



*Brand Partner*

# GUIDELINES, POLICIES & PROCEDURES



# MASON GROVE FARM, LLC

## BRAND PARTNER APPLICATION AND AGREEMENT

**1. CONSENT AND CONTRACT** | By completing this Brand Partner Application and Agreement, you apply for legal authorization to become a Mason Grove Farm, LLC Brand Partner and business owner. After completing this Brand Partner Application and Agreement you will be a Mason Grove Farm, LLC business owner and enter into contract with Mason Grove Farm, LLC (hereinafter “Mason Grove Farm”). You acknowledge that prior to signing you have received, read and understood the Mason Grove Farm Income Disclaimer Statement, that you have received, read and understood the Mason Grove Farm Policies and Procedures, which are incorporated into this Agreement, and that you have read and agree to all terms set forth in this Agreement. Mason Grove Farm reserves the right to reject any application for any reason within thirty (30) days of submission.

**2. FIRST YEAR, RENEWAL, EXPIRATION AND TERMINATION** | The duration of this Agreement is one year. Your first year will require a one-time Brand Partner enrollment fee during enrollment. Annual renewal of this agreement will take place each year on the anniversary date (MM/DD) of the active Brand Partner (active Brand Partner status will be as described in the Mason Grove Farm Policies and Procedures). There will be an automatic acknowledgement each year on your anniversary date that you will accept. Mason Grove Farm will work diligently to provide you with advanced notice of this renewal; however, this is your responsibility to renew. If your business is cancelled or terminated for any reason, you recognize that you will permanently lose your rights as a Brand Partner. You will not be authorized to sell Mason Grove Farm products or services and you will not be eligible to receive commissions, bonuses, or other income. In the event of cancellation, termination or non-renewal, you waive all rights that you held as a Brand Partner, including but not limited to proprietary information and physical materials, rights to your former Brand Partner organization (including customers) and to any bonuses, commissions or other compensation resulting from the sales and other activities of your former Brand Partner (including customers). Although we do not anticipate any of the following, Mason Grove Farm reserves the right to terminate all Brand Partner agreements should the Company (1) stop business operations; (2) dissolve as a business entity; or (3) terminate distribution of its products and/or service. Brand Partners may cancel this Agreement at any time. Written notice must be provided to Mason Grove Farm pursuant to the instructions found in Section 15 of this Agreement. In the event of a dispute inside or outside of this agreement, Brand Partners will always be given (1) written warning followed by discussion pertaining to the issue in question. We at Mason Grove Farm will always give the benefit of the doubt to our Brand Partners, however we may also take actions that may include termination of this Agreement, if a Brand Partner continues to violate any of the terms found in this Agreement or in the Policies and Procedures.

**3. INDEPENDENT CONTRACTOR STATUS** | You understand that this agreement does not make you an employee, agent, or legal representative of Mason Grove Farm or your direct supporting Brand Partner. As an independent contractor, you will be operating your own independent business, buying and selling products available through Mason Grove Farm. Because you are an independent business owner, you have the ability to determine the number of hours that you will work your business. If you reach an income of \$600.00 from commissions and bonuses for that calendar year, you will receive the IRS Form 1099-MISC indicating the amount of income paid to you during that calendar year. By agreeing to these terms, you are also agreeing to receive the 1099-MISC form electronically. It will be your sole responsibility to account for your income on your individual income tax returns.





# MASON GROVE FARM, LLC

## BRAND PARTNER APPLICATION AND AGREEMENT

**4.PRESENTING THE COMPENSATION PLAN** | You agree that you will fairly present the Mason Grove Farm Compensation Plan in its entirety. You agree to emphasize that in order to earn commissions and bonuses, that sales efforts of each Brand Partner are required. When presenting the compensation plan to potential Brand Partners, you agree to utilize only materials produced and provided by Mason Grove Farm. You agree that you will encourage all potential Brand Partners to review the Mason Grove Farm Income Disclaimer Statement. Presenting the Mason Grove Farm Compensation Plan in a deceitful manner may result in termination of this Agreement and your rights as a Brand Partner.

**5.SELLING PRODUCT** | As a Brand Partner you also agree that you will not make any medical claims about a product in the form of being a cure, treatment, diagnosis, mitigation or prevention of any disease, illness or physical ailment. Statements that portray such medical claims could be perceived as medical or drug claims and as a Brand Partner with Mason Grove Farm, you do not have the discretion to make such medical claims. Claims of that nature directly violate Company policies, but they may also violate federal and state laws and/or regulations; included but not limited to the federal Food, Drug, and Cosmetic Act and Federal Trade Commission Act. Any such claims may result in termination of this Agreement and your rights as a Brand Partner. You also agree that you will sell Mason Grove Farm products only in Company approved areas.

**6.REFUNDS AND PRODUCT RETURNS** | You agree that you cannot and will not resell product directly to a retail customer. Products are to be sold through the Brand Partner's replicated website. If you as a Brand Partner are not 100% satisfied with our products, you may return your products for a full refund according to return policies. You also agree that you will incur the shipping and handling fees for the return of your product(s). For more information on the Mason Grove Farm refund policy, please see the Policies and Procedures.

**7.MASON GROVE FARM PROPRIETARY INFORMATION AND TRADE SECRETS** | During the period of your contract with Mason Grove Farm, Mason Grove Farm grants you a personal, non-exclusive, non-transferable and revocable right to use trade secret, confidential, and proprietary business information which includes, without limitation, Brand Partner Lineage information, business reports, manufacturing and product developments, and Brand Partner sales, earnings and other financial reports to facilitate your Mason Grove Farm business.

**8.NON-SOLICITATION AGREEMENT** | In harmony with the Mason Grove Farm Policies and Procedures, you agree that during the period of your contract as a Brand Partner, and for (6) months following resignation, non-renewal, or termination of your business, you will not encourage, solicit, recruit or persuade any other Mason Grove Farm Brand Partners to compete with the business of Mason Grove Farm. Obtaining and using email addresses and contact information of your downline for any reason other than Mason Grove Farm is prohibited.

**9.IMAGES / RECORDINGS / CONSENTS** | You agree to allow Mason Grove Farm to obtain and use photographs, videos, and other recorded media of you for marketing purposes and without compensation.

**10.MODIFICATION OF TERMS** | Modifications of these terms may be updated with reasonable notice.



# MASON GROVE FARM, LLC

## BRAND PARTNER APPLICATION AND AGREEMENT

**11. JURISDICTION AND GOVERNING LAW** | The creation, interpretation and enforcement of your contract with Mason Grove Farm, along with any incorporated documents will be governed by and interpreted in all respects under the laws of the State of Tennessee without regard to conflict of law provisions.

**12. DISPUTE RESOLUTION** | All disputes and claims relating to Mason Grove Farm, its products and services, the rights and obligations of a Brand Partner and Mason Grove Farm, or any other claims or causes of action relating to the performance of either a Brand Partner or Mason Grove Farm under the Agreement or the Mason Grove Farm Policies and Procedures shall be settled by arbitration as enumerated in the Policies and Procedures in Tennessee, or other location as Mason Grove Farm prescribes, in accordance with the Federal Arbitration Act and the Commercial Arbitration Rules of the American Arbitration Association, except that all parties shall be entitled to discovery rights allowed under the Federal Rules of Civil Procedure. Additionally, you agree not to initiate or participate in any class action proceeding against Mason Grove Farm, whether in a judicial or mediation or arbitration proceeding, and you waive all rights to become a member of any certified class in any lawsuit or proceeding. This agreement to arbitrate shall survive any termination or expiration of the Agreement. Nothing in the Agreement shall prevent Mason Grove Farm from applying to and obtaining from any court having jurisdiction a writ of attachment, garnishment, temporary injunction, preliminary injunction, permanent injunction or other equitable relief available to safeguard and protect its interest prior to, during or following the filing of any arbitration or other proceeding or pending the rendition of a decision or award in connection with any arbitration or other proceeding.

**13. TIME LIMITATION** | If a Brand Partner desires to bring an action against Mason Grove Farm, LLC for any act or omission relating to this Agreement, the action must be brought within (6) months from the date of the alleged conduct. Brand Partner waives all claims that any other statutes of limitations apply.

**14. MISCELLANEOUS** | If any provision of the Agreement is found to be invalid or unenforceable, such provision shall be reformed only to the extent necessary to make it enforceable, and the balance of the Agreement will remain in full force and effect. This Agreement may be executed in any number of counterparts, each of which shall be deemed an original, but all of which together shall constitute one instrument. The provisions of this Agreement, including all documents incorporated herein by reference, embody the whole agreement between you and Mason Grove Farm and supersedes any prior agreements, understandings and obligations between you and Mason Grove Farm concerning the subject matter of your contract with Mason Grove Farm.

**15. NOTICE OF RIGHT TO CANCEL** | You may request a refund of your Brand Partner one-time enrollment fee on the fee if it is done within three (3) calendar days from the date of enrollment. If you cancel, the fee paid will be returned within fifteen (15) business days following the written notice to cancel. To cancel, please contact Mason Grove Farm in writing via email.

**16. SUBMISSION OF ELECTRONIC W-9** | Under penalty of perjury, I certify that (1) the number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and (2), I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and (3) I am a U.S. Citizen or other U.S. person.



# MASON GROVE FARM, LLC

## SOCIAL MEDIA GUIDELINES

Brand Partners must adhere to all of the Companies Policies and Procedures when utilizing any social media platform including but not limited to the external website policies that are outlined in the Mason Grove Policies and Procedures.

Mason Grove Brand Partners are required to act with integrity and in alignment with the values and Policies and Procedures of Mason Grove Farm. Brand Partners may utilize marketing content created, approved and distributed by Mason Grove Farm. These materials may include photos, audio and marketing videos. Brand Partners may create their own marketing materials that are in harmony and in compliance with the Mason Grove Farm Policies and Procedures, values, and mission.

- As a Brand Partner of Mason Grove Farm, you agree to represent yourself in a truthful manner, including properly identifying yourself with your true name and information along with clearly associating yourself as a Mason Grove Farm Brand Partner.
- On your personal social platforms where you choose to include Mason Grove farm in the title, your unique name must be identified first with mason grove farm to follow. For example, “Mary Sue with Mason Grove Farm”
- Brand Partners agree to use all tools within each social media platform in a truthful and accurate manner. All content must represent the Brand Partner and Mason Grove Farm in a positive light. It is the responsibility of the Brand Partner to ensure their content is correct in the event that an individual viewing the content should fact-check the information.
- Brand Partners are not allowed to make posts that are untrue, misleading or deceitful. These include but are not limited to, making deceptive claims about the Mason Grove Farm business opportunity, its compensation plan, performance of products and/or services and false statements about yourself as a Brand Partner’s personal information and credentials.
- The use of offensive language or content is prohibited by a Brand Partner.
- Brand Partners are allowed to use the Company logo on their personal photos. This includes showing labels, saying the name of the company and using the logo on social media posts, as long as brand integrity is maintained (ex. using brand colors; brand voice; fonts; messaging of faith, family and farm).
- Brand Partners are allowed to create their own website for the purpose of recruiting Mason Grove Farm Brand Partners or for promoting and selling Mason Grove Farm products or services. To use Mason Grove Farm logo or products on the personal website, approval must be obtained by sending a request with brand partner name and website address to [admin@masongrovefarm.com](mailto:admin@masongrovefarm.com).

If the Brand Partner’s business is cancelled for any reason or if the Brand Partner becomes inactive, the Brand Partner must deactivate their Mason Grove Farm social media profile and/or pages or images that promote the Company’s products. This includes removing previously posted content.



# MASON GROVE FARM, LLC

## INCOME DISCLAIMER

Mason Grove Farm, LLC  
Income Disclaimer Statement  
Effective: March 21, 2021

Mason Grove Farm is dedicated to providing our Brand Partners with incredible mercantile and farm to home products as well as an exciting and rewarding opportunity to grow a successful business.

Mason Grove Farm does not guarantee any level of income or success based on a Brand Partner's access to the Mason Grove Farm Compensation Plan; including lifestyle changes. Any claim, representation, or guarantee of earnings and/or lifestyle enhancement made by the Company or another Mason Grove Farm Brand Partner is considered misleading and not permitted by the Company.

A Mason Grove Brand Partner's success will be through his/her own level of effective social selling sales strategies and skills, persistence, team development, leadership and hard work. While all of these categories are important to Brand Partner success, each Brand Partner will experience varying levels of success and one person's experience must not dictate another's.

Based on industry standards, the expected annual gross income for a Mason Grove Farm Brand Partner is between \$500.00 and \$1,200.00. There will be Brand Partners who earn less than this average and there will be Brand Partners who far exceed this average.

When average income earnings for Mason Grove Farm become available, the Company will clearly disclose this information on the Mason Grove Farm website. Currently Mason Grove Farm is opening operations within the United States and therefore cannot yet display such averages.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

### **SECTION 1 | Introduction**

Mason Grove Farm, LLC (from here forward to be known as “Mason Grove Farm” or the “Company”) is a modern farm to home company that will pave the way in the social selling industry by partnering with individuals with a strong entrepreneurial spirit. These Policies and Procedures (also referred to as the “Agreement”), in their present form and as amended by Mason Grove Farm, are an integral part of the Company’s Brand Partner Agreement. Throughout these policies, when the term “Agreement” is used, it collectively refers to the Mason Grove Farm Brand Partner Agreement. The Mason Grove Farm Policies and Procedures and the Compensation Plan are documents that are incorporated by reference into the Brand Partner Agreement. These Policies and Procedures in their present form are the current policies of the Company.

**PURPOSE** | The Purpose of the Mason Grove Farm Policies and Procedures is to clearly define the business relationship between the Company and the Brand Partner. It is also to define the functions of the Company, the Brand Partner, the Compensation Plan, the Brand Partner Agreement and any other procedural or actionable document that is provided now or in the future by the Company.

**CHANGES TO THE AGREEMENT** | Mason Grove Farm reserves the right to amend the Agreement at any time. Revisions may result from, but are not limited to, federal, state and/or local law changes and industry changes. Changes of the amendments will be made available to all Brand Partners. A Brand Partners continuation of the Mason Grove Farm business and/or the acceptance of their commissions or bonuses after the effective date of the amendment will constitute their acceptance and understanding of all amendments.

**DELAYS** | Mason Grove Farm will not be responsible for delays or failures in performance of its obligations when performance is less than favorable due to circumstances beyond its reasonable control. This includes, without limitation, strikes, labor difficulties, transportation difficulties, riot, war, fire, and/or weather, curtailment of a source of supply, or government decrees or orders.

**GENERAL BRAND PARTNER RULES** | All Brand Partners should protect and promote the Mason Grove Farm brand, its products and its services. The marketing and promotion of the Company, the business opportunity, the Compensation Plan, and product offering must avoid all uncivil, deceptive, misleading, unethical or immoral conduct or practices.

**WAIVER** | The Company never gives up its right to insist on compliance with the Agreement and with the applicable laws governing the conduct of a business. No failure of Mason Grove Farm to exercise any right or power under the Agreement or to insist upon strict compliance by a Brand Partner with any obligation or provision of the Agreement, and no custom or practice of the parties at variance with the terms of the Agreement, shall constitute a waiver of the Company’s right to demand exact compliance with the Agreement.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**IDENTIFICATION** | All Brand Partners are required to provide their Social Security Number or a Federal Employer Identification Number to Mason Grove Farm on the Brand Partner Application and Agreement. Upon enrollment, the Company will provide a unique Brand Partner Identification Number to the Brand Partner by which he or she will be identified. This number will be used to place orders, and track commissions and bonuses.

### **SECTION 2 | Becoming a Mason Grove Brand Partner**

**REQUIREMENTS TO BECOME A BRAND PARTNER** | To become a Mason Grove Brand Partner, each applicant must:

- Be at least 18 years of age;
- Reside in the US or have a valid US address, or US territory;
- Have a valid taxpayer identification number, such as Social Security Number, Federal Tax ID Number, ITIN, etc.;
- Submit a completed and signed Brand Partner Application and Agreement to the Company
- Pay the one-time, non-commissionable Mason Grove Farm Business Ownership Fee
- Pay the monthly business training and tools cost starting in your second month.

**MINORS** | A person who is recognized as a minor in their state of residence may not be a Mason Grove Farm Brand Partner. Brand Partners shall not enroll or recruit minors into the Mason Grove Farm program.

**INDEPENDENT CONTRACTOR STATUS** | Brand Partners are independent contractors. The agreement between Mason Grove Farm and a Brand Partner does not create an employer/employee relationship, agency, or joint venture between the Company and the Brand Partner. Brand Partners shall not be treated as an employee for their services or for Federal or State tax purposes. All Brand Partners are responsible for paying local, state, and federal taxes due from all compensation earned as a Brand Partner of the Company. The Brand Partner has no authority either expressed or implied to bind the Company to any obligation. Each may establish their own goals, hours, and methods of sale, so long as they comply with the terms of the Brand Partner Agreement, these Policies and Procedures, and applicable laws.

**BRAND PARTNER PRODUCT LAUNCH KIT** | Brand Partners of Mason Grove Farm have the opportunity to purchase a Product Launch Kit at the time of their enrollment. This option is offered at an extraordinary discount. The Brand Partner has 30 days from their initial enrollment to take advantage of this offer, if the Brand Partner did not initially enroll with a kit. This offer or the purchase of any product at the time of enrollment is not a requirement to become a brand partner.

**PRODUCT KITS AND PRODUCT PURCHASES** | Except for the one-time Business Ownership fee, there is no requirement to purchase a product kit or product. In order for a Brand Partner to familiarize themselves with the products, the Company does encourage Brand Partners to take advantage of their discount to purchase and use the product, but is not deemed necessary.





# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**BRAND PARTNER BENEFITS** | Upon the Company's approval of a Brand Partners Application and Agreement, the Brand Partner will have access to the following benefits:

- Promote and sell Mason Grove Farm products
- Receive commissions and bonuses paid out from the Compensation Plan; if eligible
- Sponsor other Brand Partners and build a Brand Partner organization
- A replicated Mason Grove Farm website
- Competitive and elite Mason Grove Farm training
- Ability to participate in promotional and incentive-based contests
- Access to in person training events, recognition functions, Company retreats; if eligible
- Receive periodic Mason Grove Farm communications

### SECTION 3 | Brand Partner Agreement Actions

**BRAND PARTNER AGREEMENT ACTIONS** | A Mason Grove Farm Brand Partner will be in their agreement for periods of 1 year at a time. Acknowledgement will be required on the anniversary date (MM/DD) every year and you will have (30) days to accept your renewal.

If a Brand Partner lets their Agreement expire or a voluntary termination takes place, a Brand Partner will be eligible to re-apply in 6 months following the expiration or voluntary termination of their Agreement.

If a Brand Partner is involuntarily terminated, the Company reserves the right to decline their request to re-apply.

Mason Grove Farm reserves the right to decline any Application and Agreement.

**RESIGNATION AND/OR VOLUNTARY TERMINATION** | A Brand Partner may terminate his or her Agreement and business by submitting a written notice or email to [admin@masongrovefarm.com](mailto:admin@masongrovefarm.com). The written notice must include the following:

- The Brand Partner's intent to resign and the date of resignation;
- Mason Grove Farm Identification Number;
- Reason for resigning; and
- Signature.

A Mason Grove Farm Brand Partner may not use resignation to change their direct Sponsor and/or their Brand Partner lineage placement. Instead, the Brand Partner who has voluntarily resigned is not eligible to reapply for a position or have any financial interest in a or any Mason Grove Farm business for (6) months from the receipt of the written notice of resignation.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**INVOLUNTARY TERMINATION** | Although we don't anticipate any, in the event of a dispute inside or outside of this agreement, Brand Partners will always be given (1) written warning followed by discussion pertaining to the issue in question. We at Mason Grove Farm will always give the benefit of the doubt to our Brand Partners, however we may also take actions that may include termination of this Agreement, if a Brand Partner continues to violate any of the terms found in the Agreement or in the Policies and Procedures. Mason Grove Farm reserves the right to terminate a Brand Partner's Agreement Brand Partners will business for, but not limited to, the following reasons:

- Violation of any Terms or Conditions of the Brand Partner Agreement;
- Violation of any provision in these Policies and Procedures;
- Violation of any provision in the Compensation Plan;
- Violation of any applicable law, ordinance, or regulation regarding the Mason Grove Farm business;
- Engaging in unethical business practices or violating standards of fair dealing

A written notice from Mason Grove Farm will be given to the Brand Partner notifying them of the termination. The reason for the termination will be included in the notice. The direct sponsor of the Brand Partner will also be included in the correspondence. Upon termination, the Brand Partner will no longer be eligible to participate in the Brand Partner Agreement, the Compensation Plan and the Policies and Procedures.

**BUSINESS ENTITIES** | A corporation, limited liability company or partnership, (collectively, a "Business Entity") may apply to be a Mason Grove Brand Partner through our Brand Partner program by downloading and completing the Business Entity Registration Form.

Alternatively, an individual may elect to change from a sole proprietor to a Business Entity by utilizing the Business Entity Addendum. The Business Entity, as well as all shareholders, members, managers, partners, trustees, or other parties with any ownership interest in, or management responsibilities for, the Business Entity (collectively, "Affiliated Parties" or singularly, "Affiliated Party") are individually, jointly and severally liable for any indebtedness to Mason Grove Farm, compliance with the Company Policies and Procedures, the Brand Partner Agreement, and other obligations to Mason Grove Farm.

The Brand Partner business will remain temporary until proper documents are submitted to Mason Grove Farm. The Business Entity must submit one of the following documents within 5 business days from the date of the Brand Partner Agreement:

- Certificate of Incorporation
- Articles of Organization
- Partnership Agreement or appropriate Trust documents



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**ACTIONS OF AFFILIATED PARTIES** | If anyone affiliated in a Business Entity violates the Agreement, such action(s) will be deemed a violation by the Business Entity and each Affiliated Party. The Company may take corrective action jointly and severally against the Business Entity and/or each Affiliated Party. The Affiliated Party may forgo their interest in the Business Entity by submitting in writing to Mason Grove Farm stating that they are foregoing their interest in the Business Entity. Anyone foregoing the Business Entity may not participate in any other Mason Grove Farm business for 6 consecutive calendar months. If the Business Entity wishes to bring on any new Affiliated Party, they must abide by the requirements in the Sale, Transfer and Assignment policy.

**ACTIONS OF HOUSEHOLD MEMBERS OR AFFILIATED PARTIES** | If any member of a Brand Partner's immediate household engages in any activity which, if performed by the Brand Partner, would violate any provision of the Agreement, such activity will be deemed a violation by the Brand Partner and the Company may take disciplinary action pursuant to these Policies and Procedures against the Brand Partner. Similarly, if any individual associated in any way with a corporation, partnership, LLC, trust or other entity (collectively "Business Entity") violates the Agreement, such action(s) will be deemed a violation by the Business Entity, and Mason Grove Farm may take disciplinary action against the Business Entity. Likewise, if a Brand Partner enrolls in Mason Grove Farm as a Business Entity, each Affiliated Party of the Business Entity shall be personally and individually bound to, and must comply with, the Terms and Conditions of the Agreement.

**SALE, TRANSFER, OR ASSIGNMENT OF MASON GROVE FARM BUSINESS** | Although a Mason Grove Farm business is a privately owned and independently operated business, the sale, transfer, or assignment of a Mason Grove Farm business, and the sale, transfer, or assignment of an interest in a Business Entity that owns or operates a Mason Grove Farm business, is subject to certain limitations. If a Brand Partner wishes to sell their Mason Grove Farm business, or interest in a Business Entity that owns or operates a Mason Grove Farm business, the following criteria must be met:

- Mason Grove Farm would like the opportunity of having the first right of refusal in purchasing a Brand Partner's business;
- If a Brand Partner chooses to sell their business to Mason Grove Farm, the Company shall have 15 days from the date of receipt of the written offer from the seller to exercise its right of first refusal;
- The buyer or transferee must be or become a Mason Grove Farm Brand Partner;
- Before the sale, transfer or assignment can be finalized and approved by Mason Grove Farm, any debt obligations the selling party has with the Company must be satisfied; and
- The selling party must be in good standing and not in violation of any of the terms of the Agreement in order to be eligible to sell, transfer or assign a Mason Grove Farm business.

Prior to selling an independent Mason Grove Farm business or Business Entity interest, please email Mason Grove Farm at [admin@masongrovefarm.com](mailto:admin@masongrovefarm.com) so we can assist you in the process. The selling Brand Partner must also receive written approval from Mason Grove Farm before proceeding with the sale.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**SEPARATION OF A MASON GROVE FARM BUSINESS** | In instances that Brand Partners operate their Mason Grove Farm businesses as husband-wife partnerships, regular partnerships, LLCs, corporations, trusts, or other Business Entities and that marriage ends in divorce or a corporation, LLC, partnership, trust or other Business Entity dissolves, arrangements must be made to assure that any separation or division of the business is accomplished so as not to adversely affect the interests and income of other businesses up or down within the organization. During the divorce or entity dissolution process, the parties must adopt one of the following methods of operation:

- One of the parties may, with consent of the other(s), operate the Mason Grove Farm business pursuant to an assignment in writing whereby the relinquishing spouse, shareholders, partners or trustees authorize Mason Grove Farm to deal directly and solely with the other spouse or non-relinquishing shareholder, partner or trustee.
- The parties may continue to operate the Mason Grove Farm business jointly on a “business as usual” basis, whereupon all compensation paid by Mason Grove Farm will be paid in the name designated as the Brand Partner or in the name of the entity to be divided, as the parties may independently agree between them. If no name is specified, Mason Grove Farm will pay compensation to the name on record and in such event, the Brand Partner named on the account shall indemnify Mason Grove Farm from any claims from the other business owner(s) or the other spouse with respect to such payment.

Mason Grove Farm recognizes only one Brand Partner Downline organization and will issue only one commission check per Mason Grove Farm business per commission cycle. Under no circumstances will the Downline of an organization be divided, nor will Mason Grove Farm split commission and/or bonus checks.

If a former spouse has completely relinquished all rights in the original business pursuant to a divorce, they are thereafter free to enroll under any of their choosing without waiting 3 calendar months. In the case of business entity dissolutions, the former partner, shareholder, member, or other entity affiliate who retains no interest in the business must wait 3 calendar months from the date of the final dissolution before re-enrolling as a Brand Partner. In either case, the former spouse or business affiliate shall have no rights to any Brand Partners in their former organization or to any former customers. They must develop the new business in the same manner as would any other new Brand Partner.

**SUCCESSION** | Upon the death or incapacitation of a Brand Partner, his or her business may be passed to his or her heirs. Appropriate legal documentation must be submitted to the Company to ensure the transfer is proper. Accordingly, a Brand Partner should consult an attorney to assist him or her in the preparation of a will or other testamentary instrument. Whenever a Mason Grove Farm business is transferred by a will or other testamentary process, the beneficiary acquires the right to collect all commissions and bonuses of the deceased Brand Partner’s Downline Organization provided the following qualifications are met. The successor(s) must:

- Complete and execute a Brand Partner Agreement;
- Comply with terms and provisions of the Agreement; and
- Meet all the qualifications for the deceased Brand Partner’s status.

The commissions and bonuses of a Mason Grove Farm business transferred pursuant to this section will be paid jointly to the devisees. The devisees must provide Mason Grove Farm with an “address of record.” If the business is willed to joint devisees, they must form a Business Entity and acquire a federal taxpayer identification number. Mason Grove Farm will issue all commission and bonus payments and one 1099 to the business entity.





# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**TRANSFER UPON DEATH OF A BRAND PARTNER** | To effect a testamentary transfer of a Mason Grove Farm business, the executor of the estate must provide the following to Mason Grove Farm:

- An original death certificate;
- Certified letters testamentary or a letter of administration appointing an executor; and
- Written instructions from the authorized executor to the Company specifying to whom the business and income should be transferred.

**TRANSFER UPON INCAPACITATION OF A BRAND PARTNER** | To effect a transfer of a Mason Grove Farm business because of incapacity, the successor must provide the following to the Company:

- A notarized copy of an appointment as trustee;
- A notarized copy of the trust document or other documentation establishing the trustee's right to administer the Mason Grove Farm business; and
- A completed Mason Grove Farm Brand Partner Agreement executed by the trustee.

### **SECTION 4 | Brand Partner Sponsoring**

All active Brand Partners in good standing have the right to sponsor and enroll others into Brand Partner.

The Sponsor is the person who introduces a Customer or Brand Partner to Brand Partner, helps them complete their enrollment, and supports them.

Brand Partner recognizes the Sponsor as the name(s) shown on the first:

- Physically signed Brand Partner Brand Partner Agreement on file; or
- Electronically signed Brand Partner Agreement

While engaged in sponsoring activities, it is not uncommon to encounter situations when more than one Brand Partner will approach the same prospect. It is the accepted courtesy that the new prospect will be sponsored by the first Brand Partner who presented a comprehensive introduction to Brand Partner products or the Brand Partner sales opportunity. The Company recognizes that each new prospect has the right to ultimately choose his, her or its own Sponsor, but Brand Partner will not allow Brand Partners to engage in unethical sponsoring activities.

**CROSS BRAND PARTNER SPONSORING** | Actual or attempted cross-sponsoring is strictly prohibited. "Cross-sponsoring" is defined as the enrollment of an individual or entity that already has a current Brand Partner Agreement on file with Mason Grove Farm or who has had such an agreement within the preceding 6 calendar months, within a different line of sponsorship. The use of a spouse's or relative's name, trade names, DBAS, assumed names, corporations, partnerships, trusts, federal ID numbers, fictitious ID numbers or any other artifice to circumvent this policy is prohibited. Brand Partners shall not demean, discredit or defame other Mason Grove Farm Brand Partners in an attempt to entice another Brand Partner to become part of the first Brand Partner's Organization.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

If Cross-Sponsoring is discovered, it must be brought to the Company's attention immediately. Mason Grove Farm may take disciplinary action against the Brand Partner that changed organizations and/or those Brand Partners who encouraged or participated in the Cross-Sponsoring. Mason Grove Farm may also move all or part of the offending Brand Partner's Marketing Organization to his or her original marketing Organization if the Company deems it equitable and feasible to do so. However, Mason Grove Farm is under no obligation to move the Cross-Sponsored Brand Partner's Marketing Organization, and the ultimate disposition of the organization remains within the sole discretion of Mason Grove Farm. Brand Partners waive all claims and causes of action against Mason Grove Farm arising from or relating to the disposition of the Cross-Sponsored Brand Partner's Marketing Organization.

### **SECTION 5 | Promoting Your Mason Grove Farm Business**

**ADVERTISING** | Brand Partners are encouraged to use the Company provided marketing materials. Brand Partners are expected to engage in responsible, legal advertising and marketing activities directed to customers, potential customers or potential future Mason Grove Farm Brand Partners.

Appropriate locations for distribution of advertising and marketing materials include message boards located in public places and private businesses, directories for direct sellers, salon or boutiques (with prior permission from the business establishment). Inappropriate forms of advertising and marketing including signage on telephone poles, left on car windshields, or adding people to social media groups without their permission is prohibited.

As a matter of fairness, Brand Partners are prohibited from advertising on television, radio, billboards, national print, through mass mailings or through other channels deemed inappropriate by the Company.

Brand Partners may not advertise under the "help wanted" section of any newspaper or other directory in print, nor may any advertisement state with messaging to imply that Mason Grove Farm is seeking to employ or hire an individual or that the Brand Partner is an employee or corporate recruiter for the Company.

A Mason Grove Farm Brand Partner may not re-label, re-package, refill, or alter labels of any Mason Grove Farm product, or service, information, materials or program(s) in any way for the purpose of reselling. Mason Grove Farm products and services must only be sold in their original containers from Mason Grove Farm. Such re-labeling or re-packaging violates federal and state laws, which may result in criminal or civil penalties or liability.

A Brand Partner may display the Mason Grove Farm trade name at any appropriate display booth (such as trade shows) by adhering to the following guidelines:

- It is the responsibility of the Brand Partner to check with the event to make sure there are no other Mason Grove Farm representatives at the event.
- Only one Brand Partner may display at an event.
- Any display graphics, tents, table clothes, flags or other event displays must follow The Company's style guide and branding. Approved event booth supplies may be purchased from the Company.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

Mason Grove Farm reserves the right to refuse authorization to participate at any function that it does not consider a suitable opportunity for the promotion of its products and services, or the Mason Grove Farm sales opportunity. Mason Grove Farm Brand Partners do not need approval to have a booth at a tradeshow or expo or business location.

**CREATED SALES TOOLS** | Company created sales tools have been developed to give Brand Partners convenient and effective tools for use in their business. All of these images can be used for sales tools created by Brand Partners.

A Mason Grove Farm Brand Partner must safeguard and promote the good reputation of Mason Grove Farm and the products and services it markets. The marketing and promotion of the Company, the Company sales opportunity, the Compensation Plan, and Mason Grove Farm products and services will be consistent with the public interest, and must avoid all discourteous, deceptive, misleading, unethical or immoral conduct and practices.

All promotional materials supplied or created by Mason Grove Farm must be used in their original form and cannot be changed, amended or altered except with prior written approval from Mason Grove Farm.

A Brand Partner may use the Mason Grove Farm name in the following manner:

Brand Partners Name

Mason Grove Farm Brand Partner or Brand Designer

Rank (optional) Mason Grove Farm

Brand Partners may use the name Mason Grove Farm or any other trademarks or branded names in their social media names **ONLY** when combined with their own name in front of it. If a Brand Partner decides to create a secondary website, they must include their own personal name in conjunction with Mason Grove Farm, so it does not confuse the consumer into thinking they are the Company.

**LOGO** | Brand Partners are only allowed to use the Mason Grove Farm logo that has been approved and distributed by the Company.

**BRAND PARTNER CREATED SALES TOOLS** | Brand Partners may wish to create their own marketing materials such as brochures, flyers, team t-shirts, etc. If a Brand Partner creates their own sales tools, the Brand Partner must submit the sales tools to the Company and receive prior written approval before using the sales tools. Brand Partners may not sell sales tools or coaching programs to other MGF Brand Partners.

**MEDIA INQUIRIES** | If a Brand Partner receives a media request for an interview or information, the Brand Partner must first contact the Company and obtain authorization to speak with, or provide information to, the media. The Brand Partner must identify themselves as an Independent Brand Partner with Mason Grove Farm and make it clear that they are not an employee of Mason Grove Farm or a spokesperson for the Company.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**PRESS CONTACT AND LEADS** | The Company and our Marketing Department are the primary points of contact with any and all journalists, top-tier bloggers, editors, celebrities, and large-scale fashion and beauty influencers on behalf of Mason Grove Farm. If you wish to contact any of the press or media entities, even if they are local, you need to contact Mason Grove Farm first and receive written permission to proceed.

**UNSOLICITED EMAIL** | The Company does not permit Brand Partners to send unsolicited commercial emails unless such emails strictly comply with applicable laws and regulations including, but not limited to, the federal CAN SPAM Act. Any email sent by a Brand Partner that promotes Mason Grove Farm, the Mason Grove Farm opportunity, or products and services, it must comply with the following:

- There must be a functioning return email address to the sender
- There must be a notice in the email that advises the recipient that they may reply to the email, via the functioning return email address, to request that future email solicitations or correspondence not be sent to them (i.e., a functioning “opt-out” notice).
- The email must include the Brand Partner’s physical mailing address.
- The email must clearly and conspicuously disclose that the message is an advertisement or solicitation.
- The use of deceptive subject lines and/or false header information is prohibited.
- All opt-out requests, whether received by email or regular mail, must be honored.





# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

The Company may periodically send commercial emails on behalf of Brand Partner. By entering into the Brand Partner Agreement, a Brand Partner agrees that the Company may send such emails and that the Brand Partner's email addresses will be included in such emails as outlined above. Brand Partners shall honor opt-out requests generated as a result of such emails sent by the Company.

**UNSOLICITED FAXES** | Brand Partners may not use or transmit unsolicited faxes in connection with their Mason Grove Farm business.

**TELEMARKETING LIMITATIONS** | A Mason Grove Farm Brand Partner must not engage in telemarketing in relation to their Mason Grove Farm business. The Federal Trade Commissions (FTC) and the Federal Communications Commissions (FCC) each have laws that restrict telemarketing practices.

**GOOGLE AND OTHER ONLINE ADVERTISING** | It is crucial that any online ads do not lead the reader to believe the ads are by Mason Grove Farm itself. Care must be taken with platforms such as Google Dynamic Ads to ensure that automatically generated or optimized ads do not violate these rules and guidelines.

Some specific things to avoid include; but are not limited to:

- The use of the search terms or keywords "Mason Grove Farm" or Mason Grove Farm Brand Partner" or "Market at Mason Grove Farm" – these terms are reserved for the use by Mason Grove Farm
- Using [www.MasonGroveFarm.com](http://www.MasonGroveFarm.com) as a URL – or any variation such as [www.MasonGroveFarmBrandPartner.com](http://www.MasonGroveFarmBrandPartner.com) or [www.MasonGrove.com](http://www.MasonGrove.com) or [ShopMasonGroveFarm.com](http://ShopMasonGroveFarm.com)
- Using alternate domains is also not permitted. These include but are not limited to .org, .edu, etc.

A Brand Partner may not use or attempt to register any of Mason Grove Farm's trade names, trademarks, service names, service marks, product names, URLs, advertising phrases, the Company's name or any derivative thereof, for any purpose including, but not limited to, Internet domain names (URL), third party websites, e-mail addresses, web pages, or blogs.

**THIRD PARTY WEBSITES** | All Brand Partners may have 1 approved third-party website. A third-party website is a Mason Grove Farm-approved personal website that is hosted on non-Mason Grove Farm servers and has no affiliation with the Company. Any Brand Partner who wishes to develop their own third-party website must submit a properly completed third-party website Application and Agreement along with the proper website registration fee and receive Mason Grove Farm's prior written approval before going live with said site. Third-party websites may be used to promote your business and Mason Grove Farm's products so long as the website adheres to Mason Grove Farm's advertising policies. Moreover, no orders may be placed through third-party websites, and no enrollments may occur through a third-party website. If you wish to use any third-party website, you must do the following:

- Identify yourself as an Independent Mason Grove Farm Brand Partner;
- Use only the approved images and wording authorized by Mason Grove Farm;
- Adhere to the branding, trademark, and image usage policies described in this document;
- Adhere to any other provision regarding the use of a third-party website described in this document;
- Agree to give Mason Grove Farm access to the third-party website and, if the website is password protected, Mason Grove Farm must receive passwords or credentials allowing unlimited access;
- Agree to modify your website to comply with current or future Mason Grove Farm policies.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

All marketing materials used on a Brand Partner's third-party website must be provided by Mason Grove Farm or approved in writing by the Company.

To avoid confusion, the following three elements must also be prominently displayed at the top of every page of your third-party website:

- The Mason Grove Farm Brand Partner Logo
- Your Name and Title
- An icon to click that redirects individuals to the Mason Grove Farm Corporate Website

If the independent Mason Grove Farm business of a Brand Partner who has received authorization to create and post an third-party website is voluntarily or involuntarily canceled for any reason, or if Mason Grove Farm revokes its authorization allowing the Brand Partner to maintain a third-party website, the Brand Partner shall assign the URL to his/her third-party website to the Company within 3 days from the date of the cancellation and/or re-direct all traffic to the site as directed by the Company. Mason Grove Farm reserves the right to revoke any Brand Partner's right to use a third-party website at any time if Mason Grove Farm believes that such revocation is in the best interest of Mason Grove Farm, its Brand Partners, and Customers. Decisions and corrective actions in this area are at the Company's sole discretion.

Profiles a Brand Partner generates in any social community where Mason Grove Farm is discussed or mentioned must clearly identify the Brand Partner as a Mason Grove Farm Brand Partner, and when a Brand Partner participates in those communities, Brand Partners must avoid inappropriate conversations, comments, images, video, audio, applications or any other adult, profane, discriminatory or vulgar content. The determination of what is inappropriate is at Mason Grove Farm's sole discretion, and offending Brand Partners will be subject to disciplinary action. If a link is provided, it must link to the posting Brand Partner's replicated website or an approved third-party website.

**COMPANY PROVIDED REPLICATED WEBSITE** | Brand Partners receive a Company replicated website to facilitate an online buying experience for their customers and enrollments for prospects. Brand Partners may not alter the branding, artwork, look, or feel of their replicated website, and may not use their replicated website to promote, market or sell non-Mason Grove Farm products, services or business opportunities. Specifically, Brand Partners may not alter the look (placement, sizing etc.) or functionality of the following: The Brand Partner Logo, artwork, logos, graphics or original text.

If your Mason Grove Farm business is cancelled for any reason, you must discontinue using the Mason Grove Farm name, and all of Mason Grove Farm's trademarks, trade names, service marks, and other intellectual property, and all derivatives of such marks and intellectual property, in any postings and all Social Media sites that you utilize. If you post on any Social Media site on which you have previously identified yourself as an independent Mason Grove Farm Brand Partners, you must conspicuously disclose that you are no longer a Mason Grove Farm Brand Partners.

**UNAUTHORIZED CLAIMS** | Brand Partners are solely responsible and liable for their own content, messaging, claims, and information and must ensure that it appropriately represents and enhances the Company brand and adheres to Mason Grove Farm's Policies and Procedures. Additionally, external websites must not contain disingenuous popup ads or malicious code. Decisions and corrective actions in this area are at the Company's sole discretion.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

Failure to comply with these Policies and Procedures for conducting business online may result in the Brand Partner losing their right to advertise and market Mason Grove Farm products, services and Mason Grove Farm's sales opportunity online in addition to any other disciplinary action available under the Policies and Procedures.

**ONLINE MARKETPLACES** | Mason Grove Farm wants to provide a high level of flexibility in how Brand Partners choose to market Mason Grove Farm products, while protecting our brand and protecting all Brand Partners' ability to build their business.

The preferred method of selling is through the Brand Partner' replicated website. No warranties or guarantees are offered on any Mason Grove Farm products sold through any marketplace or forum other than through the Brand Partners' replicated website.

Brand Partner may also choose to use sites such as Amazon, Shopify, Facebook Business Pages, eBay, OfferUp or other similar forums. Transparency is critical in both your identity as well as your affiliation with Mason Grove Farm. Regardless of the marketplace, you must adhere to the following rules:

- You must clearly identify yourself as an Independent Brand Partner with Mason Grove Farm
- You must clearly identify yourself with your true name
- You must list a price and that price must be listed at or above the retail sales price on each product offered
- You may not offer auction-based pricing, BOGOs or discounts on product
- You must keep records of your sales and make them available to Mason Grove Farm if an audit is requested.

### SECTION 6 | Digital and Social Media

**DIGITAL MEDIA SUBMISSION** | Brand Partners may upload, submit, and/or publish Mason Grove Farm-related video, audio, or photo content that they develop and create so long as such video, audio, or photo content aligns with the Company's values, contribute to the Mason Grove Farm community's greater good, and be in compliance with Mason Grove Farm's Policies and Procedures. Brand Partners may not upload, submit, or publish any content (video, audio, presentations or any computer files) received from the Company or captured at official Company events or in buildings owned or operated by the Company without prior written permission.

**SOCIAL MEDIA** | Brand Partners must adhere to all of Company Policies and Procedures in their use of social media, including but not limited to the external website polices set forth in these Policies and Procedures. In addition, the following policies specifically apply to Brand Partner's social media use.

Identification as a Mason Grove Brand Partner, Brand Partners must disclose their real name on all social media postings, and conspicuously identify themselves as a Brand Partner of Mason Grove Farm. Anonymous posting or use of an alias is prohibited.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**IDENTIFYING YOURSELF AND YOUR BUSINESS** | You are not authorized to use the Mason Grove Farm marks in the title, header, nor heading of your social media pages without the prior written permission of Mason Grove Farm, except in one or more of the following forms:

- (Your Name) for/with Mason Grove Farm
- @(Your Name)withMasonGroveFarm
- (Your Name), a Mason Grove Farm Brand Partner

On LinkedIn® and similar platforms, you may identify your affiliation with Mason Grove Farm in the following way:

- Independent Brand Partner at Mason Grove Farms

Founding Brand Partners may use the term “Founding Brand Partner” in place of “Brand Partner”.

**THIRD-PARTY INTELLECTUAL PROPERTY** | If the trademarks, trade names, service marks, copyrights, or intellectual property of any third party are used in any posting, it is the responsibility of the Brand Partner to ensure that they have received the proper license to use such intellectual property and pay the appropriate license fee. All third-party intellectual property must be properly referenced as the property of the third-party, and Brand Partners must adhere to any restrictions and conditions that the owner of the intellectual property places on the use of its property.

**DECEPTIVE POSTS** | Postings that are false, misleading, or deceptive are prohibited. This includes, but is not limited to, false or deceptive postings relating to the Mason Grove Farm business opportunity, the products and services, and/or your biographical information and credentials.

**PROFESSIONAL POSTING** | Brand Partners must ensure that their postings are truthful and accurate. This requires that Brand Partners fact-check all material they post online. Use of offensive language is prohibited. Prohibited posts include, but are not limited to:

- Sexually explicit, obscene or pornographic;
- Offensive, profane, hateful, threatening, defamatory, harassing or discriminatory – whether based on race, ethnicity, creed, religion, gender, sexual orientation, physical disability or otherwise;
- Graphically violent, including any violent video game images;
- Solicitous of any unlawful behavior;
- Engages in personal attacks on any individuals, group or entity;
- In violation of any intellectual property rights of the Company or any third party.

**RESPONDING TO NEGATIVE SOCIAL MEDIA POSTS** | Brand Partners are encouraged not to converse with anyone who places a negative post against them, other Brand Partners, or the Company. Responding to such negative posts often simply fuels a discussion with someone carrying a resentment that does not hold themselves to the same high standards as Mason Grove Farm. This could therefore damage the reputation and goodwill of the Company. Brand Partners should report negative posts by sending a screenshot or similar evidence to the Mason Grove Farm.





# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**PROMOTING OTHER DIRECT SELLING BUSINESS THROUGH SOCIAL MEDIA** | In addition to meeting all other requirements specified in the Company's Policies & Procedures, should a Brand Partner utilize any form of social media, including but not limited to Facebook, Instagram, Twitter, LinkedIn, Tik Tok, YouTube, Snapchat or Pinterest, the Brand Partner agrees to each of the following:

- Brand Partners may post or "pin" photographs of the Company products on a social media site but may not overlay the Mason Grove Farm logo in their photos. Only photos that are provided by the Company and downloaded from the Brand Partner's Back Office may be used with the company logo.
- If the Brand Partner's Mason Grove Farm business is cancelled for any reason or if the Brand Partner becomes inactive, the Brand Partner must deactivate their Mason Grove Farm social media profile and/or pages that exclusively promote Mason Grove Farm, or remove all Mason Grove Farm posts, images, logos and titles.

Reference the Social Media Guidelines document for more details.

### **SECTION 7 | Changes to a Brand Partner's Mason Grove Business**

**CHANGES TO A BRAND PARTNER'S AGREEMENT** | Mason Grove Farm Brand Partners may modify their or its existing Brand Partners Agreement (i.e., change a social security number to a Federal ID number, add a spouse or partner to the account, or change the form of ownership from an individual to a Business Entity owned by the Brand Partners) by submitting a written request, accompanied by a new Brand Partners Agreement and the Business Registration Form; if applicable, completed with updated signatures, and any appropriate supporting documentation.

**CHANGE IN SPONSOR OR PLACEMENT** | The transfer of a Mason Grove Farm Brand Partner from one Sponsor to another (a lineage change) is rarely permitted. Requests for change of lineage must be submitted in writing to the Mason Grove Farm Support Department and must include the reason for the transfer. To maintain the integrity of the Company, a request to change Brand Partner placement or lineage can only be made within the first 30 days of initial enrollment. Exceptions are rare but may be considered by the corporate team at any time.

**MISPLACEMENT** | If a new Brand Partner is enrolled by someone other than the individual they were led to believe would be their Sponsor, the Brand Partner may request that they be transferred to another organization with their entire organization intact. Requests for transfer under this policy will be evaluated on a case-by-case basis and must be made within 3 days from the date of enrollment. The Brand Partner requesting the change has the burden of proving that they were placed beneath the wrong Sponsor. It is up to the Company's discretion whether the requested change will be implemented.

**UNETHICAL SPONSORING** | Unethical sponsoring activities include, but are not limited to, enticing, bidding or engaging in unhealthy competition in trying to acquire a prospect or new Brand Partner from another Brand Partner or influencing another Brand Partner to transfer to a different Sponsor.

Allegations of unethical sponsoring must be reported in writing to Mason Grove Farm within the first 90 days of enrollment. If the reports are substantiated, Mason Grove Farm may transfer the Brand Partner or the Brand Partner's downline to another sponsor, Placement or organization without approval from the current up-line Sponsor or Placement Brand Partners. Mason Grove Farm remains the final authority in such cases.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**CANCELLATIONS AND RE-APPLICATION** | A Brand Partner may change organizations by voluntarily canceling their Mason Grove Farm business and remaining inactive (i.e., no purchases of products for resale, no sales of products, no attendance at any Company functions, participation in any other form of Brand Partner activity, or operation of any other Mason Grove Farm business, no income from the Mason Grove Farm business for 6 full calendar months. Following the six-month period of inactivity, the former Brand Partner may reapply under a new Sponsor, however, the former Brand Partner's downline will remain in their original Sponsor's lineage.

Brand Partners waive any and all claims against the Company, its officers, directors, owners, employees and agents that relate to or arise from the Company's decision regarding the disposition of any downline organization that develops below the Brand Partner who has improperly changed lineage.

### **SECTION 8 | Income and Product Claims**

**INCOME CLAIMS** | Brand Partners shall not make claims or representations of potential or guaranteed income or profits in connection with the Company's business opportunity. The Federal Trade Commission and several states have laws and/or regulations that prohibit certain types of income claims and testimonials by persons engaging in direct selling or network marketing. Because Brand Partners do not have the data necessary to comply with the legal requirements for making income claims, Brand Partners are prohibited to do so. While Independent Business Owners may believe it beneficial to share with others potential earnings, such claims may have legal consequences and adversely impact the Company, as well as Independent Brand Partner making the claims. Therefore, Mason Grove Farm Brand Partners may not make any projections, claims or estimates regarding potential or guaranteed income, or disclose their own income by showing checks, copies of checks, bank statements, tax records or other such documents.

When presenting or discussing the Mason Grove Farm Compensation Plan, you must make it clear to prospects that financial success requires commitment, effort, and sales skill. Equally, you must never represent that one can be successful without diligently applying themselves. Examples of misrepresentations in this area include, but are not limited to:

- They don't have to sell anything.
- You'll do the work for them.
- Their upline will build your organization for you.
- The Company does all the work for you.
- All they would need to do is purchase products every month to stay active.

The above are just examples of improper representations about the Compensation Plan and the Company's program. It is important that you do not make these, or any other representations, that could lead a prospect to believe that they can be successful without commitment, effort, and sales skill.

**PRODUCT CLAIMS** | Mason Grove Farm strongly encourages all of its Brand Partners to promote the benefits of Mason Grove Farm's innovative products. Brand Partners may not make product comparisons against the products of other companies, except as specifically set forth in official Mason Grove Farm marketing materials.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

### **SECTION 9 | Repackaging**

Company products may only be sold in their original packaging. Brand Partners may not repackage, relabel, or alter the labels on any Mason Grove Farm product. Tampering with labels/packaging could be a violation of federal and state laws and may result in civil or criminal liability. Brand Partners may affix a personalized sticker with their personal contact information to each product or product container, as long as it is done without removing existing labels or covering any text, graphics, or other material on the product label.

### **SECTION 10 | Boutiques, Salons and Other Retail Establishments**

You may sell Mason Grove Farm products in your retail establishment if the following criteria is met:

- Your retail space is 3000 square feet or less. Retail sales space does not include storage or office space
- You have no more than two establishments operating under the same name and/or business entity
- Products must be listed at or above the retail sales price
- You may not offer BOGOs or discounts on the products

Mason Grove Farm will honor the current return policy to your customer at the time of their purchase if the following criteria is met:

- A copy of the customer receipt showing date and price of purchase is sent to Mason Grove Farm
- You must also include in the email the reason the product is being returned or needs replaced
- You must also include in the email the original order number that was placed by you in your back office found in your order history
- Include any photos for damaged product(s)

The extended warranty offer is only for off the shelf sales and not for products bundled into a service fee.

### **SECTION 11 | Participation in Other Network Marketing Programs**

Mason Grove Brand partners are free to participate in another non-competing business (including Network Marketing Businesses) until reaching organizational volume levels of 100,000 or higher. Once that level is reached, partners may collect residual income but not actively build with other organizations.

If a Mason Grove Farm Brand Partner is engaged in another business or direct sales program, the Brand Partner must adhere to the following:

- Brand Partners shall not blend a display of Mason Grove Farm promotional material, sales aids, products or services with non-Mason Grove Farm promotional material or sales aids, products or services. This applies to any and all social media platforms and third-party websites or blogs. If booth space is shared, the space needs to clearly separate Mason Grove Farm branded products in their own section.
- Brand Partners may not offer any non-Mason Grove Farm products, opportunity or services at any Company related meetings, seminars, conventions, webinars, teleconferences, or other functions.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**NON-SOLICITATION** | Because Brand Partners are free to participate in other multilevel or network marketing business ventures or marketing opportunities (collectively “Network Marketing”) until a volume level of 100,000 is reached, no cross-recruiting is allowed between companies at any time on any platform.

Following the cancellation of the Brand Partner’s Independent Agreement, and for a period of 6 months thereafter, the Brand Partner may not recruit any Mason Grove Farm Brand Partner to another Network Marketing business.

The term “recruit” means the actual or attempted solicitation, enrollment, encouragement, or effort to influence in any other way, either directly, indirectly, or through a third party, another Brand Partner or Customer to enroll or participate in another multilevel marketing, network marketing or direct sales opportunity.

### **SECTION 12 | Targeting the Sales Force of Other Companies or Leaders**

The Company does not condone Brand Partners specifically or consciously targeting the sales force of another direct sales company to sell Mason Grove Farm products or to become a Brand Partner for Mason Grove Farm, nor does the Company condone Brand Partner solicitation or enticement of members of the sales force of another direct sales company to violate the terms of their contract with their other company. Should a Brand Partner engage in such activity, the Brand Partner bears the risk of legal action taken against them by the other direct sales company. If any lawsuit, arbitration, or mediation is brought against a Brand Partner by a third party alleging that they engaged in inappropriate recruiting activity of its sales force or customers, or in any way violated their contract with the third party, Mason Grove Farm will not pay any of the Brand Partner’s defense costs or legal fees, nor will Mason Grove Farm indemnify the Brand Partner for any judgment, award, or settlement. Should the third party bring or threaten legal action against Mason Grove Farm based on the conduct of the Brand Partner, the Brand Partner agrees that they shall indemnify Mason Grove Farm for all judgments, settlements, payments of any other nature, litigation costs, and attorney’s fees that Mason Grove Farm incurs in relation to such legal action or threat of legal action.

### **SECTION 13 | Confidential Information**

Confidential information includes but is not limited to: the identities of Customers and Brand Partners, contact information of Customers and Brand Partners. Confidential Information is or may be available to Brand Partners in their respective back office. Brand Partner access to such confidential Information is password protected and confidential Information constitutes proprietary business trade secrets belonging to Mason Grove Farm. Such confidential Information is provided to Brand Partners in strictest confidence and is made available to Brand Partners for the sole purpose of assisting Brand Partners in working with their respective sales organizations in the development of their Mason Grove Farm business.

To protect Confidential Information, Brand Partners shall not, on their own behalf, or on behalf of any other person, partnership, association, corporation or other entity:

- Directly or indirectly disclose any confidential Information to a third party;
- Directly or indirectly disclose the password or other access code to their back office to any third party;
- Use any confidential Information to compete with Mason Grove Farm;
- In any manner attempt to influence or induce any Brand Partner or Customer of the Company’s to alter their business relationship with Mason Grove Farm; or
- Use or disclose to any person, partnership, association, corporation, or other entity any confidential information.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

### **SECTION 14 | Refund and Return Policy**

At Mason Grove Farm we want you to love our products just as much as we do! Should you find that you are less than satisfied with the performance of a product that you have purchased from Mason Grove Farm, we want to make sure that we are prompt in taking care of you. If you receive a broken or damaged product, please notify us within 7 days of receiving damaged or defective product (s) and we'll be happy to take care of it.

To process your return or exchange please send an email to [thebarn@masongrovefarm.com](mailto:thebarn@masongrovefarm.com) to receive proper return/exchange instructions.

Contact Customer Service for all other concerns.

### **HOME DECOR**

Home Decor items are subject to returns/exchanges up to 30 days from purchase.

Items may shift during shipping so please be very careful opening our hand packed packages.

Most items in Decor and Skin care are individually crafted and may vary in color and pattern from photos shown on site.

We do understand that damaged or defective items may arrive. We will honor returns on items that are damaged during shipping within 7 days of receipt. You must send in photos of the damaged goods for your return and refund to be processed.

### **COLLAGEN**

Standard Mason Grove Farm Return Policies apply to the Collagen with these added directives:

Due to the nature of this product, we will only accept Collagen+ returns under the following conditions:

- Sealed and unopened
- Product damaged during shipping
- Allergic reaction

### **SKIN CARE**

Standard Mason Grove Farm Return Policies apply to Skin care line with these added directives:

Mason Grove Farm backs our Skin Care products with extreme confidence, so we offer a 60-day return policy. We believe that 60 days will allow you enough time to fall in love with your purchase.

We stand by our products with an Empty Bottle Guarantee! This means you can try any of our products and if you are not satisfied in any way, simply mail us back the empty bottle and we'll give you a full refund, no questions asked.

Because our products are natural (containing no harmful Parabens, Sulfates, Phthalates, additives, synthetic ingredients or synthetic preservatives and waxes), they may soften/melt in transit to you, especially in warmer months. This will not affect the quality of the product. Please recognize we have no control over shipment/weather conditions. Many of our partners will have a neighbor bring in their packages during warmer days.

Body Balms/Butters are sensitive to extreme temperatures (hot or cold) and best stored in a cool, dry place. If your product is melted, please place it in the fridge for about an hour and gently stir to restore it back to its original form.

Note, however, the whipped butters' fluffy consistency may be changed, but the butter will retain its moisturizing properties. Also, because these kinds of butters are natural/organic, there might be differences in consistency, color, and smell. Each item is handcrafted in small batches with love and has a limited shelf life.

Contact us within the 60-day purchase window, and we will mail you a shipping return label.





# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

*Everyone is different and results may vary accordingly. As skin type, body type and health conditions differ, reactions to an allergen could occur at any time, and any product could cause a negative reaction. Mason Grove Farm, LLC is not responsible if a reaction should occur as a result of any consumer using our products. If you experience a negative reaction to any product, you should stop using it immediately and consult a physician. Our products are not intended to diagnose, treat, cure or prevent any disease. You are consuming this product by your own accord, and Mason Grove Farm, LLC accepts no responsibility for any damage or losses.*

### **SECTION 15 | International Marketing**

Brand Partners are authorized to sell products and enroll Customers or Brand Partners only in the countries in which Mason Grove Farm is authorized to conduct business, as announced on the Company's official website or other official Company literature. Currently this is only within the United States. The Company products or sales aids may not be sold in any foreign country that the Company has not announced is officially open for business.

### **SECTION 16 | Errors in Commissions**

If a Brand Partner has questions about or believes any errors have been made regarding commissions, bonuses, genealogy lists, or charges, the Brand Partner must notify the Company through email within 30 days of the date of the error or incident in question. The Company will not be responsible for any errors, omissions, or problems not reported to the Company within 30 days.

### **SECTION 17 | Income Tax**

Mason Grove Farm will automatically provide a complete 1099 Miscellaneous Income Tax form (nonemployee compensation) to each US Brand Partner whose earnings for the year is at least \$600 or who received trips, prizes or awards valued at \$600 or more. If earnings and purchases are less than stated above, IRS forms will be sent only at the request of the Brand Partner, and a minimum charge of \$20 may be assessed by the Company.

Brand Partners accept sole responsibility for and agrees to pay all federal, state and local taxes on any income generated as a Brand Partner, and further agrees to indemnify Mason Grove Farm from any failure to pay such tax amounts when due.

If a Brand Partner's business is tax exempt, the Federal Tax Identification number must be provided to the Company in writing.

Mason Grove Farm encourages all Brand Partners to consult with a tax advisor for additional information for their business.

### **SECTION 18 | Change of Personal Information**

It is the sole responsibility of the Brand Partner to provide changes of their personal information. This includes, but may not be limited to:

- Name changes
- Address changes
- Email changes



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

### **SECTION 19 | Leadership and Mentoring Responsibilities**

Any Brand Partner who Sponsors or is assigned as a Mentor to a new Brand Partner must ensure that their downline is properly trained. Mentors must have ongoing contact and communication with Brand Partners in their downline organization. Examples of such contact and communication may include team newsletters, written correspondence, personal one-on-one trainings, team trainings, telephone contact, voice mail, electronic mail, and or training sessions.

As Brand Partners progress through the various levels of leadership, they will become more experienced in sales techniques, product knowledge, and understanding of the Mason Grove Farm's program. They will be called upon to share this knowledge with lesser experienced Brand Partners within their organization.

1. Upline Brand Partner mentors who have ranked at the title Aspen or higher will also be responsible to motivate and train Brand Partners in their organization around the product offering; share their knowledge with effective sales techniques; train their downline on the Mason Grove Farm Compensation Plan, and the Policies and Procedures.

**COMPLIANCE AROUND MENTORING DUTIES** | Upon request of a Mentor change, the Mentor assigned to the Brand Partner making the request would need to show proof that they have provided ongoing, consistent mentoring to their downline. Mentors must show evidence that they have:

- Sent a welcome message (email or text) to the new Brand Partner with an invitation to join their onboarding training for new members.
- Initiated communication with the Brand Partner at least once in the past 30 days for the express purpose of mentorship.
- Has responded to and actively assisted the Brand Partner in the past 30 days if the Brand Partner contacted them.
- Has established a venue for group communication such as a Facebook group, messenger group, email thread, etc. and responds to those communications in a positive and helpful manner.

### **SECTION 20 | Ethics**

Mason Grove Farm Brand Partners must show fairness, honesty, respect and professionalism to all people associated with Mason Grove Farm, regardless of race, gender, social class or religion, thereby fostering a positive atmosphere of teamwork, good morale and community spirit.

Brand Partners should make every effort to resolve business issues, including situations with upline and downline Brand Partners, by emphasizing tact, sensitivity, good will and taking care not to create additional problems.

A Brand Partner's negative comments about Mason Grove Farm, its products or Compensation Plan, and made to Mason Grove Farm, other Mason Grove Farm Brand Partners or at Mason Grove Farm meetings or events, serve no purpose other than to diminish the enthusiasm of other Mason Grove Farm Brand Partners. Mason Grove Farm Brand Partners must not belittle Mason Grove Farm, other Brand Partners, Company products or services, the Compensation Plan, or Corporate directors, officers, or employees, product suppliers or agents. Such conduct represents a material breach of these Policies and Procedures and may be subject to sanctions as deemed appropriate by the Company.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

Mason Grove Farm is committed to providing Brand Partners with an environment free from harassment, intimidation, and abuse from other Brand Partners, employees, vendors, and any other individual. At Mason Grove Farm, harassment of any kind will not be tolerated and is strictly prohibited, such as: derogatory or threatening comments, inappropriate sexual behavior including but not limited to unwelcome sexual advances or requests for sexual favors, displaying visual images of a sexual nature, physical or verbal harassment, or violent behavior. Brand Partners are encouraged to report any type of harassment incidents immediately. Mason Grove Farm will not tolerate acts or threats of violence and will investigate all reports. You have a responsibility to act when you are aware of a threat or risk to any of our Brand Partners, employees, vendors, and any other individuals.

Mason Grove Farm may take appropriate action against a Brand Partner if it determines; in its sole discretion, that a Brand Partner's conduct is damaging, disruptive, or detrimental to the Company or to other Mason Grove Farm Brand Partners.

### **SECTION 21 | Reporting Policy and Procedure Violations**

A Brand Partner who observes a policy violation by another Brand Partner should submit an email from the email address we have on file. The letter shall set forth the details of the incident as follows:

- The nature of the violation;
- Specific facts to support the allegations;
- Dates;
- Number of occurrences;
- Persons involved; and
- Supporting documentation

Once the matter has been presented to Mason Grove Farm, it will be researched thoroughly by the Company and appropriate action will be taken if required.

This section refers to the general reporting of Policy violations as observed by other Brand Partners for the mutual effort to support, protect, and defend the integrity of the Mason Grove Farm business and sales opportunity. If a Brand Partner has a grievance or complaint against another Brand Partner which directly relates to his or her Mason Grove Farm business, the Procedures set forth in these Policies must be followed.

### **SECTION 22 | Commission and Bonus Eligibility**

Brand Partners must be active and in compliance with the Independent Sales Representative Agreement to qualify for commissions and bonuses. So long as a Brand Partner complies with the terms of the Mason Grove Farm Brand Partner Agreement and Policies & Procedures, all commissions owed to an Brand Partner, regardless of the amount accrued, will be paid at the end of each commission period or upon the termination of an Brand Partner's business. The Company shall pay commissions and bonuses to such Brand Partners in accordance with the Compensation Plan.

**PAYMENT OF COMMISSIONS AND BONUSES** | Mason Grove Farm will not issue a payment to a Brand Partner without the receipt of a completed Mason Grove Farm Brand Partner Agreement.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

A Mason Grove Farm Brand Partner must review his, her or its monthly statement and bonus/commission reports promptly and report any discrepancies within 30 days of receipt. After the 30-day grace period, no additional requests will be considered for commission recalculations.

**ADJUSTMENTS TO COMMISSION AND BONUSES** | Brand Partners receive bonuses and commissions based on the actual sales of products to end consumers. When a product is returned to the Company for a refund or is repurchased by the Company, either of the following may occur at the Company's discretion: (1) the bonuses and commissions attributable to the returned or repurchased product(s) will be deducted, in the month in which the refund is given, and continuing every pay period thereafter until the commission is recovered, from the Upline Brand Partner(s) who received bonuses and commissions on the sales of the refunded products; or (2) the Upline Brand Partner(s) who earned commissions based on the sale of the returned products will have the corresponding volume deducted from their Group Volume in the next month and all subsequent months until it is completely recovered.

**BONUS BUYING** | Brand Partners should never purchase more products than they can reasonably use or sell to retail customers within a 60-day period. Brand Partners must not influence or attempt to influence any other Brand Partner to buy more products than they can reasonably use or sell to retail customers in a 60-day period. In addition, bonus buying is strictly prohibited. Bonus buying includes any mechanism or artifice to qualify for rank advancement, incentives, prizes, commissions or bonuses that is not driven by bona fide product needs by consumers.

Bonus Buying also includes:

- The sponsorship of individuals without their knowledge and/or execution of a Brand Partner Agreement on behalf of others without their knowledge;
- The sponsorship or attempted sponsorship of nonexistent persons as Brand Partners ("phantoms");
- Subsidizing the entire or partial cost of a customer purchase or New Brand Partner's Launch Kit purchase that counts towards your volume or adds a Brand Partner to your team. This includes offering a blanket discount or rebate on the purchase of goods;
- The purchase of products to qualify for contests, fast-start bonuses, promotions, personal sales requirement for pay rank.

### SECTION 23 | Reports

All information provided by the Company in downline activity reports, including but not limited to personal and group sales volume (or any part thereof), and downline sponsoring activity is believed to be accurate and reliable. Nevertheless, due to various factors including but not limited to the inherent possibility of human, digital, and mechanical error; the accuracy, completeness, and timeliness of orders; denial of credit card and electronic check payments; returned products; credit card and electronic check charge-backs; the information is not guaranteed by Mason Grove Farm or any persons creating or transmitting the information.

All personal and group sales volume information is provided "as is": without warranties, express or implied. In particular, but not without limitation, there shall be no warranties or merchantability fitness for a particular use, or non-infringement. To the fullest extent permissible under the applicable law, Mason Grove Farm and/or other persons creating or transmitting the



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

information will in no event be liable to any Brand Partner or anyone else for any direct, indirect, consequential, incidental special or punitive damages that arise out the other use of access to personal and/or group sales volume information (including, but not limited to lost profits, bonuses, or commissions, loss of opportunity and damages that may result from inaccuracy, incompleteness, inconvenience, delay or loss of the use of the information). Even if the Company or other persons creating or transmitting the information shall have been advised of the possibility of such damages. To the fullest extent permitted by law, the Company or other persons creating or transmitting the information shall have no responsibility of liability to you or anyone else under any tort, contract, negligence, strict liability products liability or other theory with respect to any subject matter of this agreement or terms and conditions related thereto.

Access to and use of the Company's online reporting services and Brand Partner reliance upon such information is at the Brand Partner's own risk. All such information is provided "as is." If a Brand Partner is dissatisfied with the accuracy or quality of the information, their sole and exclusive remedy is to discontinue use of and access to the Company's online and telephone reporting services and their reliance upon the information.

### **SECTION 24 | Orders**

**CUSTOMER ORDERS** | Customers may order Mason Grove Farm products through a Brand Partner's website.

**ADDRESS VERIFICATION** | If an address cannot be validated in our system, the Company will contact the Brand Partner or customer to ensure the address is correct or request an alternate address to ship the order to. If the address is validated, Mason Grove Farm will ship the package.

If the Company ships a package to the address that is provided to us either by the Brand Partner or the customer, and it is deemed undeliverable and returned to sender ("the Company"), due to being entered incorrectly by the Brand Partner or the customer, the order will be immediately cancelled and refunded. The Company will not resend the order out. The customer will need to resubmit the order and provide a deliverable address.

**RESTRICTION ON THIRD PARTY USE OF FINANCIAL ACCOUNT ACCESS** | Brand Partners shall not permit other Brand Partners, prospective Brand Partners, Customers or prospective Customers to use their credit or debit card, or permit debits to their financial accounts, to enroll or to make purchases from the Company. For example, a Sponsor shall not purchase the Enrollment Kit for their recruit, nor shall any Brand Partner pay the monthly access fee for any other Brand Partner.

### **SECTION 25 | Sales Tax**

The Company is required to charge sales taxes on all purchases made by Brand Partners and Customers in states that charge sales tax and remit the taxes charged to the respective states. Accordingly, the Company will collect and remit sales taxes on behalf of Brand Partners, based on the price of the products, according to applicable tax rates in the state or province to which the shipment is destined.





# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

### **SECTION 26 | Insufficient Funds**

Any outstanding balance owed to Mason Grove Farm by a Brand Partner or Customer of the Brand Partner from NSF (non-sufficient funds) checks, returned check fees or insufficient fund fees (ACH) will be withheld by Mason Grove Farm from an Brand Partner's future bonus and commission checks.

If a credit card order or automatic debit is declined the first time, the Customer or Brand Partner will be contacted for an alternate form of payment. If payment is declined a second time, the Customer or Brand Partner may be deemed ineligible to purchase Mason Grove Farm products or services or participate in the monthly auto ship.

### **SECTION 27 | Shipping**

**SHIPPING TIMES** | The Company makes every effort to ship orders within two (2) business days from the day an order is placed. All orders are shipped via ground service. We do not currently offer overnight or expedited shipping.

**ORDER VERIFICATION** | When a Brand Partner or the customer receives a shipment from Mason Grove Farm, it is the obligation of the recipient to confirm that the product received matches both what was ordered, and the product listed on the shipping invoice and that the product(s) are free of damage.

### **SECTION 28 | Inactivity and/or Termination of a Brand Partner**

So long as a Brand Partner remains active and complies with the terms of the Brand Partner Agreement and these Policies and Procedures, the Company shall pay commissions to such Brand Partner in accordance with the Compensation Plan. A Brand Partner's bonuses and commissions constitute the entire consideration for the Brand Partner's efforts in generating personal retail sales and all activities related to generating sales (Including building a Downline organization). Following a Brand Partner's non-renewal of their Brand Partner Agreement, termination for inactivity, voluntary or involuntary termination of their Brand Partner Agreement (all of these methods are collectively referred to as "termination"), the former Brand Partner shall have no right, title, claim or interest to the marketing organization which they operated, or any commission or bonus from the personal retail sales generated by the organization.

A Brand Partner whose business is terminated will lose all rights as a Brand Partner. This includes the right to sell Mason Grove Farm products and services and the right to receive future commissions, bonuses, or other income resulting from the personal retail sales and other activities of the Brand Partner and the Brand Partner's former downline sales organization. In the event of termination, Brand Partners agree to waive all rights they may have, including but not limited to property rights, to their former Downline organization and to any bonuses, commissions or other remuneration derived from the personal retail sales and other activities of their former downline organization.

Following a Brand Partner's termination of their Brand Partner Agreement, the former Brand Partner shall not hold themselves out as a Brand Partner and shall not have the right to sell Mason Grove Farm products or services. A Brand Partner whose business is terminated shall receive commissions and bonuses only for the last full pay period they were active prior to



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

termination (less any amounts withheld during an investigation preceding an involuntary termination). When a vacancy occurs in a downline organization due to the termination of a Mason Grove Farm business, everyone shifts up one level; so the first level (or frontline) of the terminated Brand Partner now becomes the first level (or frontline) of the terminated Brand Partner.

**BREACH OF AGREEMENT** | Mason Grove Farm LLC. may terminate the Agreement if a member breaches the terms and conditions of the Agreement. Allegations that a member has breached the terms and conditions of the Agreement may lead Mason Grove Farm LLC to launch an investigation to determine what conduct, if any, occurred and whether the conduct was in breach of the Agreement.

If Mason Grove Farm LLC. determines that a member materially breached this Agreement, Mason Grove Farm LLC may terminate the Agreement immediately. A material breach of the Agreement includes, but may not be limited to the following conduct:

- When a member communicates a misleading, deceptive, or false product, lifestyle, income, or compensation claim related to Mason Grove Farm LLC through any medium in breach of the member Agreement. Mason Grove Farm LLC may require the member to cure the breach by providing a written statement correcting the misleading, deceptive, or false product, lifestyle, income, or compensation claim.
- When a member breaches any provision of this Agreement, Mason Grove Farm LLC may require the member to cooperate with additional follow-up monitoring to ensure that the breach is not ongoing.
- When a member breaches any provision of the Agreement, Mason Grove Farm LLC may require the member to forfeit any benefit derived from the breach, this may include forfeiting an award, incentive, commission, bonus, rank recognition, or participation in Mason Grove Farm LLC sponsored events for a specified period.

During any period that Mason Grove Farm LLC is investigating conduct that may be a breach of the Agreement, Mason Grove Farm LLC may temporarily freeze all or part of the investigated members commissions or bonuses. If the member's Agreement is terminated as a result of the member's breach of the Agreement, the member will not be entitled to recover any commissions or bonuses withheld during the investigation period. Mason Grove Farm LLC may institute legal proceedings for monetary and/or equitable relief when appropriate. Mason Grove Farm LLC's failure to terminate an Agreement or require members to cure a breach of the Agreement is not a waiver of the breached provision or Mason Grove Farm LLC's right to institute legal proceedings.

**APPEALS OF DETERMINATIONS OF BREACH OF THE MEMBER AGREEMENT** | In the instance that Mason Grove Farm LLC determines you are in breach of the Agreement, you may appeal the determination to Mason Grove Farm LLC. The appeal must be in writing and received by Mason Grove Farm LLC within fifteen (15) days from the date of the notice of breach. If the appeal is not received within the fifteen (15) day period, the determination of breach and any required action to cure the breach will be final. The appeal should be submitted with all supporting documentation. Mason Grove Farm LLC will review and reconsider the determination of breach and notify you in writing of its decision.

**INACTIVITY** | If you do not purchase or sell any products within any consecutive four (4) months, you are inactive, and your existing downline will roll up to your first active account and will be deemed upline.

**REACTIVATION** | If your business organization is deemed inactive, you may reactivate your member account by contacting the Farmhouse Support Team and pay any required license fees or other enrollment kit.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

When reactivating you may request a new sponsor. If a new sponsor is not requested, you will be placed under your prior sponsor. If your prior sponsor is inactive, you will be placed under the next active upline member. You will have no claim to the downline that was lost when you were dropped for inactivity.

**INVOLUNTARY TERMINATION** | If your Agreement with Mason Grove Farm LLC is involuntarily terminated, you will immediately lose all rights to your downline and to any commissions or bonuses generated thereby, including those commissions or bonuses generated during the period of activity investigated in this case, you will receive compensation for the last full calendar month in which you were not in beach of the terms and conditions of this Agreement.

If your Agreement with Mason Grove Farm LLC is terminated you will be notified by mail, the email on record, or other delivery method calculated to reach you at the address on file. Termination is effective on the date on which notice is issued or as provided for in the notice. Upon receipt of this notice, you must immediately cease representing themselves as a member and immediately return and delete all intellectual property of Mason Grove Farm LLC including reports and other lists of downline and contract information.

If your Agreement with Mason Grove Farm LLC is terminated, you may reapply to become a member twelve (12) calendar months from the date of an involuntary termination. To reapply, you must submit a letter to the Mason Grove Farm LLC's Farmhouse Support Team (Admin@masongrovesfarm.com) setting forth the reasons why you should be allowed to reenter an Agreement with Mason Grove Farm LLC. Mason Grove Farm LLC may determine to accept or reject your request.

**VOLUNTARY TERMINATION** | Members may voluntarily terminate their Member Agreement at any time and for any reason provide written notice to Mason Grove Farm LLC that includes your signature, printed name, member number, address, and telephone number. If you terminate the Agreement with Mason Grove Farm LLC and then re-enroll within six (6) months, you must enroll under your former sponsor.

**EFFECTS OF TERMINATION** | Upon termination, you release all rights to your member benefits, including all future commissions and bonuses resulting from your downline sales production.

### **SECTION 29 | Loss of Downline Due to Inactivity or Termination**

**INVOLUNTARY TERMINATION** | Violation of any of the terms of the Agreement, including any amendments that may be made by the Company in its sole discretion, may result in disciplinary measures including the involuntary termination of their Brand Partner Agreement. Termination shall be effective on the date on which written notice is mailed, emailed, faxed, or delivered by an express courier, addressed to the Brand Partner's last known address, email address, or fax number, or to their attorney, or when the Brand Partner receives actual notice of termination, whichever occurs first.

The Company reserves the right to terminate all Brand Partner Agreements upon thirty (30) days written notice in the event that the Company elects to:

- Cease business operations;
- Dissolve as a corporate entity;
- Terminate distribution of its products via direct selling.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**VOLUNTARY TERMINATION** | Brand Partners enrolled with the Company have a right to terminate at any time, regardless of reason. The termination notice must be submitted to the Company's Support Department via email. The notice must include the Brand Partner's printed name, address, and Brand Partner ID Number. The notice must come from the Brand Partner's email account the Company has on file. Once the termination request is received and responded to by the Company Support Department, the Brand Partner's account will be suspended, and the Brand Partner will no longer be able to access their Back Office. Also, their replicated Mason Grove Farm website will be disabled. The effective date of the termination is always on the 1st of the month following the receipt of the requested termination.

To not be charged the monthly access fee in the subsequent month following termination, Mason Grove Farm must receive a termination request before the effective date of termination. For example, if Support receives a request for termination on January 31, since it was received before February 1 (the effective date of termination) the Brand Partner requesting to be terminated will not be charged the access fee for February. In addition, there are no refunds for access fees charged for the month a termination request is received. For example, if Support receives a request for termination on January 2, the monthly access fee paid on January 1 would not be refunded. In order to be eligible to receive a refund for the January Access Fee payment, the termination request needed to be received by Support no later than December 31. Simply not paying access fee(s) is not a form of termination. However, if 3 consecutive months are not paid, the Brand Partner will be cancelled and the 3 missed payments will be deducted from any owed commissions.

### **SECTION 30 | Disputes, Mediation and Arbitration**

**DISPUTES WITH OTHER MEMBERS** | If you have a grievance or complaint with another member regarding any practice or conduct in relationship to your business organization, you should first discuss the problem with the other member. If this does not resolve the problem, report the problem to your upline leader to resolve the issue at a local level. If the matter cannot be resolved, it may be reported to the Mason Grove Farm LLC's Farmhouse (home office) in writing via mail, fax, or email at [admin@masongrovefarm.com](mailto:admin@masongrovefarm.com). The complaint should identify specific instances of the alleged improper conduct and, to the extent possible, identify the relevant dates on which the event(s) complained took place, the location(s) where they occurred, and all persons who have firsthand knowledge of the improper conduct.

Upon receipt of a written complaint, the Farmhouse team will investigate the matter, review the applicable policies, and render a decision on how the dispute can be resolved.

**DISPUTES WITH MASON GROVE FARM, LLC.** | The parties understand and agree that this section operates as a separate and distinct Agreement that is severable from the remainder of the Agreement and is enforceable regardless of the enforceability of any other provision of the Agreement as a whole. Consideration for this provision includes, without limitation, the parties' mutual Agreement to arbitrate claims. This section will survive the termination of the Agreement.

**Any dispute between the parties will be governed by Tennessee law without regard to principles of conflicts of law, except the arbitration Agreement and any arbitration will be governed by the Federal Arbitration Act. 9 U.S.C. 9 § 1 et sq. To the extent that there is a conflict between the Federal Arbitration Act and Tennessee law, the Federal Arbitration Act prevails.**

Mason Grove Farm, LLC. may amend the terms and conditions of this section from time to time. Any such amendments will be made in accordance with the duty of good faith and fair dealing. The parties understand and agree that modifications to the section will become effective thirty (30) days after first published by Mason Grove Farm, LLC. distributed to all active



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

members or posted on an official Mason Grove Farm LLC, website. If a member is not willing to accept amendments made to this section, Mason Grove Farm must be notified in writing at [admin@masongrovefarm.com](mailto:admin@masongrovefarm.com). Any continued business ordering, acceptance of a commission or bonus payout, or any other benefit by a member pursuant to this Agreement after the amendment has gone into effect constitutes acceptance of the amendment to this section. Amendments will not apply retroactively to conduct that occurred prior to the effective date of the amendment unless expressly accepted by the member.

**MEDIATION** | Prior to instituting an arbitration with Mason Grove Farm, LLC, as provided in section below, the parties will meet in good faith and attempt to resolve any dispute arising from or relating to the Agreement through nonbinding mediation. One individual who is mutually acceptable to the parties will be appointed as mediator. The mediation will occur within sixty (60) days from the date on which the mediator is appointed. The mediator's fees and costs as well as the costs of holding and conducting the mediation, will be divided equally between the parties. Each party will pay its portion of the anticipated shared fees and costs at least ten (10) days in advance of the mediation. Each party will pay its own attorney's fees, costs, and individual expenses associated with conducting and attending the mediation, except when otherwise provided by statute. The mediation, and any materials, briefs, statements, documents, or information exchanged at or in anticipation of the mediation will be kept confidential and will not be admissible for any purpose in any legal proceeding. Mediation will be held in Columbia, Tennessee. And will last no more than two (2) business days.

**ARBITRATION** | If mediation is unsuccessful, any controversy or claim arising out of or relating to the Agreement, or the breach thereof will be satisfied by arbitration. The parties agree that to promote the fullest extent reasonably possible is a mutually amicable resolution of the dispute in a timely, efficient, and cost-effective manner.

**THE PARTIES WAIVE THEIR RESPECTIVE RIGHTS TO A BENCH OR JURY TRIAL AND AGREE TO SETTLE THEIR DISPUTES BY SUBMITTING THE CONTROVERSY TO BINDING ARBITRATION.**

The arbitration will be filed with and administered by Judicial Arbitration and Mediation Services ("JAMS") under its rules and procedures. Copies of the rules and procedures are available at the JAMS website at [jamsadr.com](http://jamsadr.com) and will be emailed to members upon request to the Member Conduct Success Team.

The arbitrator(s) have the authority to determine jurisdiction and arbitrability issues as a preliminary matter, except the arbitrator(s) will not have the authority to determine whether the arbitration can proceed on behalf of or against a class.

Notwithstanding the rules of JAMS, the following will apply to all arbitration actions:

- All arbitration proceedings will be held in Columbia, Tennessee.
- The arbitration Agreement and the arbitration will be governed by the Federal Arbitration Act 9 U.S.C. 9 § 1 et seq. To the extent that there is a conflict between the Federal Arbitration Act and Tennessee law, the Federal Arbitration Act prevails.
- The arbitration will be conducted in English.
- The parties agree that time is of the essence.
- The Federal Rules of Evidence will apply in all cases.
- The parties will be entitled to bring motions under Rules 12 and/or 56 of the Federal Rules of Civil Procedure.
- The parties will be allotted equal time to present their respective cases, including cross-examinations.

**THE ARBITRATOR(S) HAVE NO AUTHORITY TO AWARD PUNITIVE DAMAGES WITH RESPECT TO ANY DISPUTE RESOLVED BY ARBITRATION, EXCEPT WHEN AN APPLICABLE STATUTE OR OTHER LAW REQUIRES PUNITIVE DAMAGES.**

Each party to the arbitration will be responsible for its own costs and expenses of arbitration, including legal and filing fees, except where an applicable statute or other law provides for recovery of legal fees and costs. The decision of the arbitrator will be final and binding on the parties and may, if necessary, be reduced to a judgment in any court of competent jurisdiction.





# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

The parties agree and understand that maintaining confidentiality of disputes and dispute resolution is of the utmost importance. The parties and the arbitrators will maintain confidentiality of the entire arbitration process and will not disclose to any person not directly involved in the arbitration process.

- The substance of, or basis for, the controversy, dispute, or claim.
- The content of any testimony or other evidence presented at an arbitration hearing or obtained through discovery in arbitration.
- The terms or amount of any arbitration award
- The rulings of the arbitrator(s) on the procedural and/or substantive issues involved in the case.

In addition to the forgoing and notwithstanding the rules of JAMS, certain procedures will apply depending on the amount in controversy. For controversies and claims in which the amount in controversy is less than one million (\$1M) the following procedures will apply.

- The arbitration will occur within one hundred and eighty (180) days from the date on which the arbitrator is appointed and will last no more than five (5) business days.
- There will be one arbitrator selected from the panel provided by JAMS using the JAMS rules for arbitrator selection.
- The arbitrator(s) will institute discovery consistent with the goals of arbitration. Discovery and disclosure of information will be conducted under the rules provided by JAMS to achieve the usual goals of arbitration including cost effective and efficient resolution of disputes between parties but in no event will the parties be entitled to discovery rights greater than provided by the Federal Rules of Civil Procedures.

For controversies and claims in which the amount in controversy is equal to or exceeds one million (\$1M) the following procedures will apply.

- There will be three arbitrators selected from the panel provided by JAMS using the JAMS rules for arbitrator selection.
- The parties will be entitled to all discovery rights permitted by the Federal Rules of Civil Procedure.
- The parties will be entitled to appeal any arbitration award to an appeal panel under JAMS Optional Arbitration Appeal Procedures.

NEITHER THE MEMBER NOR MASON GROVE FARM, LLC. AGREES TO ANY ARBITRATION ON A CLASS BASIS, AND THE ARBITRATOR(S) WILL HAVE NO AUTHORITY TO PROCEED ON SUCH A BASIS. A PARTY MAY ASSERT A CLAIM OR COUNTERCLAIM ONLY IN THAT PARTY'S INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS PROCEEDING NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THE JAMS RULES. THE ARBITRATOR(S) MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS AND MAY NOT OTHERWISE PRESIDE OVER ANY FORM OF CLASS PROCEEDING UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION. AN ARBITRATOR(S) WILL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.

In the event the prohibition on class arbitration is deemed invalid or unenforceable, then the entire Agreement to arbitrate will be null and void.

Except as provided below, no party will be entitled to commence or maintain any action in a court of law upon any matter in dispute until such matter has been submitted and determined as provided here, and then only for the enforcement of such arbitration award. Notwithstanding this mediation and arbitration policy, either party may apply to a court of competent



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

jurisdiction as necessary to enforce an arbitration award, or to seek a temporary restraining order or preliminary injunction to ensure that the relief sought in arbitration is not rendered ineffectual during the pendency of, or after the rendition of a decision in any arbitration proceeding. The institution of any action will not constitute a waiver of the right or obligation of any party to submit any claim seeking relief other than injunctive or enforcement relief to arbitration. Further, any party seeking to enforce an award of an arbitrator(s) will submit the award under seal to maintain protections of confidential information, and the parties hereby agree and consent to the filing of such a submission, motion, or order under seal.

Notwithstanding the foregoing, nothing in these Policies and Procedures will prevent either party from applying to and obtaining from any court hearing jurisdiction a right of attachment, a temporary injunction, a preliminary injunction, a permanent injunction, or other relief available to safeguard and protect its intellectual property rights and/or to enforce its rights under the non-solicitation and no-competition provisions of this Agreement.

**JURISDICTION, VENUE, AND CHOICE OF LAW** | Jurisdiction and venue of any matter not subject to arbitration will reside exclusively in any state or federal court located in Tennessee and nowhere else, unless the laws of the state or country in which the member resides expressly require otherwise, despite this jurisdiction clause. By signing the Agreement, you consent to jurisdiction within these two forums. The Agreement will be governed by and construed in accordance with the laws of the State of Tennessee without regard to principles of conflicts of laws.

**WAIVER OF CLASS ACTIONS** | YOU AND MASON GROVE FARM, LLC. AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING INCLUDING, WITHOUT LIMITATION, FEDERAL OR STATE CLASS ACTIONS OR CLASS ARBITRATIONS.

### **MISCELLANEOUS**

**DELAYS** | Mason Grove Farm LLC is not responsible for delays and failures in performing its obligations due to circumstances beyond its reasonable control. This includes, without limitation, acts of God, strikes, labor difficulties, riots, wars, fire, flood, death, curtailment, or interruption of a source of supply, government decrees or orders, etc.

**PARTIAL VALIDITY** | If any provision of the Agreement, in its current form or as it may be amended, is found to be invalid or unenforceable for any reason, only the invalid portion(s) of the provision will be severed. The remaining terms and conditions will remain in full force and effect and will be construed as if such invalid or unenforceable provision never comprised a part of the Agreement. The Agreement will be interpreted by Mason Grove Farm LLC in the best furtherance of Mason Grove Farm LLC's business interests.

**WAIVER** | Mason Grove Farm LLC never forfeits its rights to require compliance with the Agreement or with applicable laws and regulations governing business conduct. For example, any action or inaction by Mason Grove Farm LLC regarding any conduct that breaches this Agreement will not be deemed a waiver of any of Mason Grove Farm LLC's rights or acquiescence in the conduct. Failure to enforce any provision of the Agreement against you or any other member or customer does not waive Mason Grove Farm LLC's right to enforce that or other provisions. On rare circumstances will a policy be waived, and an authorized agent of Mason Grove Farm LLC will convey such waivers in writing. The waiver will apply only to that specific case.

**TITLES NOT SUBSTANTIVE** | The titles and headings to these Policies and Procedures are for reference only and will not be construed as substantive terms of the Agreement.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**ENTIRE AGREEMENT** | The Agreement, which may be amended from time to time, constitutes the entire Agreement between you and Mason Grove Farm, LLC and supersedes all prior Agreements, and no other promises, representations, guarantees, or Agreements of any kind will be valid unless in writing and signed by both parties. Only an instrument in writing signed by all parties may modify this Agreement unless otherwise provided for in this Agreement. An electronic copy of the Agreement will be treated as an original in all aspects.

### **MASON GROVE GLOSSARY OF TERMS**

**ACTIVE BRAND PARTNER** | A Brand Partner who satisfies the minimum Personal Retail requirements, as set forth in the Mason Grove Farm Compensation Plan, to ensure that he or she is eligible to receive bonuses and commissions for a particular month. The PV minimum to remain active is \$100 PV per month. PV includes personal orders, customer orders, and recurring orders.

**ACTIVE RANK** | The term “active rank” refers to the current rank of a Brand Partner, as determined by the Mason Grove Farm Compensation Plan, for any pay period. To be considered “active” relative to a particular rank, a Brand Partner must meet the criteria set forth in the Mason Grove Farm Compensation Plan for his or her rank. For example, to be paid as the rank of Homestead, the PV requirement is \$200 PV in the month.

**AGREEMENT** | The contract between the Company and each Brand Partner, which includes the following: the Brand Partner Application & Agreement, the Mason Grove Farm Policies and Procedures, and the Company Compensation Plan, all in their current form and as amended by Mason Grove Farm, in its sole discretion. These documents are collectively referred to as the “Agreement.”

**BRAND PARTNER** | An individual who purchases products, generates retail sales and business building commissions.

**SPONSORING LINEAGE or BRAND PARTNER LINEAGE** | Key data relating to the identities of Brand Partners, sales information, and enrollment activity of each Brand Partner’s organization.

**CANCEL** | The termination of a Brand Partner’s business. Cancellation may be either voluntary or involuntary through non-renewal or inactivity.

**COMPANY** | The term Company refers to Mason Grove Farm.

**COMPENSATION PLAN** | The guidelines and referenced literature for describing how Brand Partners can generate commissions and bonuses are paid. This document was last updated in February 2022.

**CUSTOMER** | A retail customer who purchases Mason Grove Farm products and neither engages in building a business nor sells any product.

**DOWNLINE** | This term refers to the Brand Partner(s) enrolled below a particular Brand Partner. All Brand Partners in the downline combined CV becomes the upline’s OV.

**LAUNCH KIT** | A selection of Mason Grove products and marketing materials that can be purchased at the time of a Brand Partner’s initial enrollment. This kit is offered at a special introductory price.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**FAST START 2x2 BONUS** | During the first 90 days of a newly enrolled Brand Partner's Mason Grove Farm business, bonuses of \$100 will be paid each time the Brand Partner enrolls two new Brand Partners (with \$300 PV/OV) AND two new customers with minimum \$100 orders each in the period of 30-60-90 days. The maximum bonus payout is \$300 to the new Brand Partner for the Fast Start bonuses

**GENERATION** | When a Brand Partner achieves the rank of Aspen or higher, and they have an Aspen in their downline, the downline Aspen and their organization (down to the next Aspen) become their generation 1. The next downline Aspen in the same leg becomes their Generation 2, and so on.

**GENERATION BONUS** | The monthly bonus paid on downline generations (Aspen and above ranks) and their entire organization down to the next Aspen. Each rank has specific payouts and generations that an Aspen and above can qualify for. See the Compensation at a Glance document.

**LEVEL** | The relationship between the Brand Partner and the Sponsor. For example, a Brand Partner B who is personally sponsored by Brand Partner A, is on Brand Partner A's Level 1. This relationship continues regardless of ranks.

**LEVEL BONUS** | This bonus is paid to the upline Brand Partners based on the upline's paid-as rank and the Level of the downline Brand Partners. The personally sponsored Brand Partners are on the sponsor's Level 1. The downline sponsored Brand Partner would be on the upline's Level 2, their sponsored Brand Partners would be on the upline's Level 3, and so on. Brand Partner's Level in relation to the upline does not change with the downline's rank.

**LIFETIME RANK** | The highest rank in the compensation plan that a Brand Partner has qualified for.

**MAXIMUM 50% VOLUME PER LEG** | To advance and then be paid-as a particular rank, no more than 50% of the OV Requirement can come from a leg. For example, to be paid-as the rank of Aspen, no more than \$5000 can come from any one leg to reach \$10,000 OV.

**MENTOR BONUS** | When a Brand Partner enrolls a new Brand Partner who achieves all three bonuses in their FAST START period, the sponsor receives a training bonus of \$150. One bonus per newly enrolled Level 1 Brand partner is the maximum.

**PAID-AS RANK** | The rank of a Brand Partners for which they qualify monthly according to the compensation plan regardless of their Lifetime rank.

**PERSONAL ACTIVE LEG REQUIREMENT** | To rank up to and then be paid-as a particular rank, the requirement of active leg count for that rank must be met. An active leg means there is at least one active brand partner in that leg in the period.

**PERSONAL RETAIL COMMISSIONS** | Brand partners earn 25% commission on their PV from \$1PV to \$1499PV in the month. When they reach \$1500 PV up to \$1999PV in a month, they earn an additional 5% commission for a total of 30%. When they reach \$2000 PV and higher, they earn an additional 10% commission for a total of 35%. All PV numbers are to be calculated in a calendar month. Partners do not earn commission on their personal purchases since the partner discount was applied at the time of purchase.

**PERSONAL TEAM** | All BPs in an Aspen or above downline who are not part of another Aspen's organization.



# MASON GROVE FARM, LLC

## POLICIES AND PROCEDURES

**PERSONAL SALES VOLUME** | The retail paid amount of all sales in a month including Brand Partner personal orders, customer retail orders, and Friends and Save orders.

**ORGANIZATION** | The Customers and Brand Partners placed below a particular Brand Partner.

**ORGANIZATIONAL VOLUME** | All the volume created in a Brand Partners downline including their own PV calculated at 75% of the retail sales paid on orders.. This is referred to as OV.

**RANK** | The title that a Brand Partner has achieved pursuant to the Mason Grove Farm Compensation Plan. “Title Rank” refers to the highest rank a Brand Partner has achieved in the Mason Grove Farm compensation plan at any time. “Paid-As Rank” refers to the rank at which a Brand Partner is qualified to earn commissions and bonuses during the current pay period.

**RANK ADVANCEMENT BONUS** | When a Brand Partner ranks up to a new rank for the first time and maintains paid-as that rank for two consecutive months, they will be paid a one-time rank advancement bonus. However, for the rank of Mason, the Brand Partner will be paid the one-time rank advancement bonus when they are paid-as Mason for one month.

**RECRUIT** | For purposes of Mason Grove Farm’s Conflict of Interest Policy, the term “Recruit” means the actual or attempted solicitation, enrollment, encouragement, or effort to influence in any other way, either directly, indirectly, or through a third party, another Mason Grove Farm Customer or Brand Partner to enroll or participate in another multi-level marketing, network marketing, or direct sales opportunity.

**REPLICATED WEBSITE** | A website provided by Mason Grove Farm to Brand Partners which utilizes website templates developed by Mason Grove Farm.

**RESALABLE CONDITION** | Products and Sales aids shall be deemed Resalable if each of the following elements is satisfied: They are unopened and unused.

**ENROLLMENT KITS** | Mason Grove Farm offers enrollment kits for new Brand Partners to choose from during the enrollment process. See Enrollment flyer for detail of products included. The enrollment kits are non-commissionable.



# MASON GROVE FARM, LLC

## RETURN POLICY

### Mason Grove Farm, LLC Return Policy

At Mason Grove Farm we want you to love our products just as much as we do! Should you find that you are less than satisfied with the performance of a product that you have purchased from Mason Grove Farm, we want to make sure that we are prompt in taking care of you. If you receive a broken or damaged product, please notify us within 7 days of receiving damaged or defective product (s) and we'll be happy to take care of it.

To process your return or exchange please send an email to [thebarn@masongrovefarm.com](mailto:thebarn@masongrovefarm.com) to receive proper return/exchange instructions.

Call Customer service at 615-571-1458 for all other concerns.

### HOME DECOR

Home Decor items are subject to returns/exchanges up to 30 days from purchase.

Items may shift during shipping so please be very careful opening our hand packed packages.

Most items in Decor and Skin care are individually crafted and may vary in color and pattern from photos shown on site.

We do understand that damaged or defective items may arrive. We will honor returns on items that are damaged during shipping within 7 days of receipt. You must send in photos of the damaged goods for your return and refund to be processed.

### COLLAGEN

Standard Mason Grove Farm Return Policies apply to the Collagen with these added directives:

Due to the nature of this product, we will only accept Collagen+ returns under the following conditions:

- Sealed and unopened
- Product damaged during shipping
- Allergic reaction

### SKIN CARE

Standard Mason Grove Farm Return Policies apply to Skin care line with these added directives:

Mason Grove Farm backs our Skin Care products with extreme confidence, so we offer a 60-day return policy. We believe that 60 days will allow you enough time to fall in love with your purchase.

We stand by our products with an Empty Bottle Guarantee! This means you can try any of our products and if you are not satisfied in any way, simply mail us back the empty bottle and we'll give you a full refund, no questions asked.

Because our products are natural (containing no harmful Parabens, Sulfates, Phthalates, additives, synthetic ingredients or synthetic preservatives and waxes), they may soften/melt in transit to you, especially in warmer months. This will not affect the quality of the product. Please recognize we have no control over shipment/weather conditions. Many of our partners will have a neighbor bring in their packages during warmer days.

Body Balms/Butters are sensitive to extreme temperatures (hot or cold) and best stored in a cool, dry place. If your product is melted, please place it in the fridge for about an hour and gently stir to restore it back to its original form.

Note, however, the whipped butters' fluffy consistency may be changed, but the butter will retain its moisturizing properties. Also, because these kinds of butters are natural/organic, there might be differences in consistency, color, and smell. Each item is handcrafted in small batches with love and has a limited shelf life.

Contact us within the 60-day purchase window, and we will mail you a shipping return label.

Everyone is different and results may vary accordingly. As skin type, body type and health conditions differ, reactions to an allergen could occur at any time, and any product could cause a negative reaction. Mason Grove Farm, LLC is not responsible if a reaction should occur as a result of any consumer using our products. If you experience a negative reaction to any product, you should stop using it immediately and consult a physician. Our products are not intended to diagnose, treat, cure or prevent any disease.

You are consuming this product by your own accord, and Mason Grove Farm, LLC accepts no responsibility for any damage or losses.



