

SMARTSHIP PROCEDURE, TERMS AND CONDITIONS

By enrolling in the Modere SmartShip Program you will experience a whole new level of convenience. When you create a SmartShip profile, all of your favorite Modere products will be automatically delivered once each month. Customize your SmartShip Profile by choosing which day of the month you want to receive your SmartShip order. You also have the option to customize the frequency of how often you receive your SmartShip Order so you can experience your favorite lifestyle essentials on a timeframe that works for you.

Creating a SmartShip Profile

To create a new SmartShip Profile:

- Select a product from Modere.com that you want to add to the SmartShip order
- Select “SmartShip”
- Determine if you want this product delivered every 1,2,3 or 6 months
- Click “Continue”
- Choose the “Add New” button under the SmartShip Profile section
- Choose the “Add New” button under the Shipping Address section
- Input shipping information and click “Save Address”
- Click “Next Step”
- Determine which day of the month you want your SmartShip order to ship
- Pick which type of shipping you prefer
- Click “Next Step”
- Choose the “Add New” button under the Payment Information section
- Input Credit Card Information
- Click “Save”
- Click the red button “Create New SmartShip” located on the left side of the page

First SmartShip Order

When your first SmartShip order is received, it will be processed and shipped within 24-48 hours of receipt.

Future SmartShip Orders

Your future SmartShip orders will be processed and shipped according to the date and frequency that you determined when you created the SmartShip account.

To edit the shipment date of your SmartShip order:

- Go to “My Account”
- Click on “SmartShip Profiles”
- Click on “Edit Profile”
- Under the “Shipping Details” section, you can update the shipment date and shipment frequency of your SmartShip order

Changing Your SmartShip Order

To add a product to your SmartShip order:

- Select the product you want to add to a SmartShip profile
- Select “SmartShip”
- Determine if you want this product delivered every 1,2,3 or 6 months
- Click “Continue”
- Choose which SmartShip Profile you want to add this item to, or create a new SmartShip Profile
- Click the red button “Add to SmartShip” located on the left side of the page. The subtotal of your SmartShip order will update automatically

To adjust the quantity of a product in your SmartShip order online:

- Go to “My Account”
- Click on “SmartShip Profiles”
- Replace the current amount with the new amount you want to receive. The subtotal of your SmartShip order will update automatically

To delete a product from your SmartShip order online:

- Go to “My Account”
- Click on “SmartShip Profiles”
- Click the “X” next to the product you want to remove from your SmartShip Profile
- Select “Yes” from the pop-up box. The subtotal of your SmartShip order will update automatically

For assistance making any changes to your SmartShip order you can also call Modere Customer Service at 1-877-MODERE1.

All changes must be received by 12:00 noon MT, one day prior to your SmartShip date.

Any change received after 12:00 noon MT will be entered for the next month’s order. Changes for the following month may be made any time after the SmartShip date has passed.

If your SmartShip date is on a Sunday or Monday, please make sure that any changes made by phone, fax or mail are received by 12:00 noon MT, on the Friday prior to your SmartShip Date.

Online changes are processed when received. If submitting changes after hours and before the above deadlines, please submit changes online at Modere.com, to ensure that your changes are processed immediately.

Canceling Your SmartShip Orders

Your cancellation must be received before your scheduled SmartShip date. Upon cancelling your SmartShip order, you are always welcome to place one-time orders. There are no required minimum purchase amounts on your SmartShip order.

For questions about the SmartShip Program, please contact Modere Customer Service at 1-877-MODERE1 or service@modere.com.

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