

PULSE BUSINESS MANAGEMENT SUITE – AUSTRALIA

PROGRAM DESCRIPTION

PULSE is a proprietary suite of web-based tools that provides business and customer relationship management resources to Rodan + Fields® (R+F) Independent Consultants to support product sales, team growth, downline productivity, and Customer satisfaction and retention. **PULSE** is available in two versions: **PULSE Basic** and **PULSE Pro**. Access to **PULSE Basic** includes basic business tools and reporting, limited access to the R+F Virtual platform, a marketing and social media library and a business development library. Access to **PULSE Pro** includes all **PULSE Basic** features plus free shipping for Consultant Replenish Program (CRP) and ad hoc orders of 100 Sales Volume (SV) or more, one Personal Website (PWS), access to the Solution Tool, full access to the R+F Virtual platform and advanced reports and features within PULSE. **PULSE Pro** is an advanced suite of tools available through a monthly subscription program. **PULSE Basic** is available to all Consultants without cost or subscription.

PULSE Pro can help Consultants establish a business presence online and start automating specific business disciplines. **PULSE Pro** features one Personal Website through which Consultants can sell Rodan + Fields products and enrol new Consultants, with all transactions automatically linked to their Rodan + Fields Consultant IDs. **A PULSE Pro subscription is optional, costs AUD \$29.95 (inclusive of GST) per month, will be billed to the default credit card you entered during the enrolment flow, and may be cancelled by a participating Consultant at any time by following the steps outlined in the “Cancellation Policy” section below.** It includes:

- Free shipping for CRP and ad hoc orders of 100 SV or more
- One (1) Personalised Website:
 - A public skincare storefront designated with a unique site name (https://<sitename>.myrandf.com.au)
- The ability to provide a customised skincare routine to your Customers using the Rodan + Fields Solution Tool
- Full access to the R+F Virtual platform
- Advanced sales and business management reports and features within PULSE

Rodan + Fields Independent Consultant acknowledges that he/she has read and agrees to abide by all terms and conditions set forth in the [R+F Consultant Agreement](#) and [Policies & Procedures](#), as well as the [Privacy Policy](#) and [Terms and Conditions](#) associated with the use of the www.rodanandfields.com.au website. Rodan + Fields reserves the right to change the terms of the **PULSE Basic** and **PULSE Pro** programs at any time without notice. Any material changes to the terms of the **PULSE Basic** or **PULSE Pro** programs will be disclosed in advance via the Insider Scoop and/or email.

SUBSCRIBE TO PULSE PRO

You may subscribe to **PULSE Pro** during the Rodan + Fields Consultant enrolment process, or at any time after enrolling, provided that you are in compliance with the terms of their Consultant Agreement, including the Policies & Procedures. You will receive a **PULSE Pro** free trial of up to one month when enrolling as a Rodan + Fields Consultant.

BILLING

Upon subscribing to PULSE Pro, you agree to a non-refundable monthly charge of AUD \$29.95 (inclusive of GST) for each month while subscribed to the program, with the exception of the first month free trial. PULSE Pro is automatically billed to your default credit card on file on the same day every month, as displayed on the website during subscription signup. If you enrol in **PULSE Pro** between the 17th and the last day of the month, your card will be processed and charged on the 17th of the following month and every month thereafter. After the first successful billing cycle, you may change your monthly billing date by logging in to your Personal Website (PWS).

CANCELLATION POLICY

You may cancel your PULSE Pro subscription at any time by logging in to rodanandfields.com.au, go to "My Account > Pulse > Manage Subscription" from the navigation menu, click "Cancel Pulse Pro Subscription" and then click "Cancel Pulse Pro" to confirm.

Alternatively, you may call Sales Support on 1800 731 860 or email

salessupportau@rodanandfields.com. When you cancel **PULSE Pro**, your subscription will remain active until the end of that billing cycle. At that time, all **PULSE Pro** features will be downgraded to **PULSE Basic** and all previously entered data will be deleted—including, but not limited to, Personal Website, Contacts, and Reporting. Termination of a Consultant Agreement, whether by the Consultant or by the Company, will result in automatic termination of all **PULSE Basic** and **PULSE Pro** features.

PULSE PRO AND PERSONAL WEBSITE REQUIREMENTS

As a Rodan + Fields Independent Consultant, you may not publish, post, or distribute any material on your **PULSE Pro** Personal Website that is defamatory, libelous, disparaging, threatening, offensive, harassing, abusive, obscene, pornographic, in violation of applicable law, or that inhibits others from enjoying Consultant Personal Website.

- Rodan + Fields reserves the right to monitor **PULSE** and Personal Website content including images and communications generated from PULSE if Rodan + Fields determines, in its sole discretion, that good cause exists to do so. You acknowledge that Rodan + Fields has the right to monitor **PULSE** and Personal Website content, and you specifically give Rodan + Fields permission to monitor your **PULSE** and Personal Website content, including communications made on or through these tools, and to remove any noncompliant postings.
- Rodan + Fields Independent Consultants may not violate or infringe on the rights of others, including privacy, publicity, and proprietary rights. To the extent Rodan + Fields Independent Consultant publishes content, including images, about or belonging to individuals other than the Independent Consultant, the Independent Consultant acknowledges that he/she is solely responsible for ensuring that he/she has consent from such individuals to publish such content on the PULSE Pro Personal Website. Rodan + Fields Independent Consultant agrees to abide by all applicable privacy laws and regulations in collecting and processing any personal data belonging to such individuals or other third parties.
- It is the responsibility of each Rodan + Fields Independent Consultant to ensure that your Personal Website fully complies with these Terms and Conditions, the R+F Policies & Procedures, including Section 11 thereof, and all applicable federal and state laws, rules and regulations.
- Consultant Personal Website or other statements or communications shall not imply or guarantee that others will experience the same product results or achieve the same earnings as the Consultant. Appropriate disclaimers should be used to avoid any appearance of providing medical advice or guaranteed earnings. Please see the R+F Policies & Procedures for further details regarding income and product disclaimers.
- If you have any questions regarding **PULSE**, please call Sales Support on 1800 731 860.

For full details on Internet guidelines, refer to Section 11 in the Rodan + Fields Policies & Procedures.

RODAN + FIELDS DISCLAIMS ANY AND ALL LIABILITY ARISING FROM CONTENT OR IMAGES PLACED ON CONSULTANT PERSONAL WEBSITES or in any communications sent through the website. Rodan + Fields Independent Consultants are solely responsible for any statements or other content that is posted on their Consultant Personal Website.

This document is applicable to the Australian market