



## CONGRATULATIONS

Congratulations and welcome to our dynamic **Youngevity family!**

We have an unbridled passion for serving and supporting your limitless dreams and goals.

You are now an integral part of a diverse and **growing success** story being told all around this beautiful world! We are more than a globally active Network Marketing company. Rather, we are fulfilling the needs and desires of consumers within the top 6 multi-billion dollar niches, ranking us in the **top 100** most reputable and desirable companies of our modern-day era!

We are attracting every demographic, social economic status, and multicultural partner to create the perfect chemistry of our legacy in the making. Most importantly, this includes you, and we embrace your contribution to elevating Youngevity into the most recognized **household brand**.

As you can imagine, we have accomplished so much already due to our powerful success model of **systems** and processes for **duplication**.

If you have any questions, we encourage you to call your up-line sponsor. You will also be allocated a **New Distributor Support** person to help navigate all that is available to you.

You will receive an email to set up a time, to access your needs.  
However, you will always have access to our customer service team.

You may contact us toll free at: 0800 375 635 (in New Zealand)  
Or 1800 756 467 (in Australia)

[youngevity.com.au](http://youngevity.com.au)  
[youngevity.co.nz](http://youngevity.co.nz)

**24/7 around the world!**

Youngevity is the most distributor-friendly direct network marketing company in the industry.  
This includes incorporating a highly committed customer support staff ready to help.

### **Additional Support**

- Training Support can be found in the Resource Center [youngevityrc.com](http://youngevityrc.com)
- Marketing Support can be found [youngevitygo2.com](http://youngevitygo2.com)
- Understanding of the Dr Joel Wallach Mission & Story [joelwallachdocumentary.com](http://joelwallachdocumentary.com)
- Youngevity Health Quiz is the expert for you and your customers [youngevityhealthquiz.com](http://youngevityhealthquiz.com)

As you take the time to discover the amazing journey "**90 for Life**" in how it can change your life for the Betterment.

Over the next **90 days** you will have the opportunity to be coached and guided in everything available for your success.

Because we believe in you and want to support your success we are offering you a **90 Day Rewards Program** so book your appointment with your **New Distributor Support** person today.

[betterstart@youngevity.com](mailto:betterstart@youngevity.com)



## Web Site & Contact Information

Your website is:

your [url.youngevity.co.nz](http://url.youngevity.co.nz)  
your [url.youngevity.com.au](http://url.youngevity.com.au)

If you have a question and would like to speak to a representative,  
please call our **Customer Service** department at

NZ 0800 375 635  
or AUS 1800 756 467  
during our business hours, 9am - 7pm NZ standard time.

### **New Zealand Office**

5C Airborne Road, Rosedale Auckland 0632, NZ

**Customer Service** questions: [nzsupport@youngevity.com](mailto:nzsupport@youngevity.com)

**Product** questions: [productquestions@youngevity.com](mailto:productquestions@youngevity.com)

**Health-related** questions: [healthquestions@youngevity](mailto:healthquestions@youngevity.com) (Kristen)

Request for **artwork or graphics**: [marketing@youngevity.com](mailto:marketing@youngevity.com)

Questions or Support for **1 Star Rank and above**: [leadersupport@youngevity.com](mailto:leadersupport@youngevity.com)

### **Always Better Together**

You're now part of a tight-knit community of like-minded friends and business builders. We look forward to partnering with you, as we continue to grow and strive to always do better - providing better opportunities, and better living as many people as possible.

**Welcome to Youngevity! You're going to like it here.**

## Understanding AutoShip

Key advantages of AutoShip are free freight, continuity of product supply and quick start qualification.

1. You must be a registered Customer or Associate of Youngevity.
2. You can only AutoShip within your own country. (Except for Australians - free shipping for orders 100QV and above - anything below that will incur regular shipping rates).
3. There is a minimum purchase of 100QV to use AutoShip in NZ. It is the responsibility of the individual Associate to qualify for commissions with the required Personal Volume purchase.
4. New/First time AutoShips will generate the month after they are received/entered. You will need to place a normal order for the current month.
5. You can only edit monthly AutoShips online; otherwise you will need to contact customer service.
6. AutoShips can only be paid for with Credit Card which will be billed monthly. Youngevity New Zealand does not accept any other payment method for AutoShip.
7. Freight is free for 100QV or more for Australia and New Zealand. (excl. Trays of cans, Bloomin Minerals-, Washing Powder and CEO Paks.)
8. You can add or subtract from your AutoShip at any time. You can hold/suspend your AutoShip for up to 2 months at any time. (You would not qualify for any Quick Start Bonus during this time).
9. All changes to your AutoShip must be on an AutoShip form, email or fax. This includes address, credit card numbers/expiry, additions, deletions, holding or cancellation. Any order not authorised for payment will be cancelled for that month. Please inform us of any credit card changes as soon as possible to avoid cancellations.
10. Any changes to your AutoShip must be made at least 5 working days prior to it generating item may not change that month (it will change the next month).
11. Youngevity New Zealand is not responsible for delays in the delivery of an AutoShip request caused by any courier public or private.
12. Company processing fees will be deducted from all refunds issued for AutoShips.

## PRODUCT RETURN POLICY

Hereafter referred to as  
RMA (return material authorisation)

Beginning January 2, 2002 Associates, Preferred and Retail Customers of Youngevity that need to return product for any reason will be required to follow the procedures as outlined in this policy. Anyone failing to follow the procedures as described will not be entitled to a refund from Youngevity. Please read the following policy carefully.

1. In accordance with previously stated policy, no refunds are given or offered after thirty days from the date product is received by the customer.
2. All requests for an RMA (Return Merchandise Authorisation) must be received by telephone to Youngevity. Request for an RMA via facsimile or letter will not receive a response from Youngevity.
3. All items returned for credit or refund must be disclosed at the time an RMA is issued. Any item returned to Youngevity that was not disclosed at the time the RMA was issued are not eligible for a credit or refund.
4. Only one RMA will be issued per invoice.
5. At the time an RMA is requested an RMA number will be issued. The customer will be required to write the RMA number in black on the outside of the packaging material used to return product. It is advised that the customer retain the RMA number issued for their records.
6. At the time an RMA is requested a "Product Due Date" will be issued. The Product Due Date will be approximately ten business days from the date an RMA is initiated. Youngevity must receive the product associated with a specific RMA by Product Due Date to be eligible for any credit or refund issued. It is the responsibility of the customer to ensure that products are returned on or before the Product Due Date. Youngevity is not responsible for delays in the delivery of product returned caused by the New Zealand Post, or any other courier service public or private. If after receipt of an RMA it is determined that product was received after the Product Due Date, a credit will not be issued.
7. It is advised that when product is returned to Youngevity the customer use a carrier that will provide proof of delivery to the customer. Youngevity is not liable for packages lost in transit or not received.
8. Packages sent to Youngevity without an RMA clearly visible on the outside of the package will be refused by Youngevity. It is advised that the customer use a thick black marker when writing the RMA number on the outside of the package. Ball point pen can be removed during the shipping process. Youngevity is not responsible for any RMA numbers removed during the delivery of product caused by the New Zealand Post, or any other courier service public or private. Any package refused by Youngevity will not be eligible for return or refund.
9. In cases of packages received without an RMA number that have been received by Youngevity from the New Zealand Post without a return receipt required will be held by Youngevity unopened for ten days after which they will be destroyed and disposed of. Any customer wanting their merchandise back must arrange to have said merchandise picked up by the carrier of their choice. Youngevity is not responsible for incorrect pickups in these instances.
10. Youngevity will not accept packages sent to Youngevity "Postage Due". Youngevity will not issue a "Carrier Pickup" for any RMA.
11. After Youngevity receives returned merchandise, a credit will be issued within 7 - 14 business days.
12. Credits will be issued for product amount only. Credits will not be issued for shipping and handling.



YOUNGEVITY®

Dear Associate,

To have your commission payments paid directly into your bank account, please contact our office with the following details.

**Name** \_\_\_\_\_

**Your distributor number** \_\_\_\_\_

**Bank** \_\_\_\_\_

**Account Name** \_\_\_\_\_

**BSB (Australia only)** \_\_\_\_\_

**Account Number** \_\_\_\_\_



This AGREEMENT between the named Applicant (hereafter APPLICANT) and YoungevityGD International, Inc. (hereafter COMPANY), Is hereby effective under the terms and conditions below:

1. APPLICANT hereby applies for authorization as an Independent Marketing Director in COMPANY's Independent Marketing Director program. COMPANY reserves the right to accept or reject any application for any lawful reason.
2. Upon acceptance as an Independent Marketing Director by COMPANY, APPLICANT is authorised as an Independent Marketing Director as long as APPLICANT complies with all terms of this Agreement and COMPANY's Policies and Procedures. Independent Marketing Directors must apply to renew their Independent Marketing Director authorisation annually.
3. APPLICANT has read and agrees to be bound by the terms of this Agreement which includes all rules, policies, and procedures of COMPANY as set forth in official COMPANY literature , which are hereby incorporated and made part of this Agreement in their current form and as they may be amended by the COMPANY from time to time.
4. APPLICANT is an independent contractor under the terms of this Agreement, and not an agent, employee or legal representative of his/her sponsor or the COMPANY in any way.
5. APPLICANT will explain COMPANY's programs and policies honestly and completely when presenting them to others. APPLICANT understands and will make clear in any presentation the following: That no earnings are guaranteed by COMPANY or its programs; no Independent Marketing Director will be paid commission solely for sponsoring other Independent Marketing Directors; retail selling is a requirement; and that there are no exclusive territories for Independent Marketing Directors.
6. APPLICANT is responsible for all of his/her own income, sales, social security, unemployment, and any other taxes, licenses, and fees of any kind.
7. APPLICANT may terminate Independent Marketing Director's authorisation at any time by giving written notice to the COMPANY. Upon termination, the COMPANY will repurchase marketable sales aids and literature according to the current COMPANY's Buy-Back Policy then in force.
8. Any sale or assignment of this Agreement or Independent Marketing Director authorisation must be approved of in writing in advance by COMPANY. Successors in interest or assigns must comply with Policies and Procedures.
9. The signator(s) to this agreement Agree(s) that he/she/they is/are authorised to bind APPLICANT and by signing, so do.
10. Any Independent Marketing Director who sponsors other Independent Marketing Directors must fulfill the obligation of performing a bona fide supervisory, distributing and selling function in the sale or delivery of product to the ultimate consumer and in the training of the Independent Marketing Directors they sponsor.
11. Youngevity® is built upon retail sales to the ultimate consumer. The COMPANY recognises that Independent Marketing Directors may wish to also purchase product for their own personal or family use. It is COMPANY policy, however, to strictly prohibit the purchase of product or services in unreasonable amounts solely for the purpose of qualifying for bonuses or advancement in the marketing program. Failure to abide by this policy will result in termination.
12. Duplication of this form without permission is forbidden. Permission may be given in writing in accordance with the Policies and Procedures for Duplication of Independent Marketing Director Application, Product Order Forms and Autoship Forms.



## NEW ZEALAND YOUNGEVITY PRODUCT BENEFIT EVALUATION

Dr Wallach teaches that with any nutritional program you need to use the products consistently for at least 90 consecutive days to allow your body time to begin repairing itself  
 Making the 90 day commitment is the first step toward a healthier longer life.

### COMMITMENT

90 DAYS on 90 ESSENTIAL NUTRIENTS

Rate: 0-None 1-Slight 2-Noticeable 3-Severe

<b>Name</b>	
<b>Date Started</b>	
<b>Date of 90 Day Evaluation</b>	

Now	90 Days	General Symptoms
		Tired, weak, lack of energy
		Chronic fatigue, mid am or pm
		Depression, melancholy, moodiness
		Worry, anxiety, nervousness, irritability
		Sleeplessness or sleep too much
		Frequent colds or other illness
		Headaches
		Don't sweat enough
		Sweat too much
		Night sweats
		Dizziness, fainting, convulsions
		Loss or gain of weight
		Pica: food cravings & binge eating
		Hyperactivity
		Immune system weakness
		Other

Now	90 Days	Respiratory
		Cough frequently
		Spitting up mucus or blood
		Difficulty breathing
		Shortness of breath on exertion
		Chest pain
		Other

Now	90 Days	Eyes
		Nearsightedness or far-sightedness
		Blurred or failing vision
		Dry, burning or itching eyes
		Eyes water excessively
		Eyes sensitive to light
		Night Blindness
		Bloodshot or puffy eyes
		Other

Now	90 Days	Skin and Hair
		Acne or pimples
		Skin rashes
		Hives
		Skin ulcers or sores
		Dryness, roughness, or scaling skin on Scalp, elbows, knees, feet, around nose, Ears, eyebrows, etc
		Wrinkles, sagging skin
		Cracked cuticles, hangnails
		Cracks on sides of fingers or thumbs
		Cracked or hard rough heels
		Hair loss or thinning
		Dry coarse hair or split ends
		White grey, or silver hair
		Bruise easily
		Brown spots or bronzing of skin
		Cuts heal slowly or scar badly
		Flush easily
		Hands or feet numb or tingling
		Feet burn
		Athlete's foot
		Other

Now	90 Days	Ears
		Earaches
		Noises or ringing in ears
		Ear discharge
		Loss of hearing
		Lots of wax
		Other

Now	90 Days	Nose and Throat
		Hay fever, sinusitis, runny nose
		Dry mouth or nose
		Nosebleeds
		Cracks in corners of mouth
		Dry or chapped lips
		Sore throats or tonsillitis
		Clear throat often
		Sore, red or cracked tongue
		Cold sores or herpes
		Inability to smell or taste
		Lots of cavities
		Bleeding gums
		Hoarseness
		Other



Now	90 Days	Musculo-Skeletal
		Muscle pain or Stiffness Where? Pain on scale 1-5 (5 being worst)
		Swollen, painful or stiff joints Where? Pain on scale 1-5 (5 being worst)
		Bone pain
		Painful feet, ankles or calves
		Tremors or twitches
		Loss of strength
		Hernia
		Muscle wasting
		Noisy joints
		Other

Now	90 Days	Gastrointestinal
		Loss of appetite
		Gagging, difficulty swallowing
		Nausea and vomiting
		Bad breath
		Metallic or bitter taste in mouth
		Food cravings or strong desires What do you crave?
		Can't eat fats
		Heartburn
		Indigestion or distress
		Heaviness after eating
		Belching or gas
		Bloating
		Stomach or abdomen tender or painful
		Symptoms relieved by eating
		Symptoms worse after eating
		Avoid certain foods
		Headache dizziness or irritability if meal skipped
		Diarrhoea or loose stool
		Constipation
		Change in bowel movements
		Light coloured or greasy stool
		Dark stools or blood in stool
		Feeling of incomplete evacuation
		Undigested food in stool
		Foul odour of stool or gas
		Haemorrhoids
		Other

Now	90 Days	Cardiovascular
		Heart beats fast or irregularly
		Tightness in chest
		Discomfort at high altitudes
		Dizzy or weak upon standing up
		Swollen feet, ankles, or legs
		Cold hands or feet
		Hand or feet turn blue
		Blue fingernails
		Leg pains when walking
		Varicose veins
		Tendency to anaemia
		High blood pressure
		Low blood pressure
		Other

Now	90 Days	Urinary
		Difficulty urinating
		Urinate frequently at night
		Bed-wetting
		Incomplete urination or dribbling
		Pain when urinating
		Bladder infection
		Kidney infection
		Kidney stones
		Lower back pain
		Other

Now	90 Days	Male
		Prostate problems
		Difficult or unusual urination
		Discomfort or pain in genital area
		Diminished sexual drive
		Excessive sexual desire
		Difficulty maintaining an erection
		Other

Now	90 Days	Female
		Irregular menstruation
		Pain prior to or with periods Rate pain 1-5 (5 being worse)
		Depressed, tense or irritable around period
		Painful or swollen breast
		Lumps in breast
		Discharge from breast
		Symptoms appear in monthly pattern
		Pain, discomfort or itching in genital area
		Vaginal discharge
		Hot flushes
		Diminished sexual drive
		Excessive sexual drive
		Difficulty having orgasms
		Inability to conceive
		Number of pregnancies
		Number of children
		Miscarriages or abortions



## MINERAL DEFICIENCY DISEASES

**Acne:** Essential fatty acids, Potassium, vitamin A, Vitamin B-6, Zinc

**Anaemia:** Iron, Cobalt, Copper, Selenium, Biotin, Folic Acid, Nickel, Vitamin B-6, Vitamin B-12

**Arthritis:** Calcium, Copper, Boron, Essential Fatty Acid, Germanium, Vitamin B-6

**Asthma:** Magnesium, Manganese, Zinc, Potassium

**Brittle Nails:** Calcium, Boron, Iodine, Iron, Zinc

**Birth Defects:** Folic Acid, Magnesium, Vitamin A, Vitamin B-12, Zinc, Copper

**Cancer:** Selenium, Germanium, Cesium

**Cardiovascular Disease:** Calcium, Copper, Vanadium

**Chronic Fatigue:** Biotin, Chromium, Copper, Iodine, Iron, Niacin, Selenium, B complex  
**Constipation:** Inositol, Iodine, Iron, Para-Aminobenzoic Acid, Potassium, Vitamin B-1, and B-12  
**Depression:** Biotin, Boron, Calcium, Chromium, Copper, Iodine, Iron, Lithium, B complex, Zinc  
**Diabetes:** Chromium, Vanadium, Zinc

**Eczema:** Boron, Calcium, Essential Fatty Acids, Inositol, Niacin, Vitamin B-5, Zinc

**Edema:** Potassium, Vitamin B-1

**Goitre (Low Thyroid):** Iodine, Copper

**Hair Loss (Alopecia):** Biotin, Copper, Essential Fatty Acids, Inositol, Iodine, B complex, Zinc

**Greying Hair:** Copper

**Hyperactivity:** Calcium, Boron, Chromium, Magnesium, Lithium, Vanadium, Zinc

**Hypothermia:** Magnesium

**Impotence:** Zinc, Selenium, Manganese, Calcium, Chromium

**Infertility:** Chromium, Essential Fatty Acids, Lithium, Manganese, Selenium, Vanadium, Zinc

**Low Blood Sugar (Hypoglycaemia):** Chromium, Vanadium, Copper, Manganese

**Memory Loss:** Folic Acid, Niacin, Vitamin B-1, Zinc

**Muscular Weakness/Dystrophy (also Cystic Fibrosis):** Selenium, Potassium, Iodine, Niacin

**Nervousness:** Calcium, Boron, Iodine, Magnesium, Potassium, B Complex, Vitamin D  
**Osteoporosis:** Calcium, Boron, Germanium, Vitamin K, Magnesium

**PMS:** Calcium, Boron, chromium, Zinc, Selenium

**Receding Gums (Periodontal disease, Gingivitis):** Calcium, Boron  
**Sexual Dysfunction:** Selenium, Zinc, Manganese, Iodine  
**Wrinkles and Sagging (facial aging):** Copper Sulphur

*This is not intended to be an all-inclusive list of the missing vitamins and minerals . There are many other nutrients that are required to help in the absorption and utilization of these vitamins and minerals.It is intended as a reference of the primary missing nutrients only.*