

CODE OF ETHICS

The Body Shop at Home US, LLC (“TBSAH”) prides itself on behaving in an ethical manner treating our employees, Independent Consultants and their customers with respect and honesty. As our Independent Consultant you understand and accept that, when representing TBSAH you will always:

1. Conduct yourself and your business in a professional, ethical, moral and legal manner, nurturing a culture of mutual trust, support and encouragement between you and your customers, your hosts, other Independent Consultants and our TBSAH team;
2. In your business dealings, always present yourself as a TBSAH Independent Consultant;
3. Represent our products and business truthfully and accurately and answer any and all questions about our products and business to the best of your knowledge;
4. While executing a sale, provide your customers with all the mandatory information required by U.S. law;
5. Inform customers of, and make sure they understand, their right to return any products according to our returns and refunds policy; should customers wish to return any products, help them quickly and properly execute the return;
6. Make only verbal commitments and promises that are truthful, accurate and in accordance with the Business Rules and the Independent Consultant Agreement;
7. Honour your obligation to protect any confidential information that becomes available to you, including any personal data of hosts, customers and other Independent Consultants;
8. Accurately and truthfully answer any questions about how any personal data that is collected by you will be dealt with and protected;
9. Respect the privacy of your current and potential customers, hosts and other Independent Consultants;
10. Be mindful of your and others’ health and safety, particularly when hosting parties; and
11. Abide by all of TBSAH policies, procedures and guidelines as currently in effect and as may be amended by TBSAH from time to time.

As our Independent Consultant you understand and accept that, when representing TBSAH you will not:

12. Engage in any activity that would reflect poorly on yourself or TBSAH, including but not limited to, using any deceptive, misrepresentative, unlawful or unethical business or recruiting practices; using any high-pressure recruiting or selling techniques, or making any unlawful, unauthorized or exaggerated claims or testimonials about our products or our business;
13. Speak about your own position and success without properly describing the effort, costs and time involved to achieve this position;
14. Make any product income or lifestyle claims or use any visuals suggesting the same;
15. Make any disparaging or untrue comments or statements about our products, Compensation Plan, management team or employees, your hosts or customers or other Independent Consultants and their customers;
16. Make any disparaging or untrue comments or statements about any competitors of TBSAH or their products, compensation plans, management teams, employees or independent distributors;
17. Attempt to manipulate our Compensation Plan in any way, including but not limited to registering persons as Independent Consultants primarily to qualify for bonuses or other compensation;
18. Attempt to sell our products through unauthorized channels; or
19. In any way discriminate against customers, hosts or other Independent Consultants

