

TERMS AND CONDITIONS

(Additional Terms and Conditions and Dealer Policy and Procedures documents are available in the downloads section for your Krystal Planet back office)

Krystal Planet Corporation (“KP”) will activate your account and begin your service as soon as your order is received. Krystal Planet, its successors, agents or assigns will electronically bill you monthly for the monthly services you selected during your enrollment. You may close your KP account and receive a full refund within three (3) calendar days of opening your Krystal Planet account.

INDEPENDENT CONTRACTOR STATUS

All Krystal Planet Distributors are Independent Contractors and will not be treated as an employee for federal or state tax purposes. Krystal Planet Distributors must sign and return this document and a W9 form to be eligible to receive commissions.

BILLING AND PAYMENT

Your account will be charged by Krystal Planet at the time of purchase for all products and services you elect to purchase. Products and services sold via monthly autoship will be charged to your account on a monthly basis for the term outlined in the product description. Autoships for services, such as FutureWind and/or Global Business Center, are provided to you for your use throughout each month and are considered fully used by the end of the calendar month for which they are billed. Once any service has been available to you, whether you utilized the service or not, it cannot be refunded (see refund policy below).

1. You authorize Krystal Planet Corporation (“KP”) to automatically draw funds from your Visa, MasterCard, Discover, American Express, or debit card so that the total of your monthly order is equal to the amount you have authorized.
2. A debit card tied to your checking account is an acceptable form of payment for your monthly services.
3. KP cannot obtain more funds from your account than those you have authorized.
4. Autoship payments are generally processed one calendar month from the date of your original purchase but the actual billing date may vary slightly from month to month.
5. If your payment does not clear when KP drafts your account. KP will attempt to notify you of the problem via the website or by email/phone.

FAILED AUTOSHIP PAYMENTS

KP will also provide via your back office a notification tool and a manual payment tool to make any missed autoship payments before they impact your eligibility to receive commissions. KP distributors have until the midnight central standard time on 10th day of the following calendar month make a manual payment and bring their account current. Should the distributor still have outstanding payments in their account at 12:01 AM on the 11th day of the next calendar month all commissions will be forfeited until the current month calendar month has been closed and the matrix reranked. It is the distributor’s sole responsibility to use these tools to ensure their account is current and their billing information is accurate to avoid loss of commissions and ensure future payments process without manual intervention. Please contact the KP support team at support@krystal-planet.com should you have questions about how to make manual payments and/or update your billing information.

Krystal Planet reserves the right to: a) apply commissions earned towards any outstanding autoship payments until the account is current and/or rebill your credit card or bank account for outstanding autoship payments from previous months and/or b) charge of up to \$25.00 per autoship per month for failed transactions.

PRODUCT REPLACEMENT AND REFUNDS

Krystal Planet and our suppliers stand behind the products we sell. Unless otherwise noted in the product description, all products – but not services – are covered with a 30 day money back guarantee from the time you receive the product less shipping and handling and subject to a 15% restocking fee. To be eligible for a refund the product must be returned in resellable condition and in the original packaging. Should a product replacement or return be necessary please contact orders@krystal-planet.com to obtain further instructions and an RMA number.

ACCOUNT SUSPENSION DUE TO FINANCIAL HARDSHIP

If you are unable to pay your bill in full due to temporary financial hardship, please call Krystal Planet Customer Service or email us at support@krystal-planet.com. Our mailing address is Krystal Planet, 8527 Bluejacket Street, Lenexa, KS 66214. We will assist you in making special payment arrangements

ACCOUNT CLOSURE

1. You may close your KP account at any time*.
2. Account Closure requests may be made electronically by email, in writing via Fax (913)888-0551 or US Mail to Krystal Planet Corporation Attention Customer Service 8527 Bluejacket Street Lenexa, KS 66214
3. Krystal Planet is not responsible for lost account closure requests. You are responsible for all charges posted to your KP account until you receive written confirmation via the email address listed in your KP account that your account closure request has been received and processed. If you have not received confirmation within 48 business hours please resend your request.
3. The effective date for the cancellation will be the day the request is received in the Krystal Planet Corporate office.
4. With the exception of products returned for refund as outlined above, no refunds will be given for purchases which have been posted to your credit card or bank account prior to the effective date.
5. Upon receipt of your account closure request, Krystal Planet will review your account status. Should your account have an outstanding balance Krystal Planet will suspend additional charges and give you 30 days to bring your account current or arrange a payment plan. After 30 days any suspended accounts with an outstanding balance will be forwarded to a collection agency. The KP distributor agrees to pay the outstanding balance plus the collection agency fees.

CHARGE BACKS

Krystal Planet distributors elect to participate on a month to month basis* and may close their distributorship at any time. Krystal Planet has implemented a simple and straight forward account closure process to minimize the financial risk for its distributors. Because of this Krystal Planet aggressively pursues collection of any funds charged back by its distributors that were previously collected by KP for non-refundable services. By signing this form you agree not to charge back funds paid to Krystal Planet prior to your account closure effective date. Should a charge back occur you agree to pay the original amount, plus \$35 in charge back fees per month charged back, plus all legal and collection agency fees incurred by KP.

PRIVACY POLICY

Krystal Planet follows a strict anti spam policy. Your email address will not be sold, shared or traded to any other organization. Krystal Planet may from time to time contact you via US Mail and/or email with updates and product information. You may also elect to join the Krystal Planet News Group to receive regular updates on the developments in renewable energy, the environment and the dirty power industry as well as additional information about Krystal Planet.

CONTROLLING PROVISION

All matters affecting the interpretation of this agreement shall be governed by and construed according to the laws of the State of Delaware. THERE ARE NO WARRANTIES OR REPRESENTATIONS OTHER THAN THOSE EXPRESSLY SET FORTH HEREIN, AND NO OTHERS SHALL BE HONORED. Should any part of this agreement be declared invalid for any

reason, such decision shall not in any manner affect the validity of the remaining portion of this agreement, which shall remain in full force and effect as if the part determined to be invalid had not been contained herein at the time of the execution of this agreement.

By signing and dating the line below or by initialing the Terms and Conditions box on the Krystal Planet Website I, the buyer, have read, understand and agree with the all above terms and conditions.

Signature	_____	_____	_____
ID	Date		KP Distributor

For KP office use Received: _____ Initials: _____

* Note: Planet Patrons, green tag customers under 60 month contracts, should refer to the Planet Patron Contract for additional information on cancellation.