

# PULSE BUSINESS MANAGEMENT SUITE — UNITED STATES

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## PROGRAM DESCRIPTION

**PULSE** is a proprietary suite of web-based tools that provides business and customer relationship management resources to Rodan + Fields® (R+F) Independent Consultants to support team growth, product sales, downline productivity and Customer satisfaction and retention. PULSE is available in two versions: **PULSE Basic** and **PULSE Pro**. Access to **PULSE Basic** includes basic business tools and reports, and a library full of resources to help you manage your customers, grow your business and understand team performance. Access to **PULSE Pro** includes all **PULSE Basic** features plus two Personal Websites (PWS), access to the Solution Tool, full access to the R+F Virtual platform and advanced reports, including Vital Signs and Solution Tool Contacts. **PULSE Pro** is available through a monthly subscription program. **PULSE Basic** is available to all Consultants without cost or subscription.

**PULSE Pro** is a cost-effective way for Consultants to quickly and easily establish a business presence online and start automating specific business disciplines. **PULSE Pro** features two Personal Websites through which Consultants can sell Rodan + Fields products and enroll new Consultants, with all transactions automatically linked to their Rodan + Fields Consultant IDs. **A PULSE Pro subscription is optional, costs US \$24.95 plus applicable taxes, if any, per month and may be cancelled by a participating Consultant at any time by following the steps outlined in the "Cancellation Policy" section below.** It includes:

- Two (2) Personalized Websites:
  - A public skincare storefront designated with a unique site name (<https://<sitename>.myrandf.com>)
  - A public site for prospective Consultants to learn more and join the business (<https://<sitename>.myrandf.biz>)
- The ability to provide a customized skincare routine to your Customers using the Rodan + Fields Solution Tool
- Full access to the R+F Virtual platform
- Advanced sales and business management reports and tools

Your **PULSE Pro** subscription assigns 20 SV to your monthly qualification requirements and 20 CV to eligible upline Consultants. See R+F Policies and Procedures for Compensation Plan details.

All Terms and Conditions set forth in the R+F Consultant Agreement and R+F Policies and Procedures, as well as the Terms and Conditions associated with the use of rodanandfields.com websites, shall apply to all users of **PULSE Pro** tools and programs. Rodan + Fields reserves the right to change the terms of the **PULSE Basic** and **PULSE Pro** programs at any time without notice. Any material changes to the terms of the **PULSE Basic** or **PULSE Pro** programs will be disclosed in advance via the Insider Scoop and/or email.

## SUBSCRIBE TO PULSE PRO

All Consultants will receive up to a one-month free trial of **PULSE Pro**. Consultants may subscribe to **PULSE Pro** at any time during or after the free trial, provided that they are in compliance with the terms of their Consultant Agreement including the Policies & Procedures. If the Consultant does not choose to subscribe to **PULSE Pro**, her or his account will be downgraded to the free version of **PULSE Basic** and all data entered during the free trial period will be deleted.

## BILLING

**Upon subscribing to PULSE Pro, Consultants agree to a non-refundable monthly charge of US \$24.95 plus applicable taxes, if any, for each month while subscribed to the program. PULSE Pro** is automatically billed to the credit card on file on the same day every month, as displayed on the website during subscription signup. If you enroll in **PULSE Pro** between the 20th and the last day of the month, your card will be processed and charged on the 20th of the following month and every month thereafter. To review or change the billing information for your **PULSE Pro** subscription, log in to [www.rodanandfields.com](http://www.rodanandfields.com) and select "Manage CRP & PULSE" from the "My Account" drop-down menu.

## CONSULTANT REPLENISHMENT PROGRAM (CRP) AND PULSE PRO

Upon monthly billing of a Pulse Pro subscription, Consultants will receive 20 SV toward their monthly qualification for Consultant Commissions and toward their 100 SV monthly Consultant Replenishment Program (CRP) minimum. Please refer to the Consultant Replenishment Program Terms and Conditions for more details.

## CANCELLATION POLICY

**Consultants may cancel their PULSE Pro subscriptions at any time by logging in to their account via the R+F corporate website and using the My Account menu in the upper right corner of the screen. Select "Manage CRP & PULSE" from the menu and follow the prompts to complete your cancellation. Consultants may also cancel their PULSE Pro subscription by calling Sales Support at +1 (415) 273-8000.** When a Consultant cancels **PULSE Pro**, the subscription will remain active until the end of that billing cycle. All **PULSE Pro** features will be downgraded to **PULSE Basic** and all previously entered data will be deleted—including, but not limited to, Personal Websites, Contacts, and Reporting. Termination of a Consultantship, whether by the Consultant or by the Company, will result in automatic termination of all **PULSE Basic** and **PULSE Pro** features.

## PULSE PRO AND PERSONAL WEBSITE REQUIREMENTS

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

- Rodan + Fields reserves the right to monitor **PULSE** and Personal Website content including images and communications generated from **PULSE** if Rodan + Fields determines, in its sole discretion, that good cause exists to do so. Consultant acknowledges that Rodan + Fields has the right to monitor **PULSE** and Personal Website content, and Consultant specifically gives Rodan + Fields permission to monitor her or his **PULSE** and Personal Website content, including communications made on or through these tools, and to remove any noncompliant postings.
- Rodan + Fields Independent Consultants may not violate or infringe on the rights of others, including privacy, publicity and proprietary rights.
- It is the responsibility of each Rodan + Fields Independent Consultant to ensure that her or his Personal Website fully complies with these Terms and Conditions, the R+F Policies & Procedures, including Section 11 thereof, and all applicable federal and state laws, rules, and regulations.
- Consultant Personal Websites or other statements or communications shall not imply or guarantee that others will experience the same product results or achieve the same earnings as the Consultant. Appropriate disclaimers should be used to avoid any appearance of providing medical advice or guaranteed earnings. Please see the R+F Policies & Procedures for further details regarding income and product disclaimers.

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

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

This document is applicable to the U.S. Market.