



Brand Partner Handbook

(Distributor FAQs and How To's)

UPDATED: 03/13/20

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

NOTICE: The instructions in this document pertaining to the Back Office are specifically for the original Legacy Back Office. Once our New Back Office system launch is complete, we will update this document. Until then make any changes to your account in the Legacy Back Office. If it defaults to the New Back Office dashboard when you log into your account, it's easy and quick to switch to the Legacy Back Office (instructions are provided in the "Back Office" section below).

Table of Contents

(1)	Member Support	2
(2)	Account Details	3
(3)	Account Access.....	5
(4)	Back Office.....	7
(5)	Organization Details.....	8
(6)	Replicated Websites	9
(7)	Other Marketing Tools	11
(8)	Products Details	13
(9)	Signing Up Others.....	15
(10)	Onboarding New Sign-Ups	19
(11)	Upgrading an Account	24
(12)	Placing and Managing Orders	25
(13)	Monthly Autoship Program.....	27
(14)	Billing and Paying for Orders	31
(15)	Unpaid / Declined Order Payment	34
(16)	Shipping and Delivery	36
(17)	Returns and Refunds	38
(18)	Earning Commissions and Getting Paid	39
(19)	E-Wallet and Withdraws.....	41

Section 1: Member Support

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 linked to on the 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 provided on the Bepic.com Support page can be downloaded for business use.

Also, to ensure you get timely updates from Corporate, LIKE and FOLLOW our official B-Epic Facebook page at www.facebook.com/bepic100epic and/or Instagram profile at www.instagram.com/bepic100epic.

How do I contact Member Support?

If you need assistance from Member Support, you can submit a support ticket via the Back Office online dashboard, and our staff will respond (in the online support ticket system) as quickly as possible (usually within 24 business hours). Instructions for this are provided below in this section.

Or you can call Member Support at 385-253-8208 during business hours: 9 am – 5 pm Monday-Thursday and 9 am – 2 pm Friday, Mountain Time. Please note, we are closed on USA holidays.

- **IMPORTANT:** We ask that you respond immediately to any requests or issues to avoid delays in processing and shipping of your order.

How do I submit a Support Ticket?

Log into your B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on "Help", then click on "Contact Support". In the large white text field (box), type in your request/inquiry, then click on the "Submit Your Suggestions" button.

For fastest response, include all key details in your support ticket. If your request involves a specific order, list the order number. If you are inquiring about another account (i.e., not the one you are logged into when you submit the support ticket), list the applicable username.

A member of our support staff will respond (in the online support ticket system) as quickly as possible – usually within 24 hours during business hours. When Member Support responds, you will be alerted via an automated email. But, do NOT reply to that email (it is not connected to a live person). Instead, log into your Back Office Support Tickets to view our reply and respond there.

- **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.

Section 2: Account Details

Also refer to “Brand Partner Code of Ethics” posted on the Bepic.com Terms and Conditions page.

What is my username?

Your username is your unique identifier as a B-Epic member. You created your username when you first signed up for B-Epic. 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 website URLs in order to link them to your account.

Your B-Epic username is listed in the Welcome letter emailed to you when you signed up for B-Epic. Keep it somewhere safe for future reference. For reference, it is also listed at the top of the Your Account Profile screen in your member account / Back Office.

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.

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 account active?

To maintain an active account with B-Epic, 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 member account / Back Office. To view this information, log into your B-Epic member account / Back Office. It is listed at the top of the right-hand side on the main screen under "Rank Advancement".

For more information about rank qualifications, commissions, bonuses, refer to the "B-Epic Brand Partner Compensation Plan" linked to on the Bepic.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 or Social Security Number to your B-Epic Account Profile. To do this, log into your B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on "Home", then click on "Account Profile". Then, on the Your Account Profile screen, scroll down to "Tax ID Number" (towards the bottom). Type your Tax ID or Social Security Number into the field. Then click on the "Save Profile" button.

Section 3: Account Access

How do I access my B-Epic 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 username is listed in the Welcome letter emailed to you when you signed up for B-Epic. Keep it somewhere safe for future reference. (FYI, usernames are not case sensitive.)

If you cannot find that email, call 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. But, if you have changed it since first joining B-Epic, 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. Then on the Member Login screen, click on “Forgot Password”. 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 with instructions for what to do next. Once you have reset your password, keep it somewhere safe for future reference.

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, call 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 terminate 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 Bepic.com Terms and Conditions page.

To terminate your B-Epic account, submit a Support Ticket in your Back Office requesting an account closure. Be sure to list the username of the account to be closed. The account termination will be 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.

- **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).

Section 4: Back Office

What is the Back Office?

The Back Office is the online dashboard for your B-Epic account. It functions as a central hub for the business, marketing, and ordering systems. From their B-Epic 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 login from your B-Epic 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 username and password, then click on the "Login" button. More information pertaining to usernames and passwords is provided in the "Account Access" section above.

How do I make changes in my Back Office?

NOTICE: We're currently piloting a New Back Office for our Brand Partners, so until the new system launch is complete, make any changes to your account in the original Legacy Back Office. If it defaults to the New Back Office dashboard when you log into your account, it's easy and quick to switch to the Legacy Back Office.

To access the Legacy Back Office dashboard from the New Back Office dashboard: On the left-hand menu of the New Back Office online dashboard, click on "Legacy Back Office", then click on "Switch to Legacy Back Office". Then make the changes you need. Be advised, you must save the updated settings before leaving the screen for changes to go into effect.

To return to the main screen of the dashboard while in the Legacy Back Office: On the menu at the top click on "Home", then click on "Dashboard".

To return to the New Back Office dashboard from the Legacy Back Office dashboard: On the menu at the top of the Legacy Back Office online dashboard, click on "New Back Office", then click on "New Back Office".

- **IMPORTANT:** It can take up to 24 hours for changes effecting order processing and shipping to ripple through the system; therefore, be sure to make any such changes in advance of when you want them to go into effect.

Section 5: Organization Details

What is my B-Epic organization?

Your B-Epic 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. 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. When you signed up for B-Epic, 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. Their name can also be found in your Back Office online dashboard; it is listed towards the bottom of the right-hand side on the main screen.

Can I change my Sponsor?

Once you sign up for a B-Epic account, you cannot change the Sponsor tied to that account. If you want to change your Sponsor, you would 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 Bepic.com Terms and Conditions page.

Where can I view my downline?

Log into your B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on “Downline”, then click on “Binary Tree View”.

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

Log into your B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on “Downline”, then click on “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). To view their contact information, click on “Details” in the last column.

Section 6: Replicated Websites

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

As a B-Epic Brand Partner, you get two professional replicated websites for your business use: (1) B-Epic website; and (2) B-Epic Builder site. Your designated URLs for these websites are listed in the Welcome letter emailed to you when you signed up for B-Epic. Please note, the website address URLs assigned to you end with your personal B-Epic username (see the examples below). IMPORTANT: In order to be placed in your B-Epic 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

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

The B-Epic 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 B-Epic 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 organization.

Your B-Epic Builder site 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 someone enters their information on your B-Epic Builder landing page, they are immediately directed to a B-Epic business opportunity overview (similar to the one on the Bepic.com Opportunity page) with a "Sign Up for Free Spot" button. 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 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 username; they are listed in the Welcome letter emailed to you when you signed up for B-Epic.

What languages are the websites available in?

Both websites (B-Epic and B-Epic Builder) are available in English. Additional native-translated versions are in the works.

In addition, 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 three 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 B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on "Marketing System", then click on "Marketing System Dashboard". About halfway down the screen, click on "Landing Page Template". On the Preferences screen, select 1, 2, or 3 from the dropdown to see a preview of the three landing page designs. To make the selected design live, click on the "Save Preferences" 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: Other Marketing Tools

What is the B-Epic marketing app and how can I get it?

The B-Epic app is a powerful business building mobile application that's packed with features and tools to enhance how you connect with prospects. Business is about relationships, and our state-of-the art app is designed to automate marketing activities in a non-salesy way. From the app you simply reach out to someone you know...and then let the system handle key steps for you. It will keep you updated instantly as your prospect watches videos, clicks on links, etc. It's really that easy and effective!

As a B-Epic Brand Partner, you can download the B-Epic app for free from the Apple App Store or Android Google Play Store on your mobile device, then login using your B-Epic username and password. The system is designed to be easy to use right away, but if you have any questions there are simple-to-follow training videos in the app.

Currently, the app is available in English. Additional native-translated versions are in the works.

Is there a live business opportunity presentation that I can send my prospects to?

Yes, there is a weekly live B-Epic Business Overview Presentation (in English) that you and your prospects can participate in online or by phone from almost anywhere in the world. Details (including the schedule, webinar join URL, and call-in phone numbers) are posted on the "Webinar/Call Schedule" page linked to on the Bepic.com Support page.

The live presentation a simple, powerful way to introduce others to B-Epic. They will hear directly from corporate leaders and top Brand Partners all about our awesome mission, products, programs, and compensation plan. It is a personable live group presentation packed with valuable information, inspirational success stories, as well as actionable take-aways for getting started. In addition, there is time for Q&A, so they can get their questions answered on the spot and then you can get them signed up right after.

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 to on 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.

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 to on 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.

For additional important information, refer to the "Brand Partner Code of Ethics" and "Anti-Spam Policy" posted on the Bepic.com Terms and Conditions page. Any violations may result in the suspension or termination of your B-Epic affiliate/independent distributor account.

B-Epic's Brand Partner Code of Ethics.

All B-Epic Brand Partners are held to our Code of Ethics, which include not making disparaging remarks about other brand partners or companies and refraining from any fraudulent activities, illegal product or income claims, providing misleading information on company forms, cross-recruiting, and any other actions deemed harmful to the Company. B-Epic affiliates/independent distributors are required to disclose that they are an "Independent Brand Partner" on all marketing materials. All marketing materials must be approved by B-Epic Corporate. Use of the "B-Epic" and "BEPIC" company name is not allowed in Brand Partner email addresses or third-party marketing websites. Any violations of Code of Ethics may result in the suspension or termination.

Refer to "Brand Partner Code of Ethics" posted on the Bepic.com Terms and Conditions page.

B-Epic's Anti-Spam Policy.

In order to protect our Members and ensure the long-term growth and success of B-Epic, we maintain a ZERO tolerance policy towards the sending of spam. Spam email is defined as Unsolicited Commercial Email (UCE). B-Epic neither condones nor tolerates the sending of unsolicited or spam email by its affiliates/independent distributors. You are solely responsible for email sent on your behalf. In the event that you send spam email to people without their permission, you risk immediate and permanent termination of your B-Epic account and forfeiture of all contacts and commissions in that account.

As a B-Epic Brand Partner, you understand and acknowledge all the following:

It is illegal to forge B-Epic information and headers in emails and it is illegal to neglect to include a valid unsubscribe link in any emails sent out. Anyone found doing so will have their B-Epic account terminated.

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 we receive 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 has the right to terminate your account.

B-Epic does not allow traffic from traffic exchange websites or other low-quality traffic sources. Any affiliate/independent distributor who has what B-Epic 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 account terminated.

B-Epic will immediately and permanently terminate your account and suspend all future commissions for violating these policies. You will not be eligible for a refund if you are terminated for violating these policies. We also reserve the right to take legal action against any Member found violating this policy.

Refer to the "Anti-Spam Policy" posted on the Bepic.com Terms and Conditions page.

Section 8: Product Details

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 Bepic.com Terms and Conditions page.

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 has a 30-day 100% refund policy on product purchases. Sample size, product packs, or multi-unit purchases (e.g., Buy 2 Get 1 Free) do not qualify. Refunds are given based on the original purchase price. Shipping and handling charges are non-refundable. Instructions are provided in the “Returns and Refunds” section below.

Are B-Epic products made to high standards?

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

B-Epic products are made in the USA, except as noted below. The “Made in the USA” designation is listed on the product label / package.

- HYDR8 is made from 100% pure Okinawa Sango coral calcium granules harvested from grains of fossilized coral deposits from the deep-sea ocean floor off the coast of the Okinawan Islands in Japan. No live coral is harvested. Great care is taken during harvesting, so that living coral is not endangered.
- REJUVEN8 was developed by an award-winning biochemistry cosmetics lab in Switzerland.

Are B-Epic products Natural or Organic?

B-Epic dietary supplement products are not certified as “Organic”, but they are primarily made of high-quality natural ingredients, including herbal extracts, medicinal mushrooms, whole real foods, and other natural substances. Some more minor ingredients – usually listed under “Other Ingredients” – are professional-grade man-made 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 products Gluten-Free?

Yes, B-Epic dietary supplement products are gluten-free.

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 facts for each product are included on the “Product Details” document linked to on the product’s page on the Bepic.com website. These documents are also available for download on the “Marketing Resources” page linked to on the Bepic.com Support page

- NOTICE: Be advised, for some products – specifically ELEV8, ACCELER8 RESTORE, and ACCELER8 SLEEP – there are 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 Bepic.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 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 Bepic.com Terms and Conditions page.

Section 9: 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 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 URL (details provided below).

Where do I send people to sign up?

In order to be placed in your B-Epic 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 username; they are listed in the Welcome letter emailed to you when you signed up for B-Epic.

Send people to your B-Epic 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 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 B-Epic URL, then click on "Join" or "Create Account" 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 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 Bepic.com Terms and Conditions page.

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 green “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 B-Epic URL, then click on “Join” or “Create Account” 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 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 Bepic.com Terms and Conditions page.

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 green “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 URL. 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 to start. 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 URL, then fill in their name and email address, and click on the “Show Me Now” button. At the top of the next screen, click on the “Sign Up for Free Spot” button. Be advised, they must sign up at YOUR designated URL to be placed in your B-Epic 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 Bepic.com Terms and Conditions page.

Then click on the “Continue as Distributor” button.

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.

Next, follow the prompts to complete the sign-up 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 bepik.com website.

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, or the “BEPIC” company name in your username. Be sure to write down your username for safe keeping; you’ll need it to access your account later.

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

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

COMPANY NAME: This is optional and would only be applicable if you are signing up as a company versus as an individual. For example, Dr. Jane Doe, Acme Wellness Center. (Do not enter “B-Epic” here.)

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

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

SHIPPING ADDRESS: Provide the default shipping address for your account. This address must be able to accept package deliveries in a safe, secure area.

BILLING 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).

PAYMENT INFORMATION: Provide the default payment method for your account. Be careful to correctly type in the information. (FYI, the charge on your credit card statement will show merchant name “R&D Global”.)

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 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.

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 B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on "Home", then click on "Account Profile". Then, on the Your Account Profile screen, scroll down to "Binary Leg Placement Preference" (towards the bottom). From the dropdown, select which leg you want the rotator changed to. Then click on the "Save Profile" button. 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 10: Onboarding New Sign-Ups

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

B-Epic's system automatically emails to let you know when someone signs up on one of your designated B-Epic 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 and see if they need any assistance.

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 call 385-253-8208 during business hours (9 am – 5 pm Monday-Thursday and 9 am – 2 pm Friday, Mountain Time; closed USA holidays).

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

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.

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 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 call 385-253-8208 during business hours (9 am – 5 pm Monday-Thursday and 9 am – 2 pm Friday, Mountain Time; closed USA holidays).

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. 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.

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

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

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 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 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 to on 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 11: 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 B-Epic URL and log into their account (via the “Member Login” link 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 B-Epic URL and log into their account (via the “Member Login” link 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 12: Placing and Managing Orders

For more information, refer to “Orders and Billing” posted on the Bepic.com Terms and Conditions page.

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

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 B-Epic member account / Back Office online dashboard. So, to start ordering, they first need to create their customer account at your B-Epic URL. It is free and fast to do. Instructions are provided in the “Signing Up Others” section above.

Then, from their own B-Epic member account / 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 B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on “Downline”, then click on “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 B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on "Home", then click on "Place New Order". Then fill out the order form 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, check the box to agree to the Terms, then click on the "Continue to Review" button. Finally, 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 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; 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 (eligibility 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 13: Monthly Autoship Program

For more information, refer to “Orders and Billing” posted on the Bepic.com Terms and Conditions page.

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

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 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 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 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 Bepic.com Terms and Conditions page.

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 B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on “Home”, then click on “Autoship Profile”. On the Monthly Autoship Profile screen (towards the top), it lists the “Next Billing Date” and “Autoship Renewal Day of Month”. The “Next Billing Date” indicates the day of the month that the payment for your autoship order will be charged. The “Autoship Renewal Day of Month” indicates the day of the month that your autoship order will be processed and then shipped. 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; 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 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).

To modify your autoship preferences and settings, log into your B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on “Home”, then click on “Autoship Profile”. 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 B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on “Home”, then click on “Autoship Profile”. 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 B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on “Home”, then click on “Autoship Profile”. 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.

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

To change the billing information for your autoship order, log into your B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on “Home”, then click on “Autoship Profile”. 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.

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, log into your B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, on "Home", then click on "Autoship Profile". On the Monthly Autoship Profile screen (towards the top, to the right of "E-Wallet Status"), click on "Click Here" to modify your autoship E-Wallet preference. Then, on the Your Account Profile screen, scroll down to "Autoship – Use E-Wallet when funds cover the balance of the order" (at the bottom) and check the box to ENABLE. Then click on the "Save Profile" button. 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 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 B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on "Home", then click on "Autoship Profile". 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 on 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 green "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 B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on "Home", then click on "Autoship Profile". 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 on 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 green "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 14: Billing and Paying for Orders

For more information, refer to “Orders and Billing” posted on the Bepic.com Terms and Conditions page.

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 is not responsible for Volume shortfalls due to unprocessed orders due to lack of payment.

How am I billed for my purchases?

When you first signed up and placed your initial 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 are provided below in this section.

The billing information you provided when you initiated your monthly autoship order will be used each month thereafter (unless you change it).

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

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 name listed on your statement will be “R&D GLOBAL”.

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 payments, log into your B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, on "Home", then click on "Account Profile". On the Your Account Profile screen, scroll down to "Autoship – Use E-Wallet when funds cover the balance of the order" (at the bottom) and check the box to ENABLE. Then click on the "Save Profile" button. Be advised, must save the updated settings before leaving the screen for the 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.

How many Billing Profiles can I have on my account?

The system allows for three Billing Profiles per account. Moreover, there is no setting in your Back Office to edit or delete an existing Billing Profile. So, if you need to add a new Billing Profile but have already used all three of your allotted slots, contact Member Support.

How can I change my billing information / payment method (Default Billing Profile)?

There is no setting in your Back Office to edit or delete a Billing Profile. Therefore, if you need to fix or change something in an existing Billing Profile, contact Member Support.

Or, if you have not yet used all three of your allotted Billing Profile slots, you can create a new profile to use instead. To create a new Default Billing Profile, log into your B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on "Home", then click on "Billing Profiles". On the Billing Profile Management Center screen, your Default Billing Profile is indicated by the green "Default Profile" status marker. If you have multiple Billing Profiles, click on the yellow "Set as Default" button next to the one you want to set as your new default. Or, to add a new Billing Profile, 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.

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 B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on "Home", then click on "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 pink 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.

Section 15: Unpaid / Declined Payment

For more information, refer to “Orders and Billing” posted on the Bepic.com Terms and Conditions page.

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 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 charge will be listed as coming from merchant name “R&D Global”). (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. 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 charge will be listed as coming from merchant name "R&D Global".) (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 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 accounts.
- Only 5 B-Epic transactions per day can be made on a given credit card.
- Only 10 B-Epic 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 on a given credit card.
- A maximum of \$1,200.00 per week/month can be charged to B-Epic on a given credit card.

Section 16: Shipping and Delivery

For more information, refer to “Shipping Policy” posted on the Bepic.com Terms and Conditions page.

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 is 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 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.

Where can I check or change the shipping address for my order (Default Shipping Profile)?

When you first signed up and placed your initial 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 are provided below in this section.

The shipping information you provided when you initiated your monthly autoship order will be used each month thereafter (unless you change it).

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

To change or create a new Shipping Profile, log into your B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on “Home”, then click on “Shipping Profiles”. On the Shipping Profile Management Center screen, your Default Shipping Profile is indicated by the green “Default Profile” status marker. If you have multiple Shipping Profiles, click on the yellow “Set as Default” button next to the one you want to set as your new default. Or, to add a new Shipping Profile, click on “Add New Shipping Profile”, then fill in all the needed information. Take care to fill in everything correctly and completely (including 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 changes to go into effect.

Please note, there is no setting in your Back Office to edit a Shipping Profile once it has been created. Therefore, if you need to change something in a Shipping Profile, you must first delete that profile from the Shipping Profile Management Center screen, then create (and save) a new Shipping Profile with the new / correct information.

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 B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on "Home", then click on "Order History". Next to each order, it will list the tracking order once it has officially posted from the shipping carrier.

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 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 Bepic.com Terms and Conditions page.

Section 17: Returns and Refunds

For more information, refer to “Returns and Refund Policy” posted on the Bepic.com Terms and Conditions page.

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

What is B-Epic’s Refund Policy?

B-Epic has a 30-day 100% refund policy on product purchases. Sample size, product packs, or multi-unit purchases (e.g., Buy 2 Get 1 Free) do not qualify. Refunds are given based on the original purchase price. Shipping and handling charges are non-refundable. The one-time sign-up fee for distributors is also non-refundable.

What is needed to get a refund?

To be eligible for a refund of a product purchase, you must submit a refund request 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 member account / Back Office. 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 – any package marked “return to sender” or “refused”. Nor do we accept C.O.D. returns. 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). 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.

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

What is the address to return a product?

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

B-Epic
Attn: RMA # [list the number issued to you by Member Support for this return]
3075 N. Fairfield Rd. Suite A
Layton, Utah, 84041
USA

Section 18: Earning Commissions and Getting Paid

For additional important information, refer to the “Earnings Disclosure” posted on the Bepic.com Terms and Conditions page.

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.

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 the first Wednesday after 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 19: 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) iPayout. These are independent companies (not part of B-Epic) that handle financial transactions and payouts for E-Wallets accounts.

To activate your E-Wallet account, log into your B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on "Home", then click on "My E-Wallet". On the My E-Wallet screen, click on the green "New Withdraw Profile" button. Then, at the top right-hand side of the next screen, click on "Activate Your E-Wallet Account Here". 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 iPayout) to finalize your account.

Then you need to log back into your B-Epic member account / Back Office to set up a Withdraw Profile. On the menu at the top of the online dashboard, click on "Home", then click on "My E-Wallet". On the My E-Wallet screen, click on the green "New Withdraw Profile" button. 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.

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 iPayout, email them at support@globalewallet.com.

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

Once your E-Wallet set up is complete, you can access your GPG or iPayout E-Wallet account login from your B-Epic Back Office online dashboard. It will be located about half-way down on the right-hand side on the main screen under "E-Wallet Account".

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 payments, log into your B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, on "Home", then click on "Account Profile". On the Your Account Profile screen, scroll down to "Autoship – Use E-Wallet when funds cover the balance of the order" (at the bottom) and check the box to ENABLE. Then click on the "Save Profile" button. 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 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 B-Epic member account. In the Legacy Back Office (online dashboard), go to the menu at the top of the screen, click on "Home", then click on "My E-Wallet". On the My E-Wallet screen, click on the green "Withdraw Funds" button. Then select the Withdraw Profile, list the amount you want to withdraw, and enter your Withdraw PIN. Then, 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 My E-Wallet 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 iPayout is your E-Wallet provider (and your account is set up to do so), the B-Epic payout should be immediately transferred (by iPayout) to the bank account linked in your iPayout 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.

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 R&D Global DBA B-Epic. All International Rights Reserved.