

Hello Love Inc.
VIP Customer Terms and Conditions

Welcome to Hello Love! We are excited that you have chosen to enroll as a Hello Love VIP Customer! These Hello Love VIP Customer Terms and Conditions (the “**Terms**”) apply to you as an enrollee in the Hello Love VIP Customer Program, which is offered by Hello Love, Inc., a Delaware corporation with its principal place of business at 30900 Rancho Viejo Rd., Suite 145, San Juan Capistrano, CA 92675 (the “**Company**,” “**Hello Love**,” “**we**,” “**us**,” or “**our**”), subject to these Terms.

Enrollment

Becoming a Hello Love VIP Customer is easy! To enroll, you must:

1. Submit your Enrollment Form, and
2. Pay an annual enrollment fee of \$25.

That’s it! Your “Enrollment Date” is the date on which you complete that process and submit your initial order.

By submitting your Hello Love VIP Customer Enrollment Form, you certify that you have reviewed and agree to these Terms, as well as the Hello Love [Company Policies](#) (the “**Company Policies**”), including the Mandatory Arbitration Clause and Class Action Waiver, and the Hello Love [Privacy Policy](#).

Hello Love VIP Customer Benefits

You will receive free ground shipping on any product orders that total more than \$45. Standard shipping rates will apply to all other orders. This total is calculated before tax and after application of your VIP Customer Discount.

Hello Love VIP Customer Obligations

There is no obligation to purchase Hello Love products! Your free shipping on any product orders that total more than \$45 remains good for the entire year, regardless of the amount or frequency of your orders.

All terms and conditions associated with the use of the Hello Love Website apply to you as a Hello Love VIP Customer including the Company Policies, Hello Love Website Terms of Use, and Hello Love Privacy Policy. You acknowledge and agree that engaging in any conduct that violates the terms of the documents listed above may result in immediate termination of this Agreement and other disciplinary action as outlined in the Company Policies.

Hello Love VIP Customer Account and Payment Information

All Hello Love VIP Customers must create an online account with their email address and a password. As a Hello Love VIP Customer, you will be identified by your email address. You must login to the Hello Love website to identify yourself as a Hello Love VIP Customer in order to view and access your Hello Love VIP shipping discount or to update your order, billing, or other information with Hello Love.

You must provide the required information, including a valid credit card for the initial order. You may elect to allow us to save your credit card information to use on future orders and for automatic payment of your next annual Hello Love VIP Customer enrollment fee. If you attempt to place an order that is declined by your credit card company, your Hello Love VIP Customer account will be subject to

termination. Before terminating an established account, we will attempt to reach you via the email address you provided in your enrollment application to give you an opportunity to provide us with the information we need to process your order.

Privacy

By signing up to be a Hello Love VIP Customer, you agree to the terms of the Hello Love [Privacy Policy](#) and to receive product and promotional emails from Hello Love. You can opt out of promotional emails by clicking the “unsubscribe” link contained in the email. Such opt out will not apply to transactional emails pertaining to your order. For more information on our privacy practices, please review our Privacy Policy.

Prohibition Against Resale

Hello Love VIP Customers are strictly prohibited from re-selling their Hello Love purchases. Hello Love VIP Customers are not affiliates or distributors of Hello Love products. If you are interested in becoming a Hello Love Affiliate or a Hello Love Fanatic, please visit the Hello Love website at www.helloloveinc.com to apply.

Relationship to Hello Love Fanatics

You may enroll to be a Hello Love VIP Customer through a Hello Love Fanatic’s personal website or through the Hello Love website. Hello Love VIP Customers are not required to have a Hello Love Fanatic associated with their account. However, if you enroll through a Fanatic’s personal website, that Fanatic will be deemed your personal Sponsor. We strongly discourage changes in Sponsors. However, if you wish to change your Sponsor, please contact us. We will consider your request and reasons on a case-by-case basis and may approve or decline such a change in our sole discretion. Please note, for internal accounting reasons, we may require you to terminate your Hello Love VIP Customer account for 30 days before establishing your VIP Customer account under a different Sponsor.

Refunds

Hello Love will provide refunds on product purchases in accordance with the Company Policies. You agree to follow the procedures set forth in the Company Policies regarding product returns and refunds. Circumventing the normal refund process by seeking a chargeback or refund from a credit card company is expensive for the Company and causes problems with recordkeeping involving commissions. Therefore, you acknowledge and agree that seeking cancellation or refunds through a credit card company will be grounds for termination of this Agreement.

Cancellation

You, the buyer, may cancel this transaction at any time prior to midnight of the third business day after the date of this transaction. The terms applicable to your product purchase and the explanation of your right to cancel are set forth in the Hello Love Retail Customer Terms of Sale and Notice of Cancellation available here: [\[Notice of Cancellation\]](#).

Term

Unless your enrollment is terminated earlier for reasons set forth herein, the benefits available to you as a Hello Love VIP Customer will last for one year from the Enrollment Date. Thereafter, you may be given the opportunity to re-enroll annually as a Hello Love VIP Customer.

Disputes

You agree to submit all disputes concerning the Hello Love VIP Customer Program, these Hello Love VIP Customer Terms and Conditions, your use of the Hello Love Website, and any products or services you purchase from Hello Love to confidential binding arbitration in accordance with the Mandatory Arbitration Agreement and Class Action Waiver in Section 14 of the Hello Love [Company Policies](#). You understand that by agreeing to the Mandatory Arbitration and Class Action Waiver, you are waiving your right to pursue relief in a court of law and to have a jury trial on your claims, and that you will only be permitted to pursue claims and seek relief against Hello Love on an individual basis, not as a class representative or a member of any class in a class or representative action or proceeding. The arbitration agreement covers all disputes, including but not limited to product liability claims. The Arbitration Agreement does not apply to claims that can be brought in small claims court. Please review the full Arbitration Agreement in Section 14 in the Hello Love [Company Policies](#).

Change

Hello Love may amend the Company Policies, the Website Terms of Use, or its Privacy Policy from time to time at its sole discretion. Notice of any material changes to the Company Policies or to this Agreement will be provided in advance via the Hello Love website or email.