



## UNAUTHORIZED SALES OF SHAKLEE PRODUCTS ON AMAZON

### Reasons why you should NOT buy Shaklee Products on Amazon or other e-commerce sites

- **100% Guarantee.** Shaklee cannot honor the guarantee for products sold through Amazon or other online marketplaces.
- **Customer Service Team.** A Shaklee Ambassador is dedicated to you and your well-being. A Shaklee Ambassador is also committed to your satisfaction and available to ensure you get optimal benefit from using the products.
- **Authentic Products.** A purchaser from Amazon or other e-commerce sites has no way of knowing whether what they are buying is authentic, how close to expiration it may be, how the product has been stored, or whether it may have been tampered with. Purchasing through Shaklee Ambassador addresses all of these issues because all Shaklee products are sourced, stored, handled, and shipped directly from Shaklee. And all of these products go through Shaklee's rigorous testing and quality protocols.
- **Shaklee Opportunity.** Purchasing from e-commerce sites denies independent business owners from earning commission on sales. Many people will go the extra mile to support small, family-owned businesses in our communities, and that's exactly what you're doing when you buy from your Shaklee Ambassador.
- **Loyalty Rewards Program.** Members and Ambassadors can participate in the incredible Loyalty Rewards Program offered by Shaklee. Participants can earn free products and other amazing benefits such as earning up to 15% back in Loyalty Points and redeeming their points for free full-size Shaklee product of their choice. They will also enjoy access to perks, such as a free birthday gift, 2X Points Promotions, Refer a Friend program, and enjoy FIRST access to new products and promotions.
- **Genuine Reviews.** Online reviews for an e-commerce seller can be fake. Keep in mind that the seller is only trying to sell their inventory and may aggregate or even fake reviews to lure a customer into purchasing.

For all the reasons above, we strongly recommend that a customer purchase from a reputable Shaklee Ambassador rather than purchasing from Amazon or other e-commerce sites.

### What is Shaklee doing to stop the sale of Shaklee products from these e-commerce sites?

The Shaklee Compliance Department constantly monitors Amazon and other online retail sites for unauthorized sales of Shaklee products. We also work with an outside law firm to track and shut down all third-party sellers of Shaklee products on these sites through the civil litigation process for trademark violations and product liability risk.

# Shaklee®

The Shaklee Statement of Privileges and Responsibilities (P&R) - which is part of the contract between Shaklee and each Shaklee Ambassador - prohibits Ambassadors from selling Shaklee products on these sites. If Shaklee Compliance discovers a seller is a Shaklee Ambassador, we contact the Ambassador, inform them of the rules, and request that the Ambassador promptly remove the Shaklee products from the site. Most readily agree. If they do not, the matter will result in termination of the Ambassadorship. However, most sellers are not Shaklee Ambassadors.

The Shaklee Legal Department has also filed multiple lawsuits to determine the identities of those selling on Amazon under fictitious names. As a result of those suits, we have terminated more than 100 sellers and collected monetary damages through the civil litigation process. Unfortunately, even if we reduce the number of sellers, new sellers may enter the marketplace. Therefore, policing these sales will be an ongoing effort.

If you become aware of someone selling on any e-commerce sites or supplying products to any seller on any of these sites, please notify Shaklee Compliance at [compliance@shaklee.com](mailto:compliance@shaklee.com).

Additionally, we recommend that you do not search for Shaklee products on Amazon or other sites as these searches statistically increase the popularity of Shaklee products, which inadvertently supports the behavior of the unauthorized sellers.

We hope that you will find this document helpful in educating your team and customers as to why purchasing Shaklee products from these e-commerce sites is discouraged. The best practice is to purchase from a reputable Shaklee Ambassador. As always, Shaklee is committed to doing all that we can to stop these sellers.

Best regards,

Shaklee Field Compliance Team

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