

# CONSULTANT REPLENISHMENT PROGRAM (CRP) – GLOBAL

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These Terms & Conditions govern your enrollment in the Consultant Replenishment Program (“**CRP**”) conducted by Rodan & Fields Beauty, LLC (if you are a resident of the US), Rodan & Fields Australia Pty Ltd. ABN 14 600 152 243 (if you are a resident of Australia), Rodan & Fields, Canada, ULC (if you are a resident of Canada) (“**Rodan + Fields**” or “**R+F**”) and their respective successors and assigns.

The CRP is a flexible, optional auto-ship program that provides you with the convenience of receiving regular monthly or bi-monthly shipments of your Rodan + Fields® (R+F) products. **As a participant in CRP, your payment method will be charged a recurring monthly or bimonthly (60-day) amount equal to the sum of the prices of the products in your order, plus the applicable tax and shipping charges.**

As an active R+F Brand Consultant, you may enroll in CRP online. First, log in to the corporate website [rodanandfields.com](http://rodanandfields.com), selecting your name in the upper right-hand corner, selecting “Subscribe to CRP” under “My CRP” in the dropdown menu. To enroll in CRP, you must provide the required information requested, including a valid payment method for the monthly or bimonthly replenishment billing. If you have any questions regarding the enrollment process, please call Sales Support at:

**In the U.S.:** 415-273-8000

**In Canada:** 1 800 731 860

**In Australia:** 855-RFCANADA (855-732-2623)

**You may delay, change or cancel your CRP enrollment up to one calendar day prior to your next scheduled ship date.**

Upon enrollment in CRP, you will select your initial CRP order. If you select Apple Pay as your payment method, your order frequency will default to a monthly frequency. Following your initial order, you can log into your account to delay future shipments up to 30 days. For all other payment methods, you will select from three options for the timing of your first CRP shipment: immediately, the following month, or in 60 days. Immediate shipments will be processed and charged immediately and shipped within approximately two business days of enrollment. All subsequent CRP orders, including those selected for first shipment in the following month or in 60 days, will be processed and charged on the same day of each month or each 60 days (or the next business day where not possible) and shipped within approximately two business days for as long as you remain enrolled in CRP. For all payment methods, you can delay or change your CRP order date by logging in to the corporate website, clicking or tapping your name, selecting Manage CRP, under “My CRP” and selecting Delay Order.

In the event any item in your order is not available at the time of shipping, we will endeavor to notify you, such as by email. In that case, we reserve the right to substitute another item, which may have a different price than the item you originally ordered, but you will have the ability to select an alternative item by logging into your account at any time until the order is processed for shipment.

Once enrolled in CRP, your CRP order is automatically processed, shipped, and billed to your payment method on file on a programmed date each month or 60 days. The date of your next CRP order, along with the contents of that order, may be viewed by you at any time by logging into your account to view your CRP.

You may change your CRP order to any selection of products at any time before your order is processed.

Once your CRP order has been changed, your new product selection will become your ongoing CRP order and thereafter ship either monthly, or every 60 days (if this shipment frequency is selected) until you change it.

All orders of USD \$40 | CAD \$53 | AUS \$58 or more are shipped via free ground shipping. Standard shipping will be charged for all other orders under USD \$40 | CAD \$53 | AUS \$58.

If Rodan + Fields is unable to process your method of payment on file for any reason and we are unable to contact you or the issue is not resolved within no more than three attempts, your CRP order will be canceled, and you will be unenrolled from CRP. To re-enroll in CRP, simply log into your account, resubscribe and update your payment information.

To return a product that was shipped as part of your CRP order, the product return procedures set forth in Section 10 of the Rodan + Fields (R+F) Policies & Procedures shall apply.

Termination of your Consultanship, whether by you or by Rodan + Fields, will result in the automatic termination of your participation in the CRP.

All Terms & Conditions set forth in your Brand Consultant Agreement, as well as the Terms and Conditions associated with the use of rodanandfields.com, rodanandfields.ca, and rodanandfields.com.au websites, shall apply to all participants of CRP and are incorporated into these Terms & Conditions of CRP. Rodan + Fields may amend these Terms & Conditions of CRP from time to time in its discretion. Rodan + Fields will notify you of any material changes to these Terms & Conditions of CRP in advance of the changes taking place via email and the Insider Scoop newsletter or other Brand Consultant newsletter from R+F.

This document is applicable to the U.S., Australian and Canadian Markets.

**Effective:** March 17, 2025