



Brand Partner Handbook

(Independent Distributor Manual | FAQs and How To's)

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QUESTIONS? Contact your Sponsor or Member Support if you need assistance.

DISCLAIMER: Results will vary. There are NO guaranteed earnings. Individuals should not participate in the business under the expectation of earning income if they are not planning to refer others to the products and/or business opportunity. It is possible that you will not earn any income as a distributor. Moreover, the Company cannot guarantee that distributors will earn income by implementing the training provided. Such materials and information are provided for informational and educational purposes only. This document and all contents are the property of B-Epic Worldwide LLC. All International Rights Reserved.

Section 1: Member Support

Official Corporate Communication Platforms

We strive to provide our members with timely communication and updates. With this goal in mind, we use several different communication platforms – such as Email (Constant Contact), Facebook, Instagram, Telegram, WhatsApp – to help us reach everyone.

To ensure you receive email communications (as well as shipping notifications), make sure the email address you provide with your Member account is correct is valid. Also, join our official B-Epic Worldwide online communities and social media groups. For a full list, go to <https://www.bepichq.com/online-groups>.

We encourage you to invite your team members and customers to plug as applicable and to always refer to the original message (from B-Epic Corporate) when coming across B-Epic Worldwide announcements not posted by Corporate. We cannot guarantee the legitimacy of any information that is not coming directly from Corporate.

What if I am not getting email messages from B-Epic?

If you are not receiving emails from us, first check your Back Office account to make sure the email address provided is correct and does not have typos in it. If you update or change your email address in your Back Office account, that updated/new email address will get uploaded to our email system (Constant Contact) with the next full update (which usually takes place the 3rd or 4th week of each month). If you are still not receiving emails from us AND your email address is listed correctly, make sure your inbox is not full and be sure to check that inbox regularly. Constant Contact may not deliver to a full inbox or one that is not checked regularly. Also, check your SPAM and promotions folders, and if our email is in there, mark it as "not spam" or "not promotions" and move it to your regular inbox (which signals to your email system that you want to receive messages from that sender). If none of these are the case, it may be that your ISP is blocking our emails, in which case you may need to contact your IT administrator or email provider to whitelist our email address donotreply@bepic.com in your system (we can't do it at our end). If you have done all this and are still not getting our emails, please contact B-Epic Member support, and we can check your email address in Constant Contact. Another option is to just use a different email address for your Back Office account.

If I have questions, where can I get help?

When you're first getting started, the best place to get direction is to contact your personal B-Epic representative (Sponsor). Their contact information is listed in the Welcome letter emailed to you when you signed up for B-Epic.

Another quick and easy way to find answers to common questions is to check out the frequently requested items and member resources in your [bepic.com](https://www.bepic.com) Back Office online dashboard (under Resources and Support in the top menu) and linked to on the [bepic.com](https://www.bepic.com) Support page. We recommend all distributors go through this complete handbook as well as the "Getting Started Checklist" as soon as possible. All the documents linked via the Back Office Resources menu and the [bepic.com](https://www.bepic.com) Support page can be downloaded for business use.

How do I submit a Support Ticket?

Support Tickets can be submitted during Member Support business hours (listed below in this section).

In the Back Office online dashboard, go to the menu at the top of the screen, click on “Support”, then select “FAQ / Contact Us”. Then click on the blue “Support” button in the bottom right-hand corner of the screen. Fill in the “Contact Us” form and click the “Send” button. It will initiate online chat with a live Member Support representative.

How do I contact Member Support?

If you need assistance from Member Support, submit a Support Ticket via your bepik.com Back Office online dashboard, and our staff will respond via online chat as quickly as possible.

Or you can email or call Member Support. If you email Member Support, you can usually expect a response within 24 hours during business hours. Please note, Member Support is only available during designated business hours. We are closed on weekends and major holidays.

For fastest response, include all key details in your message, including applicable account name and order number. (IMPORTANT: After following any instructions given to you by Member Support, be sure to let us know that you have completed those steps, so we can assist you with the next steps as applicable. If you do not notify us, we will not know you are ready to proceed.)

For member support contact information and hours, click here: <https://www.bepik.com/0/support>

For country-specific member support contact information and hours, click here: <https://www.bepichq.com/country-support>

Section 2: Account Details

Also refer to “Brand Partner Code of Ethics” posted on the B-Epic Worldwide Terms and Conditions webpage. When someone signs up as well as every time they place an order, they must click a box on the online form indicating that they have read, understand, and agree to the Terms and Conditions.

It is important that our Brand Partners conduct themselves professionally and ethically. It is also important that they follow these policies to ensure full compliance with legal requirements and industry regulations.

B-Epic Worldwide may take action against any Brand Partner it finds to have engaged in conduct deemed detrimental to B-Epic Worldwide or to other Brand Partners. Any violation of any part of this Code of Ethics may result in – at B-Epic Corporate’s sole discretion – disciplinary and/or legal action taken against the members involved, including – depending on the severity of the violation – immediate and permanent suspension or termination from B-Epic Worldwide. Their B-Epic Worldwide account and any funds in it may be confiscated and will become the property of B-Epic Worldwide. In addition, they will forfeit all contacts and future commissions and will not be eligible for any refund. B-Epic Worldwide also reserves the right to take legal action against anyone found violating any part of this policy.

As a B-Epic Brand Partner, you understand, acknowledge, and agree to this Code of Ethics. When someone signs up as well as every time that they place an order, they must click a box on the online form indicating that they have read, understand, and agree to B-Epic Worldwide’s Terms and Conditions, which includes the Brand Partner Code of Ethics.

What is my username?

Your username is your unique identifier as a B-Epic Worldwide member. You created your username when you first signed up for B-Epic Worldwide. You need it to access your online account / Back Office, sign up new customers and distributors, and get assistance from Member Support. Also, your username is used at the end of your personal B-Epic Worldwide website URLs to link them to your account.

Your B-Epic Worldwide username is listed in the Welcome letter emailed to you when you signed up for B-Epic Worldwide. Keep it somewhere safe for future reference. For reference, it is also listed in the top right-hand corner of your bepik.com Back Office online dashboard.

Can I change my username after I have signed up?

There is no setting to change the username in your Back Office. So, if you need to change it, contact Member Support.

Some tips on choosing a good username.

Choose a username that will represent you well since it will be seen by others as part of your website URLs. The best usernames are easy to remember and simple to type. Do not use an email address for your username. Do not use symbols, special characters, or non-English characters in your username; using them will cause issues in the system. Also, use of the “BEPIC” company name is NOT permitted in usernames. Lastly, just an FYI, usernames are not case sensitive. Be sure to record your username somewhere secure for future reference.

What is my email address used for?

It is important to have a valid email address associated with your account. Be sure to check your inbox regularly. We will send you important and timely email messages regarding your account, orders, shipments, and membership (including activities, opportunities, notices, and updates). We also send out a monthly newsletter to all our active members.

Do not use symbols, special characters, or non-English characters in your email address; using them will cause issues in the system.

What is the Sponsor Code?

When you sign up another distributor or customer, the system may prompt them to enter a Sponsor Code on the online sign-up form. They need to enter your username as the Sponsor Code to ensure they are placed in your organization (and not in another Brand Partner's inadvertently).

What is the minimum order I need to keep my B-Epic Worldwide account active?

To maintain an active account with B-Epic Worldwide, you need a qualifying product pack order (40 PV or higher) each calendar month. (FYI, this applies to all distributors. But it does NOT apply to retail customers; there is no monthly minimum order requirement for customers to keep their account open.)

- **IMPORTANT:** In order to qualify for ranking, commissions, and bonuses, the PV and CV requirements must be met by a single product pack's point value. In other words, it does not work if you mix and match different product packs of lower point values in order to reach the total PV and/or CV point value requirements to qualify for the applicable ranks, commissions, and bonuses. The point values of separate product packs are NOT summative nor cumulative for monthly qualification purposes.

Be advised, if you signed up with a free trial distributor account, you need to upgrade your account with a qualified monthly personal order within 30 days to stay active. More information is provided in the "Upgrading an Account" section below.

Where can I see my current rank?

Your current qualified rank and rank advancement details are listed in your bepik.com member account. To view this information, log into your Back Office online dashboard. It is listed towards the bottom of the right-hand side on the main screen under "Rank Achievements". To view additional details about your rank and commissions, click on "Organization" in the top menu of the Back Office online dashboard, then select "Binary Details".

For more information about rank qualifications, commissions, bonuses, refer to the "B-Epic Brand Partner Compensation Plan" linked to on the bepik.com Support page.

Where do I enter my Tax ID or Social Security Number?

Brand Partners are independent contractors and as such are responsible for paying taxes pertaining to their B-Epic business. Therefore, make sure you have added your Tax ID number or Social Security Number to your B-Epic Account Profile. To do this, log into your bepik.com member account. In the Back Office online dashboard, click on your username / profile pic in the upper right-hand corner, then select "Account" from the dropdown menu. On the Account Profile screen, scroll down to "Tax ID / SSN" field (towards the bottom) and type your Tax ID or Social Security Number into the field. Finally, click on the "Save Profile" button at the bottom of the screen. Be advised, you must save the updated settings before leaving the screen for changes to go into effect.

Legal identification is required for members in Russia.

Starting February 2022, members need to provide legal identification to have B-Epic Worldwide products shipped to a Russian address. If this applies to you, you must add your ID information to your B-Epic Account Profile. To do this, log into your bepic.com member account. In the Back Office online dashboard, click on your username / profile pic in the upper right-hand corner, then select "Account" from the dropdown menu. On the Account Profile screen, in the applicable field, type in your passport or other legal identification information. Be advised, you must click "Save Profile" before leaving the screen for changes to go into effect.

One Account Per Person

B-Epic Brand Partners may operate or have ownership interest as a sole proprietorship, partner, shareholder, trustee, or beneficiary, in only one B-Epic Brand Partner account/position/business and only one Preferred Customer account. The use of real or fictitious trade names, DBAs, assumed names, corporations, partnerships, federal ID numbers, or any other attempt to circumvent this policy is prohibited. However, a spouse and family members over the age of 18 years of age are each allowed to have their own B-Epic Worldwide account/position/business. If someone is found to be participating in or receiving benefits from more than one B-Epic Worldwide account/position/business simultaneously, their first B-Epic Worldwide account/position/business will be considered the valid one. Multiple accounts set up before 5/27/22 are grandfathered into this policy.

Sale or Transfer of Account

B-Epic Brand Partners may not sell, transfer, or reassign their B-Epic Worldwide account/position/business without B-Epic Corporate's prior written approval. Any attempt to do so may be voided at the sole discretion of B-Epic Worldwide, and – among other possible actions – the account/position/business may be confiscated by B-Epic Worldwide.

Cancellation Policy

You can voluntarily terminate your account at any time and for any reason in your online back office or by contacting Member Support. Be advised that in order for an account termination to include your next shipment, it must be made at least 24 hours in advance of the order being processed. However, we cannot cancel an order that has been shipped. The termination is effective immediately, although be advised that processing of the termination request may be delayed until the following month if there is current Volume in the account.

Please be advised that if a Member is in breach of the Contract, he or she cannot voluntarily or unilaterally terminate their account until the longer of: (i) the last day of the renewal period of the Contract, or (ii) the last day of the period equal to the amount of time such Member had been in violation of the Contract prior to the Company's discovery of the breach, but not to exceed one (1) year. In such a case, the Company may elect any and all available remedies for breach of the Contract pursuant to Section 8, and the Member shall not be entitled to receive any Commissions during such period, as determined by the Company in its sole discretion. A Member may not voluntarily terminate if their account is not in good standing, as may be evidenced by, but not limited to, any of the following conditions: (i) a temporary account; (ii) an account is on hold, in suspension, or in probation; (iii) the account is under investigation, but no formal discipline has taken place; or (iv) notice of intent to terminate has been sent.

Upon termination of the account, all of the Member's rights in and to the Subscription Program and the Affiliate Business are revoked and terminated. A Member who voluntarily terminates may re-apply for a

new account under a new Sponsor no earlier than three (3) months from the date the Company receives notice of the termination. During this three (3) month period, the voluntarily terminated Member is not permitted to participate in any Member Business or have a beneficial interest in any Subscription Program.

If a Member voluntarily terminates or closes their B-Epic Worldwide account, that account becomes the property of B-Epic Worldwide.

Inactive Accounts

Accounts that exceed 180 days of inactivity (no orders) will have their eWallets flushed, and the account will undergo a full purge. When that happens, the account will be removed from any trees and organizations and cannot be restored. In addition, any personally sponsored members will be moved up to the account that directly referred you (i.e., your Sponsor).

Membership in Multiple Companies

B-Epic Brand Partners may not use or disclose any confidential information, trade secrets, or goodwill of B-Epic Worldwide in connection with any other business, including the identity of other B-Epic Brand Partners and Customers.

If you are a member of a different MLM, network marketing, referral-based, affiliate, or direct sales company and/or plan to join another one while affiliated with B-Epic Worldwide, it is highly advised that you carefully review the complete Terms and Conditions - including Brand Partner Code of Ethics - of BOTH companies to be sure that you are not in violation of either company's contractual agreements whether signed or implied as you could face possible legal action. If any lawsuit, arbitration, or mediation is brought against you, B-Epic Worldwide will not pay any of your defense costs or legal fees, nor will B-Epic Worldwide indemnify you for any judgment, award, or settlement.

Refer to "Brand Partner Code of Ethics" posted on the B-Epic Worldwide Terms and Conditions webpage.

Ownership in Other Companies

If you own or are involved in setting up another MLM, network marketing, referral-based, affiliate, or direct sales company while being a distributor with B-Epic Worldwide, you will be terminated, your account will be locked, and any funds will be confiscated.

If you already own another MLM, network marketing, referral-based, affiliate, or direct sales company, we do not allow you to be a distributor with B-Epic Worldwide.

Refer to "Brand Partner Code of Ethics" posted on the B-Epic Worldwide Terms and Conditions webpage.

Section 3: Account Access

How do I access my B-Epic Worldwide account?

Follow the instructions for logging into the Back Office provided in the “Back Office” section below.

What if I don't remember my username?

Your B-Epic Worldwide username is listed in the Welcome letter emailed to you when you signed up for B-Epic Worldwide. Keep it somewhere safe for future reference. It is also listed in the upper right-hand corner or your Back Office online dashboard. (FYI, usernames are not case sensitive.)

If you cannot find that email, contact Member Support so we can help you. Or you can have your Sponsor or another Brand Partner contact us on your behalf. In this case, they will need to provide us with your full name and the email address associated with your account.

- **CAUTION:** If you cannot remember your username, do not create another account. If you do, it will not be linked to your original account for orders, commissions, upline/downline, etc.

What if I forgot my password?

Your original password is listed in the Welcome letter emailed to you when you signed up for B-Epic Worldwide. But, if you have changed it since first joining B-Epic Worldwide, the password listed in the original letter will no longer be valid.

If you need to reset your password, go to www.bepic.com and click on “Member Login” in the upper right-hand corner of the website. On the Member Login screen, click on “Forgot Password”. Then, on the Forgotten Password screen, type in your username and the email address associated with your account, then click on the “Continue” button. Next, the system will email to you the instructions for how to reset your password. Be advised that for security reasons, information about the passwords can only be sent to the email address on file for the account. After prompting the system to do a password reset, check your inbox for the email from B-Epic Worldwide with instructions for what to do next. Once you have reset your password, keep it somewhere safe for future reference.

How do I reset my password?

If you have forgotten your password, follow the directions above to reset your password.

If you know your current password but want to change it, you can do that in your bepic.com member account. In the Back Office online dashboard, click on your username / profile pic in the upper right-hand corner, then select “Account” from the dropdown menu. On the Account Profile screen, click on “Change Password” in the left-hand column. Then follow the directions on that page.

Be advised that passwords ARE case sensitive.

What happens if I get locked out of my account?

If you try to log into your account 5 times with incorrect information, the system will automatically lock the account access for 24 hours. This is for security reasons and cannot be overridden. Therefore, if you have made four failed login attempts, do not try logging in for a fifth time. Instead, contact Member Support so

we can help you. Or you can have your Sponsor or another Brand Partner contact Member Support on your behalf. They will need to provide us with your full name and the email address associated with your account.

How do I close my account?

You can voluntarily close your account at any time and for any reason. You can re-apply for a new account three months from the date of the termination. For more information, refer to the "Cancellation Policy" posted on the B-Epic Worldwide Terms and Conditions webpage.

To close your B-Epic Worldwide account, log into your bepic.com member account. In the Back Office online dashboard, click on your username / profile pic in the upper right-hand corner, then select "Account" from the dropdown menu. On the Account Profile screen, click on "Close Account" in the left-hand column. Then follow the directions on that page. The account termination will be effective immediately and is permanent. Although, be advised that processing of the termination request may be delayed until the following month if there is current Volume in the account.

- **IMPORTANT:** Be aware in order for an account termination to include your next shipment, it must be made at least 24 hours in advance of the order being processed. An order cannot be canceled once it has shipped; if a delivery tracking number has been assigned to your order in your Order History (in your B-Epic Back Office), it is too late to cancel that order. So, if you do not want to keep the product shipped to you, you would need to do a return and refund request, if eligible (eligibility requirements and instructions are provided in the "Returns and Refunds" section below).
- If a Member voluntarily terminates or closes their B-Epic Worldwide account, that account becomes the property of B-Epic Worldwide.

Section 4: Back Office

What is the Back Office?

The Back Office is the online dashboard for your B-Epic Worldwide account. It functions as a central hub for the business, marketing, and ordering systems. From their bepic.com member account / online dashboard, you can place and track your orders, manage your marketing system and autoresponder, overview your account balance and request commission payouts, view your customers and team member, manage your monthly autoship subscription, change your shipping information, submit support tickets, and more.

Where can I learn more about how to use my Back Office?

As soon as possible, we recommend looking around your B-Epic Back Office and checking out everything available to you there. Many of the Back Office's most common features and frequently asked questions are explained in this document. In addition, your Sponsor can help answer questions you may have. For more technical assistance, please contact Member Support.

How do I log into my Back Office?

The direct login URL for the B-Epic Back Office is www.bepic.com/backoffice. An easier way to remember is to log in from your B-Epic Worldwide website. Go to www.bepic.com, then click on "Member Login" in the upper right-hand corner of the site. On the Login screen, type in your B-Epic Worldwide username and password, then click on the "Login" button. More information pertaining to usernames and passwords is provided in the "Account Access" section in this document.

Section 5: Organization Details

What is my B-Epic Worldwide organization?

Your B-Epic Worldwide organization encompasses all the members that you sign up as customers and distributors (Brand Partners). Your “Upline” refers to your Sponsor along with the other Brand Partners in the same leg in the levels above you. Your “Downline” refers to all the distributors that you personally sign up/sponsor into B-Epic Worldwide. Your “Sponsorship Organization” entails all the distributors that you personally sign up/sponsor...and all the distributors that they personally sign up/sponsor...and so on. For additional information, refer to the “B-Epic Brand Partner Overview and Compensation Plan” linked to on the bepic.com Support page.

Who is my Sponsor?

Your Sponsor is the person who signed you up into B-Epic Worldwide. When you signed up for B-Epic Worldwide, you signed up at their designated website URL and/or you listed their username as the Sponsor Code. Their contact information is listed in the Welcome letter emailed to you when you signed up for B-Epic Worldwide. Their username can also be found in your Back Office online dashboard; to view it, click on your username / profile pic in the upper right-hand corner of the main screen.

Can I change my Sponsor?

Once you sign up for a B-Epic Worldwide account, you cannot change the Sponsor tied to that account. If you want to change your Sponsor, you need to close your current account and wait three months before you can sign up again. For additional important information, refer to the “Cancellation Policy” posted on the B-Epic Worldwide Terms and Conditions webpage.

Where can I view my downline?

Log into your bepic.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on “Organization”, then click on “My Tree”.

Where can I view everyone that I have personally signed up as a distributor or customer?

Log into your bepic.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on “Organization”, then select “Personally Sponsored”. This will pull up a list of everyone you have personally signed up as either a distributor or customer. Next to their name, it will designate their account type (i.e., distributor or customer) and list their contact information.

Section 6: Replicated Websites

What is my B-Epic website URL? What is my replicated website?

As a B-Epic Brand Partner, you get various professional replicated websites for your business use. Your designated URLs for these websites are listed in the Welcome letter emailed to you when you signed up for B-Epic Worldwide. Please note, the website address URLs assigned to you end with your personal B-Epic Worldwide username (see the examples below). **IMPORTANT:** In order to be placed in your B-Epic Worldwide organization (and not in another Brand Partner's inadvertently), people must sign up at one of the designated URLs that has been assigned to you.

- Example B-Epic Website URL: www.bepic.com/YourUsername
- Example B-Epic Builder Site URL: www.bepicbuilder.com/YourUsername
- Example B-Epic Life Site URL: www.bepiclife.com/YourUsername
- Example B-ECO Website URL: www.becoww.com/YourUsername

What's on the websites and how can I use them?

The [bepic.com](http://www.bepic.com) website is the company's official website. It has lots of great information about our products, company, and business opportunity. And it is the best place to send people to create an account, place an order, and/or join your team. On your [bepic.com](http://www.bepic.com) site, they can sign up as either a customer (free; no sign-up fee) or as a distributor (one-time, non-refundable sign-up fee of \$19.95 USD) and they will be placed in your B-Epic Worldwide organization.

Your www.bepicbuilder.com site is a business-building site only. It is where you can send people get a free spot if they are interested in getting started with the business without purchasing any products and paying the sign-up fee to start. When they sign up, they will get a free trial distributor account and be placed in your organization. Reminder, free trial distributor accounts are good for 30 days, after-which they need to upgrade their account to stay active. More information is provided in the "Upgrading an Account" section below.

- **IMPORTANT:** In order to be placed in your B-Epic Worldwide organization (and not in another Brand Partner's inadvertently), have people sign up at one of the designated URLs that has been assigned to you. They must type in the exact website address URL that has been assigned to you – and create their account there – for it to be linked to you in the system. Reminder, the website URLs assigned to you end with your personal B-Epic Worldwide username; they are listed in the Welcome letter emailed to you when you signed up for B-Epic Worldwide.

Your [bepiclife.com](http://www.bepiclife.com) site is a retail-only site. It features a specific product or product pack designated by Corporate. From this site, people can only order the promoted product pack as a Preferred Customer. It does not have an option to purchase other product packs or to sign up as a Distributor.

What languages are the websites available in?

The websites are created with English as the default language. Google Translate has been activated on the sites for the convenience of website visitors who do not read English. From dropdown menu at the top of the site, the visitor can choose from over 100 different languages to have the site translated into on the fly. Please note, Google Translate only translates the text on the webpage; it does not translate logos,

words in images, audio or text in videos, or text in attachments. Also, be advised that Google Translate does a literal translation that may or may not represent the accurate meaning of the webpage content. As such, the translation should not be considered exact and in some cases may include incorrect language.

How do I change the landing page template for my B-Epic Builder site?

The B-Epic Builder site has multiple landing page templates that you can choose from to serve as the design for your site's lead capture page. Each template is designed to appeal to a different kind of business opportunity prospect.

You can change which template is displayed on your live B-Epic Builder site at any time and as often as you like. To do this, log into your bepic.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on "System", then select "Site Themes". On the Manage Your Settings and Preferences screen, select 1, 2, 3, or 4 from the dropdown to see a preview of the different landing page designs. To make the selected design live, click on the "Save Settings" button. The number showing in the dropdown when you click "Save" corresponds to the design that will display on your live B-Epic Builder site until you change your landing page preference again.

Section 7: Marketing and Advertising

Where can I get other professional marketing materials?

There are lots of great marketing materials – including corporate literature, presentations, marketing videos, product images, and badges/logos – on the “Marketing Resources” page linked via the Back Office Resources menu and the [bepic.com Support page](#). All the files can be downloaded for business use. Currently, the materials are available in English. In addition, there are some materials in other languages and additional native-translated versions are in the works.

In addition, the B-Epic Gear Store USA (www.bepicgear.com) offers a variety of quality professional marketing tools and branded gear, including B-Epic business cards, brochures, shirts, banners, decals, bags, caps, and more. They have free shipping on all items within the contiguous USA and on most items shipped to Alaska, Hawaii, and Puerto Rico. Be advised that due to the high cost of shipping overseas, international inquiries are handled on an individual, custom quote basis. See the store site for details.

Can I create my own marketing materials to use for my B-Epic business?

As an Independent Brand Partner, you may create your own materials to market your B-Epic business. However, all such marketing materials must comply with company standards and be approved by Corporate in advance. For additional important information, refer to the “Brand Partner Code of Ethics” posted on the B-Epic Worldwide Terms and Conditions webpage.

All marketing/advertising materials must be approved by B-Epic Corporate. If a B-Epic Brand Partner wants to use any materials or branding assets for advertising or marketing our products and business opportunity that are not already approved by Corporate - including use of any company literature or logos that have not been made available via the corporate-provided websites and official communication platforms - it MUST be approved by Corporate beforehand.

Contact Member Support to request a corporate review of all applicable marketing/advertising materials to ensure they are pre-approved BEFORE you use them. It is important that all Brand Partners understand and always follow this policy to ensure full compliance with industry regulations.

On all marketing materials, you are required to disclose that you are an Independent Brand Partner. To ensure compliance, use the B-Epic Independent Brand Partner logo and/or reference that you are an Independent Brand Partner wherever you list your name or contact information. That logo can be downloaded from the “Marketing Resources” page linked via the Back Office Resources menu and the [bepic.com Support page](#).

Also, be advised that use of the “B-Epic” or “BEPIC” company name is NOT permitted in Brand Partner usernames, email addresses, and third-party website URLs.

Refer to “Brand Partner Code of Ethics” posted on the B-Epic Worldwide Terms and Conditions webpage.

3rd Party Retail Options

If a B-Epic Brand Partner or Customer sells B-Epic Worldwide products via any 3rd party retail site or system, they are not permitted to sell any B-Epic Worldwide products individually or in any pack at a retail price that is lower than the customer retail price posted on official B-Epic Worldwide websites and Back Office.

Refer to “Brand Partner Code of Ethics” posted on the B-Epic Worldwide Terms and Conditions webpage.

What type of claims can I make in marketing?

At B-Epic Worldwide we value integrity and stand by the quality of our products and/or compensation plan. As such we hold our company to high standards in this regard and expect all our Brand Partners to maintain honest marketing and business practices as well. In order to protect our Members and ensure the long-term growth and success of B-Epic Worldwide, all B-Epic Brand Partners (also known as affiliates, independent distributors, or independent brand partners) are held to our Code of Ethics, which includes marketing and advertising activities.

It is important that our Brand Partners conduct themselves professionally and ethically. It is also important that they follow these policies to ensure full compliance with legal requirements and industry regulations.

B-Epic Worldwide may take action against any Brand Partner it finds to have engaged in conduct deemed detrimental to B-Epic Worldwide or to other Brand Partners. Any violation of any part of this Code of Ethics may result in – at B-Epic Corporate's sole discretion – disciplinary and/or legal action taken against the members involved, including – depending on the severity of the violation – immediate and permanent suspension or termination from B-Epic Worldwide. Their B-Epic Worldwide account and any funds in it may be confiscated and will become the property of B-Epic Worldwide. In addition, they will forfeit all contacts and future commissions and will not be eligible for any refund. B-Epic Worldwide also reserves the right to take legal action against anyone found violating any part of this policy.

As a B-Epic Brand Partner, you understand, acknowledge, and agree to this Code of Ethics. When someone signs up as well as every time that they place an order, they must click a box on the online form indicating that they have read, understand, and agree to B-Epic Worldwide's Terms and Conditions, which includes the Brand Partner Code of Ethics.

Refer to "Brand Partner Code of Ethics" posted on the B-Epic Worldwide Terms and Conditions webpage.

Do Not Make Unsubstantiated Claims

B-Epic Brand Partners are not to make any unproven and/or unsupported claims about any of our products and/or compensation plan in any way, including any type of presentation, any form of marketing/advertising material, and/or any social media platform.

These types of product claim statements include – but are not limited to – the following: "You can lose weight from the first minutes of physical activity (not from the 15th-20th minute, as usual)"; "B-KETO allows a consumer to use less oxygen during exercise"; "All carbs are burned off during the first 20 minutes of exercise"; "Glycogen depletion must occur before the body begins to start burning fat"; "B-KETO "lower[s] your risk of type 2 & 3 diabetes"; and "B-Epic's product KETOBA allows the body to begin burning fat from "second 1".

Refer to "Brand Partner Code of Ethics" posted on the B-Epic Worldwide Terms and Conditions webpage.

Do Not Mention Other Companies and Products

B-Epic Brand Partners are not to mention any other companies or their products – for example, #NotPruvit or #BetterThanLeVel – in any form of marketing or advertising including on social media and zoom-type calls.

Refer to "Brand Partner Code of Ethics" posted on the B-Epic Worldwide Terms and Conditions webpage.

Disparaging Remarks and Causing Harm

B-Epic Brand Partners are not to do anything that may cause any harm to B-Epic Worldwide. Nor are they to make any disparaging remarks about the B-Epic Worldwide company, opportunity, or products.

If you are a member of a different MLM, network marketing, referral-based, affiliate, or direct sales company and/or plan to join another one while affiliated with B-Epic Worldwide, it is highly advised that you carefully review the complete Terms and Conditions - including Brand Partner Code of Ethics - of BOTH companies to be sure that you are not in violation of either company's contractual agreements whether signed or implied as you could face possible legal action.

Cross-Company Marketing Prohibition

Cross-company marketing is strictly prohibited. B-Epic Brand Partners are not to offer, advertise, or market any non B-Epic Worldwide products, programs, business opportunities, etc. in any way, including conversation, social media, emails, texts, or any other type of written or verbal communication.

Refer to “Brand Partner Code of Ethics” posted on the B-Epic Worldwide Terms and Conditions webpage.

Spam Marketing Prohibition

B-Epic Worldwide maintains a ZERO tolerance policy towards the sending of spam or Unsolicited Commercial Email (UCE). B-Epic Worldwide neither condones nor tolerates the sending of unsolicited or spam email by its Brand Partners. You are solely responsible for email sent on your behalf.

It is illegal to forge B-Epic Worldwide information and headers in emails. It is illegal to neglect to include a valid unsubscribe link in any emails sent out.

All B-Epic Brand Partners are required to download from their Back Office the list of email addresses that have generated a complaint and permanently remove them from their database. If B-Epic Worldwide receives a complaint from the same email address as a previous complaint from an email that was sent more than a week after the original complaint was filed, B-Epic Worldwide has the right to terminate that Brand Partner's account.

In addition, B-Epic Worldwide does not allow traffic from traffic exchange websites or other low-quality traffic sources. Any Brand Partner who has what B-Epic Worldwide considers by its discretion an abnormally low conversion rate from hits to their landing pages may have their websites deactivated and/or their B-Epic Worldwide account terminated.

Refer to “Brand Partner Code of Ethics” posted on the B-Epic Worldwide Terms and Conditions webpage.

Section 8: Product Details

Be advised that not all products, packs, and promotions are available in all markets. Different ones may be available in certain markets. Check the ordering page (bepic.com Check Out / Back Office) for a list of those currently available in your market.

For more information, refer to the “Product Details” linked to on each product’s page on the bepic.com website.

Also refer to the “Product Disclaimer”, “Health Information Disclaimer”, and “Testimonials Disclaimer” posted on the B-Epic Worldwide Terms and Conditions webpage. When someone signs up as well as every time they place an order, they must click a box on the online form indicating that they have read, understand, and agree to the Terms and Conditions

What currency are product prices listed in?

All prices / dollar amounts are in USD (United States Dollar).

What is the Money-Back Guarantee for B-Epic products?

B-Epic Worldwide has a 30-day refund policy on product purchases. So, if for any reason you are unhappy with a product, you can return it within 30 days for a refund. Details and instructions are provided in the “Returns and Refunds” section below. Please note, some international orders may qualify for a time extension; contact Member Support for details.

The money-back guarantee is available only on regular size, single unit product purchases. Sample size, product packs (i.e., Epic Pack, Epic Pack Plus, Leader Packs, etc.), multi-unit purchases (e.g., Buy 2 Get 1 Free), Promos, Limited Time Offers (LTOs), and our line of B-ECO products do not qualify.

Be advised that for any given product, a refund is only available one time; any subsequent purchases of that same product do not qualify for a refund.

Refunds are given based on the original purchase price. There is a 25% restocking fee of the original purchase price for any product refund. Shipping and handling charges are non-refundable.

Are B-Epic products made to high standards?

Yes, B-Epic Worldwide product are made to the highest of standards.

Our lead health supplement manufacturer is GMP and NSF Certified. This is a very high designation in the industry. There are approximately 3,500 manufacturers in the USA, and less than 30 of them have both certifications.

Are B-Epic health supplements Natural or Organic?

B-Epic health supplements are not certified “Organic”, but they are primarily made of high-quality natural ingredients, including herbal extracts, medicinal mushrooms, whole real food extracts, and other natural substances. Some minor ingredients – usually listed under “Other Ingredients” – are other types of substances. Refer to the list of ingredients printed on each product’s label / package as well as provided on the “Product Details” document linked to on the product’s page on the bepic.com website.

Are B-Epic health/nutrition supplements Vegan?

Refer to each product's "Product Details" document linked to on the product's page on the bepik.com website.

Are B-Epic health/nutrition supplements Gluten-Free?

Refer to each product's "Product Details" document linked to on the product's page on the bepik.com website.

Where can I get a list of ingredients and supplement facts for each product?

In addition to being printed on the product label / package, the list of ingredients and supplement/nutrition facts for each product are included on the "Product Details" document linked to on the product's page on the bepik.com website. These documents are also available for download on the "Marketing Resources" page linked via the Back Office Resources menu and the bepik.com Support page

- **NOTICE:** Be advised, some products – specifically ELEV8, ACCELER8 RESTORE, and ACCELER8 SLEEP – have different formulations for USA and NON-USA markets. In these cases, both versions are provided on the "Product Details" document linked to on each product's webpage on the bepik.com website.

What are the International Terms for ordering B-Epic products?

By ordering from us you agree to these terms. If you are ordering a product to be shipped outside the USA, you are advised to contact your country's customs office to thoroughly inquire about import regulations before placing your order, as we will not be liable for packages refused or held for delivery. As the buyer, you are solely responsible for any import restrictions, prohibited import items, taxes, tariffs, fees, other duties, brokerage, and/or delivery fees applied to international shipments. Some countries have shipping restrictions on certain products, contents, or products containing certain ingredients. As the buyer, you are responsible for complying with all applicable international, national, and local laws regulating importation of products that you purchase. If your order is refused delivery by your country's customs office due to unauthorized product, contents, and/or ingredients, B-Epic Worldwide is not responsible for any losses or costs incurred by you, the buyer. If the shipment is abandoned or discarded by customs, you will not receive a refund or credit of any kind. Also, some countries restrict imported supplements to a 90-day supply and must be for your own personal use; losses incurred due to exceeding your country's limitations will not be refunded. International shipping charges are non-refundable. Please be aware that getting a supplement approved for import often requires extensive, well-documented official permits in advanced and not guaranteed to be approved by the other country's customs office. Thank you for your understanding.

Refer to the "International Shipping Terms and Restrictions" posted on the B-Epic Worldwide Terms and Conditions webpage. When someone signs up as well as every time that they place an order, they must click a box on the online form indicating that they have read, understand, and agree to the Terms and Conditions

UPDATED OCTOBER 2020: Be advised that orders going to the EU and Russian speaking countries are now being fulfilled from our new shipper in the Netherlands. In this case, once the order ships, the track and trace number will be sent to the email address on file in the Member's account profile; it will not be listed in the Order History in the Back Office. As the buyer, it is your responsibility to ensure the email address you provided with your account is valid and that you check for communications regarding your order(s).

Section 9: Recruiting and Sponsoring

We want everyone to have an epic experience as you create and build a great business with B-Epic Worldwide. Therefore, all B-Epic Brand Partners are held to our Code of Ethics, which includes recruiting and sponsoring activities. Refer to “Brand Partner Code of Ethics” posted on the Terms and Conditions webpage.

It is important that our Brand Partners conduct themselves professionally and ethically. It is also important that they follow these policies to ensure full compliance with legal requirements and industry regulations.

B-Epic Worldwide may take action against any Brand Partner it finds to have engaged in conduct deemed detrimental to B-Epic Worldwide or to other Brand Partners. Any violation of any part of this Code of Ethics may result in – at B-Epic Corporate’s sole discretion – disciplinary and/or legal action taken against the members involved, including – depending on the severity of the violation – immediate and permanent suspension or termination from B-Epic Worldwide. Their B-Epic Worldwide account and any funds in it may be confiscated and will become the property of B-Epic Worldwide. In addition, they will forfeit all contacts and future commissions and will not be eligible for any refund. B-Epic Worldwide also reserves the right to take legal action against anyone found violating any part of this policy.

As a B-Epic Brand Partner, you understand, acknowledge, and agree to this Code of Ethics. When someone signs up as well as every time that they place an order, they must click a box on the online form indicating that they have read, understand, and agree to B-Epic Worldwide’s Terms and Conditions, which includes the Brand Partner Code of Ethics.

Cross-Recruiting Prohibition

Cross-line recruiting is strictly prohibited. During the term of this Agreement and a period of 6 months following termination, cancellation, or expiration of the Agreement, Brand Partners may not directly or indirectly solicit an individual that has previously been sponsored or enrolled by another B-Epic Brand Partner. Brand Partners may not offer, entice, or attempt to influence other Brand Partner’s or any Customer’s decision to leave another Brand Partner’s organization (in which they are currently involved) and instead sign up with (sponsor) them. However, Members are permitted to change their Sponsor after their account has been closed for 6 months. In other words, they must give up their account, commissions, etc. for 6 months, then they can open a new account with a different Sponsor.

Refer to “Brand Partner Code of Ethics” posted on the B-Epic Worldwide Terms and Conditions webpage.

Cross-Sponsoring Prohibition

Cross-sponsoring is strictly prohibited. B-Epic Brand Partners are not to enroll an individual or entity that already has a current Brand Partner Agreement with B-Epic Worldwide or who has had an agreement within the preceding 3 months under a different Sponsor. The use of a spouse’s or relative’s name, trade names, DBAs, assumed names, corporations, partnerships, federal ID numbers (real or fictitious), or any other attempt to circumvent this policy is prohibited.

The ultimate decision regarding the placement of the organization is at the sole discretion of B-Epic Corporate, and there will be no adjustments to commission payout regardless of the decision made. B-Epic Brand Partners waive all claims and causes of action against B-Epic Corporate arising from or relating to the disposition of the cross-sponsored Brand Partner’s downline organization.

Refer to “Brand Partner Code of Ethics” posted on the B-Epic Worldwide Terms and Conditions webpage.

Cross-Company Recruiting Prohibition

Cross-company recruiting is strictly prohibited. During the term of this Agreement and a period of 6 months following termination, cancellation, or expiration of the Agreement, Brand Partners may not recruit other B-Epic Brand Partners or Customers for any other MLM, network marketing, referral-based, affiliate, or direct sales business. For this purpose, “recruit” is defined as actual or attempted solicitation, enrollment, as well as any effort to influence to such end, either directly or through a third party. This encompasses recruiting others directly or indirectly whether through written, spoken, or implied means from B-Epic Worldwide to another company.

Refer to “Brand Partner Code of Ethics” posted on the B-Epic Worldwide Terms and Conditions webpage.

Soliciting From Other Companies

Be advised that any B-Epic Brand Partner who solicits or entices members (distributors or customers) of another MLM, network marketing, referral-based, affiliate, or direct sales company to sell or distribute B-Epic Worldwide products and services bears the risk of being sued by the other company. If any lawsuit, arbitration, or mediation is brought against a Brand Partner alleging they engaged in inappropriate recruiting of another company's sales force or customers, B-Epic Worldwide will not pay any of the Brand Partner's defense costs or legal fees, nor will B-Epic Worldwide indemnify the Brand Partner for any judgment, award, or settlement.

Refer to “Brand Partner Code of Ethics” posted on the B-Epic Worldwide Terms and Conditions webpage.

Section 10: Signing Up Others

Do my customers need to sign up for an account to order from me?

Yes, every customer needs their own B-Epic Worldwide account in which they place and manage their personal orders. It's free and fast to sign up as a customer. And there is no monthly minimum order requirement for customers to keep their account open.

Is there a sign-up fee to join B-Epic?

It is free to sign up as a customer. There is no sign-up fee for Preferred Customer accounts.

There is a small, one-time, non-refundable fee (\$19.95 USD) to sign up as an independent distributor (it is added to their first order total automatically). However, people can get a free trial distributor account for 30 days via your B-Epic Builder bepicbuilder.com URL (details provided below).

Where to I send people to sign up?

In order to be placed in your B-Epic Worldwide organization (and not in another Brand Partner's inadvertently), have people sign up at one of the designated URLs that has been assigned to you. They must type in the exact website address URL that has been assigned to you – and create their account there – for it to be linked to you in the system. Reminder, the website URLs assigned to you end with your personal B-Epic Worldwide username; they are listed on in your Back Office and in the Welcome letter emailed to you when you signed up for B-Epic Worldwide.

Send people to your bepic.com URL to sign up as either a customer (free) or as a distributor (one-time, non-refundable sign-up fee). Their order can be set up on monthly autoship at sign-up, but they can disable that feature or modify their order preferences later if they want for any reason. Reminder: Distributors need a qualifying order each month to maintain an active account (FYI, this does not apply to retail customers).

If someone wants to get started in the business without purchasing any products and paying the sign-up fee, send them to your B-Epic Builder bepicbuilder.com URL to sign up for a free spot. Reminder, free trial distributor accounts are good for 30 days, after-which they need to upgrade their account with a qualified monthly personal order to stay active. More information is provided in the "Upgrading an Account" section below.

How do I sign up a new customer?

To sign up for a customer account, have them go to your bepic.com URL, then click on "Join" in the upper right-hand corner of the site. Be advised, they must sign up at YOUR designated URL to be placed in your B-Epic Worldwide organization (and not in another Brand Partner's inadvertently).

Select their Country from the dropdown; this should be the country in which they reside and to where their personal orders will be shipped. Be advised that registering for a Country other than where they actually live will cause issues for ordering. For additional important information specifically pertaining to members residing outside the USA, refer to the "International Shipping Terms and Restrictions" posted on the B-Epic Worldwide Terms and Conditions webpage.

Next, select the type of account they want to create; click on "Preferred Customer".

If the system prompts them to enter a Sponsor Code, they need to type in your username as the Sponsor Code. To ensure they are placed on your team, make certain they enter YOUR username as the Sponsor Code when they sign up.

Then, select the product pack they want to order. Please note, prices are listed in USD currency. (FYI, there is no monthly minimum order requirement for customers to keep their account open.)

Next, fill in the account details form, then click the “Continue to Review” button. Detailed instructions for how to fill out the form are provided below in this section.

Then, enable auto-shipments to make sure they get their product(s) every month. (FYI, they can modify or disable their monthly autoship subscription later if they want.) More information is provided in the “Autoship Program” section below.

Lastly, follow the final prompts to complete the sign-up process. Reminder, it is free to sign-up as a customer; there is no sign-up fee for Preferred Customer accounts.

How do I sign up a new distributor on my team?

To sign up for a distributor (Brand Partner) account, have them go to your bepik.com URL, then click on “Join” in the upper right-hand corner of the site. Be advised, they must sign up at YOUR designated URL to be placed in your B-Epic Worldwide organization (and not in another Brand Partner's inadvertently).

Select their Country from the dropdown; this should be the country in which they reside and to where their personal orders will be shipped. Be advised that registering for a Country other than where they actually live will cause issues for ordering. For additional important information specifically pertaining to members residing outside the USA, refer to the “International Shipping Terms and Restrictions” posted on the B-Epic Worldwide Terms and Conditions webpage.

Next, they select the type of account they want to create; click on “Independent Distributor”.

If the system prompts them to enter a Sponsor Code, they need to type in your username as the Sponsor Code. To ensure they are placed on your team, make certain they enter YOUR username as the Sponsor Code when they sign up.

Then, select the product pack they want to order. Please note, prices are listed in USD currency. Each pack is assigned a PV and CV value. Distributors need a 40 PV or higher qualified product pack order each month to maintain an active account (this does not apply to customers). To maximize commissions and bonuses, they need to have a 70 CV or higher qualified product pack order every month.

Next, fill in the account details form, then click the “Continue to Review” button. Detailed instructions for how to fill out the form are provided below in this section.

Then, enable auto-shipments to ensure they have any order every month. (FYI, they can modify or disable their monthly autoship subscription later if they want.) More information is provided in the “Autoship Program” section below.

Lastly, follow the final prompts to complete the sign-up process. Reminder, there is a one-time, non-refundable sign-up fee (\$19.95 USD) for distributor accounts.

Can I sign up someone as a distributor for free?

Yes! People can sign up for a free trial distributor account via your B-Epic Builder website. This is a great place to send someone who wants to get started in the business without purchasing any products and

paying the sign-up fee up front. Be advised, free trial distributor accounts are good for 30 days, after-which they need to upgrade your account with a 40 PV or higher qualified product pack order each month their it active

To sign up for a free trial distributor account, have them go to your B-Epic Builder bepicbuilder.com URL, then fill in their name and email address, and click on the "Show Me Now" button. Be advised, they must sign up at YOUR designated URL to be placed in your organization (and not in another Brand Partner's inadvertently).

Select their Country from the dropdown; this should be the country in which they reside and to where their personal orders will be shipped. Be advised that registering for a Country other than where they actually live will cause issues for ordering. For additional important information specifically pertaining to members residing outside the USA, refer to the "International Shipping Terms and Restrictions" posted on the B-Epic Worldwide Terms and Conditions webpage.

Next, follow the prompts to complete the process.

How to fill in the account details form on the sign-up screen.

The information provided will be securely stored in their online member account and used to process their order each month (they can change it after-the-fact as often as you need). Be advised, your username, first and last name, email address, and phone number will be posted as the site contact on your replicated B-Epic Worldwide websites.

USERNAME: Create a username that is easy to remember and simple to type. Do NOT use an email address, symbols, special characters, non-English characters, nor the "BEPIC" company name in your username. Keep safe record of your username; you'll need it to access your account later.

EMAIL: Communications about your account are sent via email, so be sure to provide a valid email address.

PHONE: A valid phone number is required in case we need to contact you about your account or order.

FIRST NAME & LAST NAME: This must be your actual name. Be advised, what you enter will be how your name is listed on your account profile and used in company correspondence and recognitions.

COMPANY NAME: This is optional and only applicable if you are signing up as a company versus as an individual. For example, Dr. Jane Smith, Acme Wellness Center. (Do not type in "B-Epic" here.)

PASSWORD: Be advised that passwords are case sensitive. Keep your password safe for future reference.

ADDRESS: Provide the default billing address for your account. This address must match the one to which your credit card is registered (i.e., the address that is currently on file with your credit card provider).

SHIPPING ADDRESS: Provide the default shipping address for your account (if it is different than your billing address). This address must be able to accept package deliveries in a safe, secure area.

PAYMENT INFORMATION: Provide the default payment method for your account. Make sure everything is correct and complete. (FYI, the charge on your credit card statement will show merchant name "Bepic".)

What should I do if the system has a glitch during the sign-up process?

Immediately contact Member Support if you experience a glitch in the system when signing up (e.g., you are sent to a blank form *after* you have already filled out and submitted one). If this happens, do NOT fill out and submit the form again because doing so will cause another account to be created (and duplicate

billing, if applicable). Instead, immediately contact Member Support so we can help you (you'll need to provide us with the username you just created and the type of internet browser you're using).

What happens after someone signs up?

Shortly after they complete the sign-up process, they should receive a confirmation email from B-Epic Worldwide containing important account access information. If they do not see that email within a few minutes, please advise them to check the SPAM folder in their email system in case it went there. If they do not receive that email, have them contact Member Support right away so we can help them fix the problem. Once they have their account information, we recommend they immediately log into their account to ensure everything is correct and to track their order.

What is the policy on cross recruiting?

Recruiting others directly or indirectly whether through written, spoken, or implied means from B-Epic Worldwide to another MLM, referral-based or affiliate company is strictly prohibited. We maintain a ZERO tolerance policy towards cross recruiting. If you violate this policy, you risk immediate and permanent termination of your B-Epic Worldwide account and forfeiture of all contacts and commissions in that account. We may issue one warning requiring your signature as you agree to instantly stop anything that could be considered cross recruiting. We want everyone to have an epic experience as you create and build a great business with B-Epic Worldwide.

How do I change the binary leg placement preference (rotator) when signing up new people?

When you first join as a distributor, the binary leg placement preference (rotator) in your account is automatically set to "Alternate". This setting means that the first person you sign up/sponsor (for a distributor account) will be placed on your Left Team, the next person will be placed on your Right Team, the person after that will be placed in your Left Team, and so on.

We recommended that you keep this setting as is until you have signed up at least eight people – four on your Left Leg and four on your Right Leg. After that, if you want to focus on a particular leg for some reason, you can change your rotator preference at any time and as often as you want.

To change your rotator preference, log into your bepic.com member account. In the Back Office online dashboard, click on your username / profile pic in the upper right-hand corner, then select "Account" from the dropdown menu. Then, select "Settings" (middle option between "Profile" and "Security"). On the Settings screen, under "Binary Placement", select which leg you want the rotator changed to from the dropdown menu. Finally, click on the "Save Settings" button at the bottom of the screen. Be advised, you must save the updated settings before leaving the screen for changes to go into effect. After that, every time someone signs up as a distributor via your B-Epic website, they will automatically be placed in that leg until you change your rotator preference again.

Reminder, the goal is to balance both legs in your Sponsorship Organization to maximize your commissions and bonuses. For more information, refer to the "B-Epic Brand Partner Overview and Compensation Plan" linked to on the bepic.com Support page.

- **CAUTION:** We cannot move people from one leg to another after they have signed up, so be sure to change your rotator preference as often as you need BEFORE you sign up more and more people.

Section 11: Onboarding New Sign-Ups

How am I notified when someone signs up on my B-Epic websites?

B-Epic Worldwide's system automatically emails to let you know when someone signs up on one of your designated B-Epic Worldwide websites. Examples provided below. That email message includes their name and contact information. As their Sponsor, you are encouraged to immediately contact them to personally welcome them to B-Epic Worldwide and see if they need any assistance.

EXAMPLE NEW CUSTOMER WELCOME LETTER

SUBJECT: Welcome to B-Epic – New Customer Account!

MESSAGE:

Dear {CustomerFirstname},

It is our pleasure to welcome you to B-Epic!

You can purchase additional products, manage your monthly autoship subscription, track the delivery of your orders, and lots more from your member account / B-Epic Back Office online dashboard.

B-Epic Member Login / Back Office: www.bepic.com/backoffice

Your B-Epic Username: {CustomerUsername}

Your B-Epic Password: {CustomerPassword}

If you have any questions, the easiest way to get an answer is to check out the frequently requested information on the bepic.com Support page or feel free to contact your personal B-Epic representative.

Name: {SponsorFirstname} {SponsorLastname}

Email: {SponsorEmail}

Phone: {SponsorPhone}

If you need assistance from Member Support, submit a support ticket in the Back Office online dashboard or email help@bepic.com. Our staff will respond as quickly as possible during business hours.

We are excited for you to experience the life-changing benefits of B-Epic's high-performance lifestyle products for yourself!

Sincerely,
The B-Epic Corporate Team

EXAMPLE NEW BRAND PARTNER (DISTRIBUTOR) WELCOME LETTER

SUBJECT: Welcome to B-Epic – New Brand Partner Information

MESSAGE:

Dear {MemberFirstname},

Congratulations on joining B-Epic! We want to welcome you as our newest Brand Partner.

To help you get oriented, your personal B-Epic representative (Sponsor) will be contacting you soon, but feel free to reach out to them right away with any questions you may have.

Name: {SponsorFirstname} {SponsorLastname}
Email: {SponsorEmail}
Phone: {SponsorPhone}

To kick-start your success, complete the "Brand Partner Getting Started Checklist" as soon as possible; download it from the bepic.com Support page. For more information about your account, business dashboard, and marketing tools, check out the other valuable resources and frequently requested items on that webpage as well.

As a B-Epic Brand Partner, you get access to our complete business, marketing, and ordering system. From your member account / Back Office online dashboard, you can track orders, commissions, and contacts. Click on Resources at the top of your dashboard to find additional information to help you build a great business.

B-Epic Member Login / Back Office: www.bepic.com/backoffice
Your B-Epic Username: {MemberUsername}
Your B-Epic Password: {MemberPassword}

Also, you get two professional replicated websites to use as a Brand Partner; your assigned URLs for these sites are listed below. (Please note, they end with your personal B-Epic username.) Be sure to direct people to these exact website addresses to sign up, so they are placed in your B-Epic Worldwide organization (and not in another Brand Partner's inadvertently).

Your B-Epic Website URL: www.bepic.com/{MemberUsername}
Your B-Epic Builder Site URL: www.bepicbuilder.com/{MemberUsername}

If you need assistance from Member Support, submit a support ticket in the Back Office online dashboard or email help@bepic.com. Our staff will respond as quickly as possible during business hours.

Again, welcome to the team! We are excited to be on this EPIC journey with you!

Sincerely,
The B-Epic Corporate Team

NEW FREE (DISTRIBUTOR) ACCOUNT WELCOME LETTER

SUBJECT: Welcome to B-Epic – Important information about your account

MESSAGE:

Dear {FreeMemberFirstname},

It is our pleasure to welcome you to B-Epic! Congratulations on your interest in one of the most exciting cloud-based business opportunities today.

You have been set up with a FREE spot so you can experience everything we have to offer our Brand Partners AND start making money right away. Please note, your free trial distributor account is good for 30 days, after-which you need to upgrade your account with a qualified monthly personal order (40 PV or higher) to keep it active. But that should give you plenty of time to experience the real money-making potential of having your own B-Epic business.

{Then the rest of the letter contains the same information that is included in the “New Brand Partner Welcome Letter” above.}

What information is sent to someone when they sign up?

When someone signs up, our system automatically sends them an email welcoming them to B-Epic Worldwide. Examples provided below. We recommend they keep that email somewhere safe for future reference. It contains important information pertaining to their account. It also includes your (their Sponsor) name and contact information, so they can contact you for more information. We highly recommend you personally reach out to them right away to help them get started.

EXAMPLE NEW CUSTOMER SIGN-UP NOTIFICATION

SUBJECT: You have a new B-Epic customer: {CustomerFirstname} {CustomerLastname}

MESSAGE:

Dear {SponsorFirstname},

Congratulations! You have a new customer! {CustomerFirstname} {CustomerLastname} signed up as Preferred Customer on your B-Epic website.

Name: {CustomerFirstname} {CustomerLastname}

Email: {CustomerEmail}

Phone: {CustomerPhone}

Once they receive their order, we suggest reaching out to them to see how much they liked it. Plus, it creates a great opportunity to recommend additional B-Epic products that they might enjoy as well.

However, if you do not see an order from them soon, we recommend contacting them to check if they have any questions or need assistance.

Either way, making a personal connection is always a nice touch to a customer experience!

Sincerely,
The B-Epic Corporate Team

EXAMPLE NEW PERSONALLY SPONSORED BRAND PARTNER (DISTRIBUTOR) SIGN-UP NOTIFICATION

SUBJECT: Congratulations! {MemberFirstname} signed up on your B-Epic site

MESSAGE:

Dear {SponsorFirstname},

Congratulations! {MemberFirstname} {MemberLastname} signed up as a Brand Partner on your B-Epic website and has been placed in your organization.

We highly recommend you immediately contact them to personally welcome them to B-Epic and help them get started right away.

Name: {MemberFirstname} {MemberLastname}
Email: {MemberEmail}
Phone: {MemberPhone}

As you help them and work together, you'll both experience greater success and develop a true camaraderie! Building a strong relationship with your team is key to the long-term success of your B-Epic business. Never underestimate the power of surrounding yourself with people who have likeminded goals and are supportive of each other.

Sincerely,
The B-Epic Corporate Team

EXAMPLE NEW FREE (DISTRIBUTOR) ACCOUNT SIGN-UP NOTIFICATION

SUBJECT: Good News! {FreeMemberFirstname} signed up on your B-Epic Builder site

MESSAGE:

Dear {SponsorFirstname},

Congratulations! {FreeMemberFirstname} {FreeMemberLastname} signed up on your B-Epic Builder website.

Name: {FreeMemberFirstname} {FreeMemberLastname}
Email: {FreeMemberEmail}
Phone: {FreeMemberPhone}

They have been placed in your B-Epic Worldwide organization with a FREE spot, so they can get started in the business without having to purchase anything to start. Please note, free trial distributor accounts are good for 30 days, after-which they need to upgrade their account with a 40 PV or higher qualified product pack order each month to keep their account active.

Therefore, we highly recommend you immediately contact them to personally welcome them to B-Epic, help them get started building their business right away, and encourage them to upgrade before their free trial ends.

As you help them and work together, you'll both experience greater success and develop a true camaraderie! Building a strong relationship with your team is key to the long-term success of your B-Epic business. Never underestimate the power of surrounding yourself with people who have likeminded goals and are supportive of each other.

Once again, congratulations on your growing B-Epic team and business!

Sincerely,
The B-Epic Corporate Team

What should I do when I get a new sign-up?

We highly recommend you contact them immediately to personally welcome them to B-Epic Worldwide and help them get started right away or see if they have any questions.

Encourage all the members on your team to check out the frequently requested items and resources linked via the Back Office Resources menu and the bepic.com Support page. We recommend all distributors to go through this complete handbook as well as the “Getting Started Checklist” as soon as possible.

- **DISCLAIMER:** Results will vary. There are NO guaranteed earnings. Individuals should not participate in the business under the expectation of earning income if they are not planning to refer others to the products and/or business opportunity. It is possible that you will not earn any income as a distributor. Moreover, the Company cannot guarantee that distributors will earn income by implementing the training provided. Such materials and information are provided for informational and educational purposes only.

Section 12: Upgrading an Account

How do I upgrade someone I signed up with a free trial distributor account?

To upgrade from a free trial distributor account to a full-fledged distributor account, have them go to your bepic.com URL and log into their account (via the “Member Login” button at the top of the site) using the username and password they created for their free account. Next, in the upper right-hand corner of the Back Office dashboard main screen, click on “Upgrade Today”, then complete the process to upgrade. Refer to the instruction for signing up distributors account in the “Signing Up Others” section above.

How do I upgrade a customer to be a distributor (Brand Partner)?

To upgrade from a customer account to a Brand Partner distributor account, have them go your bepic.com URL and log into their account (via the “Member Login” button at the top of the site) using the username and password they created for their customer account. Next, in the bottom right-hand corner of the Back Office dashboard main screen, click on “Become a Distributor”, then complete the process to upgrade. Refer to the instruction for signing up distributors account in the “Signing Up Others” section above.

- **IMPORTANT:** When a customer – who is on autoship – upgrades to a distributor account, they immediately need to Edit the Cart in their Monthly Autoship Profile to update / change their product pack selection in order to apply the discounted distributor prices. Instructions for changing autoship are provided in the “Monthly Autoship Program” section below.

Section 13: Placing and Managing Orders

For more information, refer to “Orders and Billing” posted on the B-Epic Worldwide Terms and Conditions webpage.

For more information pertaining specifically to orders being shipped outside the USA, refer to the “International Shipping Terms and Restrictions” posted on the Terms and Conditions page.

When someone signs up as well as every time they place an order, they must click a box on the online form indicating that they have read, understand, and agree B-Epic Worldwide's Terms and Conditions

What currency are product prices listed in?

All prices / dollar amounts are in USD currency (United States Dollar).

How do customers order from me?

Customers order online, and we ship everything to them straight from our warehouse.

Your customers place their orders from their own bepik.com member account / Back Office online dashboard. So, to start ordering, they first need to create their customer account at your bepik.com URL. It is free and fast to do. Instructions are provided in the “Signing Up Others” section above.

Then, from their own bepik.com member account / Back Office online dashboard, they can purchase additional products, manage their monthly autoship subscription, track the delivery of their orders, change their shipping information, etc.

To make sure they get their product(s) every month, they can set up their order on monthly autoship at sign-up, but they can disable that feature or modify their order preferences later if they want for any reason. (More information is provided in the “Monthly Autoship Program” section below.) Reminder, there is no monthly minimum order requirement for customers to keep their account open.

Where do I see my customer's orders?

Each member's personal orders are tracked and managed in their personal account's Order History. But as their Sponsor, you can see when their most recent order was placed / processed from your Back Office. Instructions provided below.

How can I tell if my personally sponsored members (distributors and customers) have placed an order this month?

Each member's personal orders are tracked and managed in their personal account's Order History. Plus, from your Back Office, you (as their Sponsor) can see when their most recent order was placed / processed. To do this, log into your bepik.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on “Organization”, then select “Personally Sponsored”. This will pull up a list of everyone you have personally signed up/sponsored as either a distributor or customer. Next to their name, it will list the date of their last order. If that field is blank or lists “None”, it means that they have not yet placed their first-ever order.

Reminder, distributors need a 40 PV or higher qualifying product pack order each month to maintain an active account. This does not apply to retail customers; there is no monthly minimum order requirement for customers to keep their account open.

How do I place a one-time order?

Whenever you like, you can purchase a product and not have it set up on a monthly autoship.

To place a one-time order, log into your bepic.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on "Order", then select "Place Order". Then add to cart the items you want for this purchase. For the one-time order, you select a Shipping Profile on file with your account (or set up a new one), a Billing Profile on file with your account (or set up a new one), and the product package(s) to add to your cart. Then, at the bottom of the screen, click View Cart and follow the prompts to complete your purchase. Be advised that your order will not be processed until after the payment has been verified; more information is provided in the "Billing and Paying for Orders" section below.

Please note, instructions setting up a new Shipping Profile are provided in the "Shipping" section below. Likewise, instructions for setting up a new Billing Profile are provided in the "Billing and Paying for Orders" section below.

- **CAUTION:** If you place a one-time order AND you have an autoship order that has not yet been processed this same calendar month, that upcoming autoship order may not actually process. This is due to a safety protocol programmed into the system designed to protect members from purchasing more than they intended in a given month. For this reason, you need to immediately contact Member Support after you place your one-time order, so we can verify for you that your upcoming autoship order will be processed. This is very important to do particularly if your autoship order is for the qualified product pack you need for rankings, commissions, and bonuses.

How do I set up or change my monthly order (autoship)?

When you first signed up and placed your initial order, autoship was set up (unless you didn't activate it then), so your order will be processed every month. But you can change, disable, or re-activate your monthly autoship subscription as you like. Instructions are provided in the "Monthly Autoship Program" section below.

How do I change or cancel an order?

You can change or cancel an upcoming order for any reason. Changes and cancellations must be made at least 24 hours in advance of when you want them to go into effect. Be advised, if you request the change or cancellation after the order has been processed, you may be charged a 10% restocking fee.

Also, be aware an order cannot be changed or canceled once it has shipped. Orders often ship within 12 hours of being placed on workdays, so check your order carefully before confirming; we cannot cancel an order that has been shipped. If a delivery tracking number has been assigned to your order in your Order History (in your B-Epic Back Office), it is too late to change or cancel that order. In this case, if you do not want to keep the product shipped to you, you would need to do a return and refund request, if eligible (eligible requirements and instructions are provided in the "Returns and Refunds" section below).

Detailed instructions for changing or canceling monthly autoship orders are provided in the "Monthly Autoship Program" section below.

One-time orders are processed as soon as the payment is verified; therefore, the window of time in which those orders can be changed or canceled is very small. So, if you do need to do so, immediately contact Member Support.

Please note, you cannot change or cancel an order for somebody else via your Back Office. Therefore, if for some reason another member (customer or distributor) needs help changing or canceling their order, contact Member Support.

Section 14: Monthly Autoship Program

For more information, refer to “Orders and Billing” posted on the B-Epic Worldwide Terms and Conditions webpage.

For more information pertaining specifically to orders being shipped outside the USA, refer to the “International Shipping Terms and Restrictions” posted on the Terms and Conditions page.

When someone signs up as well as every time that they place an order, they must click a box on the online form indicating that they have read, understand, and agree to B-Epic Worldwide's Terms and Conditions

What is Autoship and why is it important to have it set up?

Autoship is our monthly subscription program. It is designed to make it easy and effortless to keep your B-Epic Worldwide account active and qualified by ensuring you have an order every month. Reminder, for distributors to maintain an active account, they need a 40 PV or higher qualified product pack personal order each month (FYI, this does not apply to customers). And, to maximize commissions and bonuses, they need a 70 CV or higher qualified product pack personal order every month.

Orders can be set up on monthly autoship at sign-up, but the member can disable that feature or modify their order preferences later if they want for any reason. (More information provided below.) And, as long as there are enough funds on the credit card or in the E-Wallet on their account, their autoship order will automatically go through each month on the designated day. For more information, refer to the “Terms of Rebilling” posted on the B-Epic Worldwide Terms and Conditions webpage.

When will my Autoship order be billed / processed / shipped?

When autoship is enabled, your account will be charged for the payment and the order will be processed/shipped on set days each calendar month. To view these dates, log into your bepik.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on “Order”, then select “Autoship”. On the Monthly Autoship Profile screen (towards the top on the right-hand side), it lists the “Autoship Renewal Day of Month” and the “Next Billing Date”. The “Autoship Renewal Day of Month” indicates the day of the month that your autoship order will be processed and then shipped. The “Next Billing Date” indicates the day of the month that the payment for your autoship order will be charged. Be advised that your order will not be processed until after the payment has been verified; more information is provided in the “Billing and Paying for Orders” section below.

Can I change my Autoship?

Yes, you can change (or cancel) an upcoming autoship order for any reason. Changes must be made at least 24 hours in advance of when you want them to go into effect. Be advised, if you request the change (or cancellation) after the order has been processed, you may be charged a 10% restocking fee.

Also, be aware an order cannot be changed or canceled once it has shipped. Orders often ship within 12 hours of being placed on workdays, so check your order carefully before confirming; we cannot cancel an order that has been shipped. If a delivery tracking number has been assigned to your order in your Order History (in your B-Epic Back Office), it is too late to change or cancel that order. In this case, if you do not want to keep the product shipped to you, you would need to do a return and refund request, if eligible (eligibly requirements and instructions are provided in the “Returns and Refunds” section below).

To modify your autoship preferences and settings, log into your bepik.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on “Order”, then select “Autoship”.

On the Monthly Autoship Profile screen, you can change your autoship order renewal / ship date, product/package selection (cart), default shipping profile, and default billing profile. Detailed instructions are provided below in this section. Be advised, you must save the updated settings before leaving the screen for changes to go into effect.

How do I set the ship date for my monthly Autoship order?

The monthly ship date is automatically set based on the day of the initial purchase of the order. But you can change it to be as often as you like. Just remember, as a distributor you need a qualified product pack order every calendar month to stay active and must have a certain level of Volume each calendar month to qualify for certain ranks, commissions, and bonuses.

To change your autoship date, log into your bepic.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on "Order", then select "Autoship". On the Monthly Autoship Profile screen (towards the top, to the right of "Monthly Autoship Order Day of Renewal"), click on "Edit Renewal Day of Month", then from the dropdown select the day* of the month you want.

- ***IMPORTANT:** Set the ship day to be no later than the 26th of the month. This is important in order to allow enough time for you to correct any potential errors in the information you provided AND for the PV/CV of the order to be included in the Commission computation and processing for the current calendar month.
- Also, please note, if you select a day that has not already passed for the current month, your upcoming autoship order will be processed on that day of this month. However, if you select a day that has already passed this month, your autoship order will process on that day in the upcoming month.

Then click on "Confirm and Save". Be advised, you must save the updated settings before leaving the screen. (Reminder, changes must be made at least 24 hours in advance of when you want them to take effect and cannot be made once the order has shipped.) After that your autoship order will be processed on this day every month until you change your Renewal Day again.

Where do I change the shipping information for my Autoship order?

To change the shipping information for your autoship order, log into your bepic.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on "Order", then select "Autoship". On the Monthly Autoship Profile screen (halfway down), click on "Edit Default Shipping Profile". Then follow the rest of the steps for creating a new Default Shipping Profile provided in the "Shipping and Delivery" section below. Be sure to save any changes before leaving each screen.

Where do I change the billing information for my Autoship order?

To change the billing information for your autoship order, log into your bepic.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on "Order", then select "Autoship". On the Monthly Autoship Profile screen (halfway down), click on "Edit Default Billing Profile". Then follow the rest of the steps for creating a new Default Billing Profile provided in the "Billing and Payment Order" section below. Be sure to save any changes before leaving each screen.

Can I use the funds in my E-Wallet to pay for my Autoship order?

Yes, you can use the funds in your E-Wallet to pay for your autoship orders. As long as there are enough funds in your E-Wallet account at the time of payment processing, the order payment should go through.

However, if your E-Wallet balance does not cover your autoship total amount at the time of payment processing, your Default Billing Profile will be used instead.

Please note, in order to do this, you first must have your E-Wallet set up. Instructions are provided in the "E-Wallet and Withdraw" section below.

To enable E-Wallet autoship payments, in your Back Office online dashboard, click on your username / profile pic in the upper right-hand corner, then select "Account" from the dropdown menu. On the Account Profile screen, select "Settings" (middle option between "Profile" and "Security"). Then, on the Settings screen, under "Autoship", select "Yes – Use eWallet" from the dropdown menu. Finally, click on the "Save Profile" button at the bottom of the screen. Be advised, you must save the updated settings before leaving the screen for changes to go into effect.

- **CAUTION:** Even if you enable E-Wallet autoship payments, you also need a Default Billing Profile (with valid information) set up for your account. If you delete/disable (or remove key information) your Default Billing Profile after you have enabled E-Wallet autoship payments, then that means if ever there are insufficient funds in your E-Wallet account to cover your autoship payment, you will not have a valid credit card on file as a back-up method of payment. This is important because you are responsible for ensuring that the payment for your personal orders goes through. And it is your responsibility to confirm that your payment for your personal orders goes through. If payment is not received, the order will be designated "unprocessed" and will not be included in Commission computation and processing. B-Epic Worldwide is not responsible for Volume shortfalls due to unprocessed orders due to lack of payment.

How do I disable Autoship? How do I cancel my monthly autoship order?

You can disable the Autoship feature in your account whenever you like. Be advised if you choose to disable the auto-shipment feature, you will need to re-order manually every month to ensure your account stays active.

To turn off your autoship, log into your bepik.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on "Order", then select "Autoship". On the Monthly Autoship Profile screen, if autoship is currently ENABLED on the account, the Autoship Profile Status box on the right-side of the screen will be colored green. To turn off autoship, click the small red X in that big green box. Then on the next screen, click the checkbox to agree to the Terms, then click on the "Confirm and Save" button. Be advised, you must save the updated settings before leaving the screen. (Reminder, changes must be made at least 24 hours in advance of when you want them to take effect.) On the Monthly Autoship Profile screen, the status box will turn to red to indicate that autoship has been DISABLED.

- ***CAUTION:** Be advised, if you request the change (or cancellation) after the order has been processed, you may be charged a 10% restocking fee. Also, be aware an order cannot be changed or canceled once it has shipped; if a delivery tracking number has been assigned to the order in your Order History (in your B-Epic Back Office), it is too late to change or cancel that order. In this case, your only option would be to do a return and refund request, if eligible and applicable (eligibility requirements and instructions are provided in the "Returns and Refunds" section below).

How do I turn on Autoship (if I previously disabled it)? How do I reactivate my monthly autoship order?

To re-activate your autoship, log into your bepik.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on "Order", then select "Autoship". On the Monthly Autoship Profile screen, if autoship is currently DISABLED on the account, the Autoship Profile Status box on the right-side of the screen will be colored red. To turn on autoship, click the small green checkmark in that big red box. Then on the next screen, click the checkbox to agree to the Terms, then click on the "Confirm and

Save" button. Be advised, you must save the updated settings before leaving the screen. (Reminder, changes must be made at least 24 hours in advance of when you want them to take effect.) On the Monthly Autoship Profile screen, the status box will turn to green to indicate that autoship has been ENABLED.

Section 15: Billing and Paying for Orders

For more information, refer to “Orders and Billing” posted on the B-Epic Worldwide Terms and Conditions webpage. When someone signs up as well as every time that they place an order, they must click a box on the online form indicating that they have read, understand, and agree to the Terms and Conditions

The importance of providing valid, complete billing information.

You are responsible for ensuring that the information you provide for billing is valid and complete. Payment for your personal orders will not go through if there are insufficient funds in your E-Wallet or credit card account. In addition, providing incorrect billing information will cause your credit card transaction to fail.

The most common reasons why payments do not go through are: (1) you do not have enough funds in the E-Wallet or credit card account to cover the charge; (2) you incorrectly typed in your credit card number; (3) you entered the wrong CVV security code (or mistyped it) for the credit card; (4) you listed a billing address that does not match the one to which the credit card is registered; (5) your credit card provider has flagged your credit card to protect you from potential fraud / identity theft.

It is your responsibility to ensure that your payment for your personal orders goes through. Your order will not be processed until after the payment has been verified. If payment is not received, the order will be designated "unprocessed" and will not be included in Commission computation and processing. B-Epic Worldwide is not responsible for Volume shortfalls due to unprocessed orders due to lack of payment.

How am I billed for my purchases?

When you signed up and placed your first order, you provided billing information (including credit card) to use for the order. That information is securely linked (explained below) to your account as the Default Billing Profile for future payments. But you can change your billing information and payment method after-the-fact as often as you like, and the next applicable order will be billed to it. Instructions for setting up a new Billing Profile and changing your Default Billing Profile are provided below in this section.

For monthly autoship orders, the billing information you provided when you initiated the order will be used to pay for it each month thereafter (unless you change it; instructions provided below).

When you place a one-time order, at the time of purchase you can either use a Billing Profile that is on file with your account, set up a new Billing Profile to use for that order, or pay with your E-Wallet (if it has been set up and has a balance sufficient to cover the purchase; instructions provided below).

Our system is designed using a secure transaction process that ensures your billing data is kept safe. Your data will be transferred securely using an SSL Certificate, stored with an encrypted algorithm designed to allow safe data storage and manipulation, and your credit card number and expiration date will not be available to anyone, including administration. Your billing method will only be used to charge your orders to your billing profile, either via autoship or via a point-of-sale purchase.

How will the charge appear on my credit card?

If you pay by credit card, the merchant's name listed on your statement will be “Bepic”.

Where do I check if my payment has gone through for my orders?

You can check to confirm that your payment has gone through for your personal orders in your Order History. We highly recommend you do this for every order and/or monthly. To check the status of your payments, log into your bepic.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on "Order", then select "Order History". Next to each order, it will list the payment status as PAID or UNPAID. Also, all orders for which your payment DID go through will be colored green. All orders for which your payment did NOT go through will be colored red and there may be a "Decline Reason" listed under the order number.

If the payment for your order did not go through, you need to immediately address the problem and get it fixed. Instructions for this are provided in the "Failed / Declined Payment" section below.

Can I use the funds in my E-Wallet account to pay for my orders?

Yes, you can use the funds in your E-Wallet to pay for your orders. As long as there are sufficient funds in your E-Wallet account at the time of payment processing, the order payment should go through. However, if your E-Wallet balance does not cover your order total amount at the time of payment processing, your Default Billing Profile will be used instead.

To enable E-Wallet autoshop payments, in your Back Office online dashboard, click on your username / profile pic in the upper right-hand corner, then select "Account" from the dropdown menu. On the Account Profile screen, select "Settings" (middle option between "Profile" and "Security"). Then, on the Settings screen, under "Autoshop", select "Yes – Use eWallet" from the dropdown menu. Finally, click on the "Save Profile" button at the bottom of the screen. Be advised, you must save the updated settings before leaving the screen for changes to go into effect.

Please note, in order to do this, you first must have your E-Wallet set up. Instructions are provided in the "E-Wallet and Withdraw" section below.

Do I need a Default Billing Profile even if I have enabled E-Wallet payments?

Yes! Even if you have enabled E-Wallet payments, you need a Default Billing Profile (with valid, complete information) set up in your account at all times. This is because the E-Wallet payment feature only works when there are sufficient funds in the account. So, if your E-Wallet balance does not cover your order total amount at the time of payment processing, the system will try billing your Default Billing Profile instead. But, if you have deleted, disabled, removed key information, and/or have incorrect information in your Default Billing Profile, then that means you do not have a valid back-up method of payment to cover the charge for your order...and, as a consequence, your order will not be paid.

Where do I view my Default Billing Profile?

In the Back Office online dashboard, click on your username / profile pic in the upper right-hand corner, then select "Account" from the dropdown menu. On the Account Profile screen, click on "Manage Billing" in the left-hand column. On the Billing Profile Management screen, all your Billing Profiles will be listed. Your Default Billing Profile will be indicated in the column to the right of the profile (next to the Delete button).

How many Billing Profiles can I have set up in my account?

The system allows for three Billing Profiles per account.

How do I change my Default Billing Profile?

On the Billing Profile Management screen, click on “Set as Default” next to the one you want to set as your new default (if you have multiple Billing Profiles set up). Or, to add a new Billing Profile, click on “Add New Billing Profile”, then fill in all the needed information and designate it as your default.

How do I edit the details in a Billing Profile?

There is no setting in your Back Office to edit a Billing Profile once it has been created. So, if you need to fix or change something in an existing profile, simply delete it then create a new one with the correct information (instructions provided below). If you need additional assistance, contact Member Support. Be advised that changes must be made before any associated orders are placed.

How do I create a new Billing Profile?

On the Billing Profile Management screen, click on “Add New Billing Profile”, then fill in all the needed information. Take care to fill in everything correctly and completely. Then, at the bottom of the screen, click on the “Confirm and Save” button. Be advised, you must save the updated settings before leaving the screen for the changes to go into effect.

How do I delete a Billing Profile?

On the Billing Profile Management screen, click the “Delete” button to the right of the profile that you want deleted. Then follow the instructions in on the next screen to approve the deletion request.

Section 16: Unpaid / Declined Payment

For more information, refer to “Orders and Billing” posted on the B-Epic Worldwide Terms and Conditions webpage. When someone signs up as well as every time that they place an order, they must click a box on the online form indicating that they have read, understand, and agree to the Terms and Conditions

What does it mean if my order was not paid?

If your payment for your order did not go through, you need to immediately address the problem and get it fixed. You are responsible for ensuring that the information you provide for billing is correct and complete. And it is your responsibility to confirm that your payment for your personal orders goes through.

The most common reasons why payment transactions fail: (1) you do not have enough funds in the E-Wallet or credit card account to cover the charge; (2) you incorrectly typed in your credit card number; (3) you entered the wrong CVV security code (or mistyped it) for the credit card; (4) you listed a billing address that does not match the one to which the credit card is registered; (5) your credit card provider has flagged your credit card to protect you from potential fraud / identity theft.

If you need to fix or change something in your Billing Profile, you must first delete that profile on the Billing Profile Management Center screen, then create (and save) a new Billing Profile with the correct information. Instructions are provided above in this section.

- **CAUTION:** Your order will not be processed until after the payment has been verified. So, if payment authorization is not obtained by the end of the month's period, the order will be designated "unprocessed" and will not be included in Commission computation and processing. B-Epic Worldwide is not responsible for Volume shortfalls due to unprocessed orders due to lack of payment.

What should I do if my payment declines due to insufficient funds in the E-Wallet?

This means that there were not enough funds in your E-Wallet account to pay for your order total (including shipping) AND something is wrong with your Default Billing Profile. Your order will not be paid until you fix the issue. So, you need to immediately fix your Default Billing Profile. Once everything is fixed, you should be able to place your order with no issue.

- **IMPORTANT:** Even if you have enabled E-Wallet payments, you need a Default Billing Profile (with valid, complete information) set up in your account at all times. This is because the E-Wallet payment feature only works when there are sufficient funds in the account. So, if your E-Wallet balance does not cover your order total amount at the time of payment processing, the system will try billing your Default Billing Profile instead. But, if you have deleted, disabled, removed key information, and/or have incorrect information in your Default Billing Profile, then that means you do not have a valid back-up method of payment to cover the charge for your order...and, as a consequence, your order will not be paid.

What should I do if my payment declines due to the CVV code?

This means that you entered the wrong CVV security code for the credit card (or mistyped it), so your credit card provider will not accept the charge. Your order will not be paid until you fix the issue. So, you need to immediately call the phone number on the back of your credit card and explain to them what you are trying to do, so they can help you solve the problem. For security reasons, the CVV code is NOT stored in your Billing Profile; it is only on file with your credit card provider. (Please note, you will need to let them know

that the B-Epic Worldwide charge will be listed as coming from merchant name “Bepic”). (FYI, if you need to fix or change something in your Billing Profile, follow the instructions provided in the “Billing and Paying for Orders” section above.) Once everything is fixed, you should be able to place your order with no issue.

What should I do if my payment declines due to failure to be processed by the API gateway?

This means that your credit card provider is not allowing the payment transaction to go through to B-Epic Worldwide. Your order will not be paid until you fix the issue. So, you need to immediately call the phone number on the back of your credit card and explain to them what you are trying to do, so they can help you solve the problem. (Please note, you will need to let them know that the B-Epic Worldwide charge will be listed as coming from merchant name “Bepic”). (FYI, if you need to fix or change something in your Billing Profile, follow the instructions provided in the “Billing and Paying for Orders” section above.) Once everything is fixed, you should be able to place your order with no issue.

The most common reasons why credit card transactions fail to clear the API gateway are: (1) insufficient funds in the account to cover the charge; (2) invalid credit card number entered; (3) incorrect CVV security code entered for the credit card; (4) incorrect billing address entered (i.e., does not match the billing address to which the credit card is registered on the account with the credit card provider); or (5) provider has flagged that credit card in order to protect against potential fraud / identity theft. Other potential causes for declined transactions are listed below.

What is the API gateway’s actual criteria for letting a credit card charge go through to B-Epic?

To prevent against possible fraud, if the any of the following parameters are exceed, your credit card transaction with B-Epic Worldwide will fail. Your order will not be paid until you fix the issue.

- A given credit card can be used on only 3 B-Epic Worldwide accounts.
- Only 5 B-Epic Worldwide transactions per day can be made on a given credit card.
- Only 10 B-Epic Worldwide transactions per week/month can be made on a given credit card.
- A maximum of \$750.00 per day can be charged to B-Epic Worldwide on a given credit card.
- A maximum of \$1,200.00 per week/month can be charged to B-Epic Worldwide on a given credit card.

Section 17: Shipping and Delivery

For more information, refer to “Shipping Policy” posted on the B-Epic Worldwide Terms and Conditions webpage. When someone signs up as well as every time that they place an order, they must click a box on the online form indicating that they have read, understand, and agree to the Terms and Conditions

The importance of a valid, complete shipping address.

You are responsible for ensuring that the information you provide for shipping is correct and complete. Carefully fill in the name and address (including Country) to where you want your orders shipped. Be advised that selecting “United States” as the Country if you live elsewhere will cause the order to cancel. Be sure to provide an address that can accept package deliveries. A valid phone number and email address are required in case the shipping carrier/mail carrier needs to contact you to coordinate delivery. The shipping carrier also advises that recipients make arrangements so their packages can be left in a safe, secure area.

It is your responsibility to track the delivery of packages that you ordered. B-Epic Worldwide is not responsible for lost or returned packages due to incorrect, incomplete, and/or invalid addresses. Orders that are returned due to these reasons are subject to additional fees. If you do not receive the package from the shipping carrier/mail carrier, contact them directly to coordinate getting your package from them.

How do I designate where I want my orders shipped?

When you signed up and placed your first order, you provided shipping information to use for the order. That information is saved in your account as the Default Shipping Profile for future shipments. But you can change your shipping information after-the-fact as often as you like, and the next applicable order will be shipped to it. Instructions for setting up a new Shipping Profile and changing your Default Shipping Profile are provided below in this section.

For monthly autoship orders, the shipping information you provided when you first initiated the order will be used as the shipping address for it each month thereafter (unless you change it; instructions provided below).

When you place a one-time order, at the time of purchase you can either use a Shipping Profile that is on file with your account or set up a new Shipping Profile to use for that order.

Where do I view my Default Shipping Profile?

In the Back Office online dashboard, click on your username / profile pic in the upper right-hand corner, then select “Account” from the dropdown menu. On the Account Profile screen, click on “Manage Shipping” in the left-hand column. On the Shipping Profile Management screen, all your Shipping Profiles will be listed. Your Default Shipping Profile will be indicated in the column to the right of the profile (next to the Delete button).

How do I change my Default Shipping Profile?

On the Shipping Profile Management screen, click on “Set as Default” next to the one you want to set as your new default (if you have multiple Shipping Profiles set up). Or, to add a new Shipping Profile, click on “Add New Shipping Profile”, then fill in all the needed information and designate it as your default.

How do I edit the details in a Shipping Profile?

There is no setting in your Back Office to edit a Shipping Profile once it has been created. So, if you need to fix or change something in an existing profile, simply delete it then create a new one with the correct information (instructions provided below). If you need additional assistance, contact Member Support. Be advised that changes must be made before any associated orders are placed.

How do I create a new Shipping Profile?

On the Shipping Profile Management screen, click on “Add New Shipping Profile”, then fill in all the needed information. Take care to fill in everything correctly and completely (including any apartment # if applicable and selecting your correct Country). Then, at the bottom of the screen, click on the “Confirm and Save” button. Be advised, you must save the updated settings before leaving the screen for the changes to go into effect.

How do I delete a Shipping Profile?

There is no setting in your Back Office to delete a Shipping Profile once it has been created. So, if you need delete an existing profile, contact Member Support.

When will my order be delivered?

We strive to ship orders immediately – normally within 1-2 business days of processing an order, so you can expect to receive your order within 3-6 business days (depending on your location). Please note that we do not ship on weekends or USA holidays. Also, please allow more time if you are outside the continental USA.

Where can I track my product order / package shipment?

Delivery tracking numbers are available in the account's Order History after the package has been processed by the shipping carrier. To view this information, log into your bepik.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on “Order”, then select “Order History”. Next to each order, it will list the tracking information once it has officially posted from the shipping carrier.

UPDATED OCTOBER 2020: Be advised that orders going to the EU and Russian speaking countries are now being fulfilled from our new shipper in the Netherlands. In this case, once the order ships, the track and trace number will be sent to the email address on file in the Member's account profile; it will not be listed in the Order History in the Back Office. As the buyer, it is your responsibility to ensure the email address you provided with your account is valid and that you check for communications regarding your order(s).

What if I didn't receive my order / package?

If you do not receive the package from the shipping carrier/mail carrier, contact them directly to coordinate getting your package from them. You are responsible for tracking packages that you ordered to be shipped to you.

Be advised, you may be charged a \$20.00 USD fee to have an order reshipped due to your negligence in receiving the package or due to an incorrect shipping address that was provided by you. To be eligible to

have a replacement shipped, you must contact Member Support within 60 days of when the order was processed.

What are the International Shipping Terms and Restrictions?

By ordering from us you agree to these terms. If you are ordering a product to be shipped outside the USA, you are advised to contact your country's customs office to thoroughly inquire about import regulations before placing your order, as we will not be liable for packages refused or held for delivery. As the buyer, you are solely responsible for any import restrictions, prohibited import items, taxes, tariffs, fees, other duties, brokerage, and/or delivery fees applied to international shipments. Some countries have shipping restrictions on certain products, contents, or products containing certain ingredients. As the buyer, you are responsible for complying with all applicable international, national, and local laws regulating importation of products that you purchase. If your order is refused delivery by your country's customs office due to unauthorized product, contents, and/or ingredients, B-Epic Worldwide is not responsible for any losses or costs incurred by you, the buyer. If the shipment is abandoned or discarded by customs, you will not receive a refund or credit of any kind. Also, some countries restrict imported supplements to a 90-day supply and must be for your own personal use; losses incurred due to exceeding your country's limitations will not be refunded. International shipping charges are non-refundable. Please be aware that getting a supplement approved for import often requires extensive, well-documented official permits in advanced and not guaranteed to be approved by the other country's customs office. Thank you for your understanding.

Refer to the "International Shipping Terms and Restrictions" posted on the B-Epic Worldwide Terms and Conditions webpage. When someone signs up as well as every time that they place an order, they must click a box on the online form indicating that they have read, understand, and agree to the Terms and Conditions.

Section 18: Returns and Refunds

For more information, refer to “Returns and Refund Policy” posted on the B-Epic Worldwide Terms and Conditions webpage.

Also, refer to B-Epic Worldwide’s policies for dealing with “Fraud, Chargebacks, and Reversals” also posted on the Terms and Conditions page.

When someone signs up as well as every time that they place an order, they must click a box on the online form indicating that they have read, understand, and agree to B-Epic Worldwide’s Terms and Conditions

What is B-Epic’s Refund Policy?

B-Epic Worldwide has a 30-day refund policy on product purchases. So, if for any reason you are unhappy with a product, you can return it within 30 days for a refund. Details and instructions are provided in the “Returns and Refunds” section below. Be advised that B-ECO products are non-returnable and non-exchangeable.

Please be advised that our B-Epic Guarantee is available only on regular size, single unit product purchases. Sample size, product packs (i.e., Epic Pack, Epic Pack Plus, Leader Packs, etc.), multi-unit purchases (e.g., Buy 2 Get 1 Free), Promos, Limited Time Offers (LTOs), and our line of B-ECO products do not qualify.

Also be advised that for any given product, a refund is only available one time; any subsequent purchases of that same product do not qualify for a refund.

Refunds are given based on the original purchase price. There is a 25% restocking fee of the original purchase price for any product refund. Shipping and handling charges are non-refundable.

The one-time sign-up fee for distributors is also non-refundable.

Please note, some international orders may qualify for a time extension; contact Member Support for details.

What is needed to get a refund?

To be eligible for a refund of a product purchase, you must submit a refund request to Member Support within 30 days of the original order date. Refunds are only given if this 30-day requirement is met. Some international orders may qualify for a time extension; contact Member Support for details.

To request a refund, submit a support ticket via your bepic.com member account / Back Office online dashboard. Be sure to include the order number and specify that you are requesting a refund. Once the request is processed, Member Support will give you a Return Merchandise Authorization (RMA) number, which needs to be clearly printed on the outside of your return package. To be eligible for a refund, all unused portions of the product must be returned, and the return package must be postmarked within the 30 days of the original order date.

Be advised that we do not accept – nor issue a refund for – returned orders without a proper RMA # (Return Merchandise Authorization number). So, before mailing us a return, contact Member Support so we can issue you the required RMA # to print on the outside of your return package.

Be advised that we do not accept – nor issue a refund for – any package marked “return to sender” or “refused”. Nor do we accept C.O.D. returns. You are responsible for all costs related to shipping back the

product and that it arrives to us without damage. Shipping charges are not reimbursed unless the return is due to an error on our part (i.e., you received an incorrect or defective item). Therefore, we recommend insuring your return package for your protection.

Be advised that a refund will not be issued until after the returned product is received and processed by the B-Epic Fulfillment Center. Therefore, we recommend you get delivery tracking for your return package, so you have proof that it was shipped and delivered to B-Epic Worldwide.

After we receive the return, the refund will be issued to your E-Wallet account or credit card. Shipping, handling, and any other fees are non-refundable.

What is the address to return a product?

IMPORTANT: You need a proper Return Merchandise Authorization (RMA) number from Member Support before sending back any product for a refund. (Instructions provided above.)

B-Epic Fulfillment Center
Attn: RMA # *[REQUIRED: List the number issued to you by Member Support for this return.]*
3075 N. Fairfield Rd.
Layton, Utah, 84041
USA

Can I exchange the product I ordered for a different one?

If for any reason, you want to exchange the product you ordered for a different one, you can do so as long as the following criteria are met. Be advised, there is a 25% restocking fee of the original purchase price for any product exchange. In order to qualify for an exchange, the product to be returned must be unopened, in new condition, and include all original packaging materials. In addition, you must submit the exchange request within 30 days of the original order date. Please note, some international orders may qualify for a time extension; contact Member Support for details. You are responsible for all costs related to shipping back the product and that it arrives to us without damage. Therefore, we recommend insuring your return package for your protection. The return package must be postmarked within the 30 days of the original order date. Exchanges are only given if all of these requirements are met. No exceptions can be made. To request an exchange, submit a Support Ticket via your online B-Epic Back Office. Be sure to include the order number.

Be advised that the B-ECO products are non-returnable, non-exchangeable, and not covered by a money-back guarantee.

Section 19: Earning Commissions and Getting Paid

For additional important information, refer to the “Earnings Disclosure” posted on the B-Epic Worldwide Terms and Conditions webpage. When someone signs up as well as every time that they place an order, they must click a box on the online form indicating that they have read, understand, and agree to the Terms and Conditions

How do I make money / earn commissions?

Refer to the “B-Epic Brand Partner Compensation Plan” linked to on the bepic.com Support page.

Be advised, for the PV/CV of an order to be included in the Commission computation and processing for a given calendar month, that order must be processed in the system before the 26th day of that month.

What is Personal Volume (PV)? What is Commissionable Volume (CV)?

Every product has an assigned PV and CV value in our system. Personal Volume (PV) reflects the dollar amount that the person paid for the product (purchase price). Commissionable Volume (CV) is the dollar value assigned to the product for the calculation of commissions.

Please note, in order to qualify for ranking, commissions, and bonuses, the PV and CV requirements must be met by a single product pack's point value. In other words, it does not work if you mix and match different product packs of lower point values in order to reach the total PV and/or CV point value requirements to qualify for the applicable ranks, commissions, and bonuses. The point values of separate product packs are NOT summative nor cumulative for monthly qualification purposes.

Where can I see my commissions and volume?

To view details about your current and past commissions and volume, log into your Back Office online dashboard, in the top menu click on “Organization”, then select “Binary Details”.

When and how do I get paid?

The Customer Bonus and Fast Start Bonus are both paid in real time; they are entered into your E-Wallet instantly.

The Two Team Pay and both Matching Bonuses are paid weekly with a one-week delay. For these the commissionable week runs 12:00 am EST Wednesday through 11:59 pm EST Tuesday, and the corresponding commissions are entered into your E-Wallet the following Wednesday.

The Lifestyle Bonus and Global Bonus Pool are both paid monthly; they are entered into your E-Wallet on or before the 15th of the month following the commissionable period.

Then, once you have accumulated a balance in your E-Wallet account, you can request a withdraw via your E-Wallet. (Instructions are provided in the “E-Wallet and Withdraw” section below.) A withdraw request can be made at any time but be advised that it will not be paid out until the upcoming Friday. All withdraw requests submitted through the week by 12:00 am midnight EST Thursday are paid out on the Friday of that same week.

Refer to the Commission Schedule listed on the “B-Epic Brand Partner Compensation Plan” linked to on the bepic.com Support page.

How do I request a payout of my commissions?

Instructions are provided in the “E-Wallet and Withdraw” section below under the question “How do I request a withdraw from my E-Wallet?”

Do I need to pay taxes on my earnings?

Brand Partners are independent contractors and as such are responsible for paying taxes pertaining to their B-Epic business. You are responsible for adding your Tax ID or Social Security Number to your B-Epic Account Profile. Instructions are provided in the “Account Details” section above.

Section 20: E-Wallet and Withdraws

What is the E-Wallet?

The E-Wallet is the online commission center where you can overview your account balance as well as request and manage payouts/withdraws.

How do I set up my E-Wallet and Withdraw Profile?

Before you can make your first-ever withdraw, you must first activate your E-Wallet account and set up a Withdraw Profile. There are two options for E-Wallet providers: (1) GPG (Global Payroll Gateway); and (2) I-Payout. These are independent companies (not part of B-Epic Worldwide) that handle financial transactions and payouts for E-Wallets accounts.

To activate your E-Wallet account, log into your bepic.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on "Earnings", then select "My Wallet". On the E-Wallet and Withdraw Center screen, click on "New Withdraw Profile". On the next screen, click on "Activate Your E-Wallet Account Here" for the applicable E-Wallet provider. On the Account Registration Center screen, fill in all the needed information. Take care to fill in everything correctly and completely. (Please note, for "Employee Password" create a password for your E-Wallet account. Be sure to write it down or screenshot it and keep it somewhere safe for future reference.) Then, at the bottom of the screen, click on the "Register E-Wallet Account" button. You will be directed to the E-Wallet provider's website (GPG or I-Payout) to finalize your account.

Then you need to log back into your bepic.com member account / Back Office online dashboard to set up a Withdraw Profile. On the menu at the top of the online dashboard, click on "Earnings", then select "E-Wallet". On the My E-Wallet and Withdraw Center screen, click on "New Withdraw Profile". Then fill in the needed information. (In order for your E-Wallet account to be able to transfer funds to your bank account, you need to link it your bank account number and routing number.) Then, click the "Continue to Review" button, carefully review everything to ensure it is correct and complete, then click "Submit" or "Save". Be advised, you must save any updated settings before leaving the screen for changes to go into effect.

Next, in order to use funds in your E-Wallet to pay for your orders, you need to enable E-Wallet payments in your B-Epic Back Office. Follow the steps for how to do this provided below in this section.

- **IMPORTANT:** As part of your Withdraw Profile, you create a unique PIN number that is required by the system in order to make future changes to the E-Wallet account's withdraw settings or to make withdraws requests. Be sure to write it down or screenshot it and keep it somewhere safe for future reference.
- **IMPORTANT:** Due to increased security requirements for banking, in order to still get commissions paid through I-Payout, distributors must provide a copy of the following: (1) government issued photo ID (front and back); (2) W8/W9 Form; and (3) bank statement or voided check. All documents provided must match your name on the I-Payout account.

Additionally, if your eWallet account is set up as a business account, you also must provide proof of ownership either by providing a copy of your SS4 Letter, Articles of Incorporation, or Articles of Organization. The document provided must include your name as owner.

To upload your documents, log into your I-Payout dashboard, go to MyAccount, then under My Documents, select Upload Document.

Please note, if you choose to not use I-Payout for your E-Wallet, GPG is also an option for the United States and most international countries.

How do I contact my E-Wallet provider for help?

If your E-Wallet provider is GPG (Global Payroll Gateway), email them at help@GPGway.com.

If your E-Wallet provider is I-Payout, email them at support@globalewallet.com.

Where do I log into my GPG or I-Payout E-Wallet account?

Once your E-Wallet set up is complete, you can access your GPG or I-Payout E-Wallet account login from your bepic.com member account. In the Back Office online dashboard, go to the menu at the top of the screen, click on "Earnings", then select "Login to GPG" or "Login to iPayout".

IMPORTANT: All withdraw requests must first be initiated on the My E-Wallet screen in your B-Epic Back Office online dashboard following the instructions below.

How do I enable E-Wallet payments for my orders?

You can use the funds in your E-Wallet to pay for your orders. As long as there are sufficient funds in your E-Wallet account at the time of payment processing, the order payment should go through. However, if your E-Wallet balance does not cover your order total amount at the time of payment processing, your Default Billing Profile will be used instead.

To enable E-Wallet autoship payments, in your Back Office online dashboard, click on your username / profile pic in the upper right-hand corner, then select "Account" from the dropdown menu. On the Account Profile screen, select "Settings" (middle option between "Profile" and "Security"). Then, on the Settings screen, under "Autoship", select "Yes – Use eWallet" from the dropdown menu. Finally, click on the "Save Profile" button at the bottom of the screen. Be advised, you must save the updated settings before leaving the screen for changes to go into effect.

Please note, in order to do this, you first must have your E-Wallet set up. Instructions are provided above in this section.

How do I do a Withdraw Request (payout of my commissions) from my E-Wallet?

Whenever you want a payout of your accumulated commission funds (some or all), you withdraw the funds from your E-Wallet. Withdraw requests of B-Epic Worldwide commission funds are initiated via the B-Epic Back Office system (instructions below). You can make a withdraw request at any time but be advised that it will not be paid out until the upcoming Friday. All withdraw requests submitted through the week by 12:00 am midnight EST Thursday are paid out on the Friday of that same week. As part of the security protocol, all withdraw requests are held for review by the Administrator before they are completed, then all corresponding payouts are made on Fridays.

Please note, before you can make your first-ever withdraw, you first must activate your E-Wallet account and set up a Withdraw Profile. Instructions are provided above in this section.

To initiate a withdraw from your E-Wallet, log into your bepic.com member account. In the Back Office (online dashboard), go to the menu at the top of the screen, click on "Earnings", then select "My Wallet". On the "E-Wallet and Withdraw Center: screen, click on "Withdraw Funds". Then fill out the New Withdraw

Request Form and click the “Continue to Review” button. Carefully review everything to ensure it is correct and complete, then click “Submit”.

The Withdraw Request will then be listed on the E-Wallet and Withdraw Center screen. It will show as “Pending Approval” until the Administrator approves it. Then, once it is paid out, the status will change to “Paid”. (Be advised, If GPG is your E-Wallet provider, there is one more step you need to do; explained below.)

If I-Payout is your E-Wallet provider (and your account is set up to do so), the B-Epic Worldwide payout should be immediately transferred (by I-Payout) to the bank account linked in your I-Payout account.

However, if GPG is your E-Wallet provider, you must log into your GPG E-Wallet account to request that GPG transfer the money to the bank account linked in your GPG account. To do this, login to GPG E-Wallet account from your B-Epic Back Office online dashboard (located about half-way down on the right-hand side on the main screen). If you need assistance, email help@GPGway.com.

How do I transfer funds to another distributor?

On the E-Wallet and Withdraw Center screen, click on “Transfer funds to another distributor”. Then fill out the New Transfer Request Confirmation Form and click the “Continue to Review” button. Carefully review everything to ensure it is correct and complete, then click “Submit”.