meet the terms of the proposed sale, which would change the sponsorship of all the Distributors sponsored directly by the seller to his or her upline sponsor. Should the upline decline the sale, and OLAX approves the sale, the third party purchaser assumes

the position in the organization of the seller. If the purchaser is already a Distributor, he or she gives up his or her old position. Any existing organization shall be distributed according to applicable rules.

B. Distributors shall not (by operation of law or otherwise) sell their position as an OLAX Distributor without the prior written consent of OLAX. Any attempted sale without such consent shall be voided by OLAX. OLAX may not unreasonably withhold approval of a sale of the independent OLAX business, provided the purchaser completes a current agreement and possesses reasonable ability to satisfactorily perform the obligations of an OLAX Distributor.

1. The seller must provide to the proposed buyer, in writing, the details of his or her independent OLAX business activity for the prior six months.

2. The seller agrees not to attempt to interfere in any way with the ongoing business efforts of the new owner. Efforts to interest any Distributors of the organization into other direct sales opportunities or other business opportunities are strictly forbidden.

C. OLAX reserves the right to stipulate additional terms and conditions before the approval of any proposed sale.

D. OLAX reserves the right to reject any sale.

XVII. Commissions, and Bonuses

A. OLAX Distributors will purchase products from OLAX at the suggested wholesale price, which OLAX will set. It is recommended that Distributors sell the products at the established retail price.

B. Certain commissions, bonuses and incentives shall be paid monthly, quarterly, or annually, in a manner to be set forth in the most current version of the applicable Compensation Plan.

C. OLAX, in its sole discretion, determines which products shall be eligible for discounts, commissions, bonuses and incentives if any, and at what levels. These products shall form the basis of the computation of benefits under the applicable Compensation Plan due, if any.

D. Payment of commissions and bonuses.

1. For monthly commission and bonus checks, all orders must be submitted and received prior to Midnight (Pacific Time) on the last day of the calendar month to be included in the monthly calculation. Mailed orders must be received no later than 5 P.M. (Eastern Time) on last business week day of month. Monthly commission checks will be mailed out no later than the 10th day of the following month.

2. The Distributor must review his or her commission and bonus statements and report any discrepancies within 20 days.

3. If you have not received your monthly commission check or your monthly bonus check, contact OLAX Customer Service Department. A reissue check will be arranged if the check is not located. Should you fail to report a lost check or negotiate your bonus check more than 90 days after the original issue date, OLAX will assess a minimum \$25 charge to reissue a replacement check.

4. OLAX reserves the right to deduct balances due and owing to OLAX from an OLAX Distributor's discounts, commissions, bonuses or incentives.

E. Service fees for:

1. Monthly Accounting: OLAX may assess a monthly accounting service fee for Distributors earning commissions, bonuses and incentives. This fee will never exceed 10% of the monthly check or \$5.00, which ever is less.

2. Leadership Reports and Summaries: Fee to be determined by OLAX. Check for details with the Customer Service Department.

XVIII. Change of address, name or Distributor ID number

A. Requests for change of address, name or ID number must be in writing using the Change of Information Form. Names may not be removed from a OLAX Distributor Agreement unless all individuals listed on the Agreement sign the request. Send the form to the OLAX Customer Service Department. You will be notified if changes are accepted.

XIX. Excuse for Non-Performance

Neither OLAX nor the Distributor shall be responsible for delays and failures in performance hereunder when performance is made commercially impractical due to circumstances beyond the parties' reasonable control. This includes, without limitation, strikes, labor difficulties, riot, war, fire, death, acts of nature, curtailment of the company's usual source of supply or government decrees or orders.

XX. Limited Warranty

OLAX warrants the quality of OLAX products against damage or defect and shall exchange any defective product provided the product is still within any warranty period. The Distributor must comply with the Policies and Procedures concerning product exchanges.

XXI. Infringement

OLAX disclaims and excludes all warranties regarding possible infringement of any United States or foreign patent, trademark, trade name, copyright, or the like caused by the Distributor's operation. The Distributor shall have no claim in connection therewith. Upon learning of any claim or suit relating to any of the matters discussed, the Distributor shall immediately notify OLAX.

XXII. Copyrighted Materials

All OLAX literature, audiotapes, videotapes, and programs published in any form and authored in any manner are copyrighted by OLAX and may not be duplicated except with the written consent of OLAX. OLAX designates in writing which literature is appropriate for copying, and used for what purposes by indicating this fact on the literature itself. For example, a newsletter may have the designation "OK-OLAX copy - x12/03." This would indicate that the material was approved (OK) for OLAX Distributors to copy until (x) December (12), 2003 (03). After that date, Distributors no longer have written permission to copy the material.

XXIII. Waiver

OLAX never gives up its right to insist on compliance with these Policies and Procedures or with the applicable laws governing the conduct of a business. This is true in all cases, both specifically expressed and implied, unless an officer of OLAX who is authorized to bind OLAX in contracts or agreements specifies in writing that OLAX waives any of these provisions. In addition, any time OLAX gives permission for a temporary breach of the procedures, that permission does not extend to future breaches. This provision deals with the concept of "waiver," and the parties agree that OLAX does not waive any of its rights under any circumstances, short of the written confirmation referred to previously.

XXIV. Partial Invalidity

Should any portion of these Policies and Procedures, application and agreement, or any other instruments referred to herein, or issued by OLAX be declared invalid by a court of competent jurisdiction, the balance of such Policies and Procedures, applications, or instruments shall remain in full force and effect.

XXV. Amendments

A. OLAX shall have the right to amend these Policies and Procedures and the Compensation Plan, as it deems necessary, whether or not a Renewal Agreement is

signed by the Distributor.

B. Changes and amendments to these Policies and Procedures and the Compensation Plan will go into effect following publication in an official OLAX bulletin, newsletter, or magazine. Amendments so announced will be binding on the Distributor.

XXVI. Web sites

OLAX maintains an official corporate Web site. Distributors are allowed to advertise on the Internet through an approved Company program, which allows Distributors to choose from among Company home page designs that can be personalized with the Distributor's message and the Distributors contact information. These Web sites link directly to the Company Web site, giving the Distributor a professional and company-approved presence on the Internet. Only these approved Web sites, may be used by Distributors. No Distributor may independently design a Web site that uses the names, logos, or product descriptions of the Company, nor may a Distributor use "blind" ads on the Internet making product or income claims which are ultimately associated with the Company products or the Company's compensation plan. Any person using Company names, logos, trademarks, etc. on the Internet or any other advertising medium, except as permitted by the Company, shall be subject to immediate discipline, including termination of Distributor status.

XXVII. Fundraisers/Charitable Organizations

All fundraisers and charitable events must be temporary, and not regular or ongoing, such that they may be perceived as a fixed retail location. If you accept orders at an event to benefit an organization or group, you may choose to donate a portion or all of your commissionable sales to them.

XXVIII. Trade Shows

OLAX products and the business opportunity may be displayed at trade shows by Distributors only with the prior written permission of the Company. Request for participation must be received in writing by OLAX at least two weeks prior to the show. Written authorization from OLAX must be received before participating in the trade show. OLAX products and the business opportunity are the only products that may be offered in the trade show booth. Only Company produced marketing materials may be displayed or distributed except as may be authorized in advance in writing by OLAX.

XXIX. Annual Renewal Fee

Distributors will be assessed an annual (rolling twelve months) renewal fee that covers the company's comprehensive support (data management, web services, etc.). You may renew your business online, by fax or mail.

XXX. Bad Debt and Credit Policy

Any debts or negative balances owed beyond a 30-day period, unpaid and returned checks, unauthorized use of credit cards, or use of credit cards where payment is denied (if product shipped) are examples of bad debt. In the case of bad debts, OLAX will deduct all amount due, plus penalties and fees (\$25.00 for a returned check), from the Distributor's next check(s) for commissions, and/or bonuses. OLAX will continue to deduct all bad debts until they are paid in full.

All OLAX Distributors are expected to maintain good credit on a monthly basis with OLAX, LLC. Problems do occur from time and time, and we will notify you of the situation, and make every effort to assist you in handling the matter. However, OLAX, LLC imposes very strict penalties on Distributors who fail to handle their bad debts promptly. Two (2) consecutive months of bad debt in a calendar year will automatically result in a "Negative Credit Rating" with OLAX, LLC. The consequences of a Negative Credit Rating are as follows (OLAX, LLC. reserves the right to apply these rules, and any others, flexibly to insure the financial integrity of all parties concerned):

1. The Distributor must pay for all future orders by cashiers check, money order or if authorized, by valid credit card for the rest of the calendar year.
2. Prevention of a Distributor's promotion to a higher rank.
3. Possible interference with a Distributor's retention of their current rank.
4. Automatic exclusion from participation in award programs or special promotions during every month of negative credit rating.

The OLAX Agreement

THE OLAX DISTRIBUTOR AGREEMENT once accepted, is an integral part of your Agreement with OLAX and it incorporates, by this reference, the most current version of the OLAX Distributor Guide. You are entitled to an opportunity to review it with your Sponsor. It contains detailed policies and procedures regarding this formal and independent business relationship between you and OLAX.

IN ACCORDANCE WITH THE TERMS AND CONDITIONS CONTAINED HEREIN, I (WE) HEREBY SUBMIT THIS APPLICATION TO BECOME AN INDEPENDENT SALES REPRESENTATIVE (OLAX DISTRIBUTOR) OF OLAX, ORGANIZED AND EXISTING UNDER THE LAWS OF THE STATE OF FLORIDA (OLAX), AND HEREBY STATE AS FOLLOWS:

1. I am of legal age to enter into this Agreement in the state in which I reside (U.S. only) and of good character. No direct sales organization has ever terminated me for violations of its policies and procedures, code of ethics, or breach of its distributor contract. This Agreement becomes effective upon acceptance by an authorized person at OLAX Home Office.
2. I understand that OLAX intends to promote its vision of promoting health and wellness excellence, add value to its products, establish its brand, and remain competitive in the market by delivering its products to end-users primarily through Presentations (group and person-to-person demonstrations). I therefore agree: 1) To give each customer an opportunity to sample OLAX products prior to purchase (to the extent practical); 2) To provide high-quality personal service by offering professional sales support and complete product information in order to promote greater customer satisfaction; and 3) To honor OLAX retail customer money-back guarantee at all times. Because I understand this vision of personal service, I agree not to sell and display the products in regular retail sales or service establishments. I agree to not promote other products or business opportunities at any OLAX functions or events, nor promote OLAX products or business opportunity at any competitive business functions or events. I agree not to recruit OLAX Distributors to participate in any other business outside of OLAX. Finally, I agree to maintain the highest standards of integrity, honesty, and responsibility in all matters with customers, fellow OLAX Distributors, and OLAX.

3. I understand that I am an independent contractor, not an agent, employee, joint venturer, or franchisee of OLAX. I understand that I have no power or authority to incur any debt, obligations, or liability, or make any promise or contract on behalf of OLAX. Consequently, subject to the terms of this Agreement, I am free to operate my business as I choose. I understand and agree that I will not be treated as an employee for federal or state tax purposes. I agree I am responsible for paying my own income and self-employment taxes. As an independent contractor, I understand and agree that I am solely responsible for all my actions in the conduct of my business.

4. I agree not to repackaging or re-label OLAX products in any way.

5. I understand that I am not required to purchase or to maintain any sales inventory. If I decide to terminate this Agreement according to the policies and procedures of OLAX, which are incorporated herein by reference, I may return for refund, all OLAX products in unused and resalable condition, less a ten percent (10%) restocking fee. Once my inventory is returned under this policy, I understand that OLAX is not obligated to accept a new application from me.

6. I agree I will not make any claims regarding OLAX products other than those specifically related in current OLAX approved literature.

7. I agree to represent the OLAX Compensation Plan fairly and accurately, and in accordance with current OLAX guidelines. I will not make any representations regarding the actual, potential, or expected earnings of any OLAX Distributor. As an independent contractor, I understand that I am not guaranteed any income, or insured any level of profit or success. I further certify that neither OLAX nor my sponsor (the OLAX Distributor who introduced me to OLAX), have made any claims of guaranteed earnings or success that may result from my independent business activities as an OLAX Distributor. I understand that my success as an OLAX Distributor comes from final sales of products and the development of a bona-fide sales organization. Commissions and bonuses and/or other incentives, if applicable, can only be generated by such sales.

8. When state law requires it, and as a service to my business, I understand and agree that OLAX will calculate, collect, and report applicable sales tax amounts based on the suggested retail sales value and the address to which the products are shipped. I understand and agree that otherwise valid resale certificates will not be accepted and that OLAX will collect and report sales tax as above in all cases where state law and good

corporate citizenship requires it.

9. In the event that I sponsor others to become OLAX Distributors, I agree to perform ongoing leadership, training, support, or distributive functions in connection with the sale of OLAX products by those in my sales and management organization.

10. I understand and agree that OLAX, in order to maintain a viable marketing system, may make modifications in the Distributor Guide and Compensation Plan. OLAX products and their wholesale and suggested retail prices, and sales literature at any time. I agree to discontinue the sale or use of any OLAX products or material deemed inappropriate, superseded, or outdated immediately upon notification by OLAX. I also agree to discontinue the use of any material (no matter from what source) in connection with the sale of OLAX products that OLAX deems, in its sole discretion, inappropriate, superseded, or outdated immediately upon notification by OLAX.

11. I may be eligible for a percentage commission or bonus on volume of whole products (sales) I sell, Distributors personally sponsored by me sell, my personal team sells, or the Leaders and their teams in my management organization sells, provided that I qualify under the current Compensation Plan. I also understand the commissions and bonuses may be paid to other Distributors, based on my sales. I agree that OLAX at its sole discretion may designate which items are commissionable, and in what amount. If sales are voided by return of product (back-order or cancellation, etc.) then I understand and agree adjustments may be applied against my designated commission account at any time, even after the close of the applicable commission month. I understand that such adjustments can result in non-qualifications, and agree that a negative account balance represents a valid and enforceable debt to OLAX.

12. The laws of the State of Florida govern this Agreement. I further agree that to the extent permitted by law all claims, disputes, and other matters in question arising out of or relating to this agreement shall be decided by arbitration according to the rules of the American Arbitration Association then in effect unless another agreement is reached between the parties. This agreement to arbitrate shall be specifically enforceable under the prevailing arbitration law. The award rendered by the arbitrators shall be final, and judgment may be entered upon it in accordance with applicable law in any court with proper jurisdiction. Notice of the demand for arbitration shall be filed in writing with the other Presentation and with the American Arbitration Association. The demand for arbitration shall be made within one (1) year of the date of the claim, and in no event,

shall it be made after the date when institution of legal or equitable proceedings based on such claim, disputes, or other matters arising out of the Agreement would be barred by the applicable statute of limitations.

13. To the extent permitted by law, OLAX shall not be liable for, and I hereby release such from and waive any claim for loss or profit, incidental, special, consequential, or exemplary damages which may arise out of or relate to any act or admission with respect to this Agreement, the independent business relations between OLAX and me or any other matters related thereto whether in contract, tort, equity, or direct liability. I further agree that in no event shall OLAX be liable for an amount greater than the value of unsold, restockable products purchased from OLAX, owned by me and not previously certified as sold or consumed. I also agree that this provision shall survive the termination of the Agreement.

14. I understand that I may gain access to or be provided with valuable, confidential, or proprietary information belonging to and owned by OLAX in my role as an OLAX Distributor. I agree not to directly or indirectly disclose or use any of the confidential or proprietary information except to specifically promote my business as an OLAX Distributor in accordance with the Agreement. I also agree that this provision shall survive the termination of the Agreement. Such confidential and proprietary information includes, but is not limited to the portion of downline or genealogy report containing Distributors not personally sponsored by me.

15. I agree to indemnify and hold OLAX (its officers, directors, employees, and agents) harmless against any claims, liability, obligations, expenses (including attorneys' fees) or damages arising out of any representations made or authorized by me in connection with any of the activities relating to my independent OLAX business. I also agree that this provision shall survive the expiration or termination of the Agreement.

16. I understand and agree that this Agreement cannot be altered, modified, or changed, except in writing with specific reference hereto and signed by an authorized executive of OLAX. I understand that this limitation includes, but is not limited to advise, suggestions, guides, or sales aids furnished to me by other OLAX Distributors or by other OLAX employees.

17. The term of this Agreement shall begin on the date of acceptance and be on a rolling twelve (12) months. Each automatic renewal term will run from the date of acceptance

till the end of the rolling twelve (12) months. If OLAX does not notify me of the need to renew at least thirty (30) days prior to the ending date of my rolling twelfth month the Agreement will be automatically renewed for the additional term of one year. I understand and agree that if I am notified of the need to renew I will be required to submit the annual renewal fee to OLAX by the designated renewal date or face the possibility of being terminated.

18. I understand and agree that either OLAX or I may terminate this Agreement for any breach of its provisions, or violation of the policies and procedures of the Distributor Guide, or for any good-faith reason upon thirty (30) days written notice. Such termination shall be effective immediately upon written notice.

Chapter Five

Business Tools

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Your Daily List of Names

(Use this daily sheet to help build your list of prospects)

Those Who Would Be Interested in the Product You Offer

Name	Phone	Comments
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____

Those Who Would Love Their Own Business or a Little Extra Money

Name	Phone	Comments
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____

Those Who Would Love to be a Part of Helping Others

Name	Phone	Comments
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____

New Distributor Support Visual Phone Chart

A-1Source Leadership Mentoring Program©

SUPPORT ACTIVITY

✓ Check off each column when completed

New Distributor	Telephone	Date Called	Review Sales Kit	Review Fast Start	1st 48 Hour Call	Comments