

Business Manual - Operations and Procedures



Welcome to kleeneze

This manual has been designed to cover the terms and conditions of your new Kleeneze business.

This Business Manual is referred to in the Distributor Agreement between you and Kleeneze Limited.

If there is any inconsistency between this manual and the Distributor Agreement the terms and conditions in the Distributor Agreement shall prevail.

Note

1. The content of this manual applies to all Kleeneze Distributors in the UK and the Republic of Ireland. All 'references to 'Kleeneze' or 'the Company' will be references to Kleeneze Limited.
2. Words and Expressions defined in the Distributorship Agreement bear the same meanings in the booklets.
3. Promoter in the UK and the Republic of Ireland: Kleeneze Limited, registered office Express House, Clayton Business Park, Clayton le Moors, Accrington. BB5 5JY.
4. Kleeneze offers a range of products for use in the home, care of the home and for personal care and use.



Kleeneze®

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Basic Principles

Distributor Status

New Distributor

For all new distributors that completed their registration online, as soon as you receive your password, which is sent to you by email, your account is activated and you can place your first order. For security reasons, you must change your password the first time you enter the ordering site, as explained in your welcome email. All distributor accounts must remain 'active' and be compliant to be eligible for incentives and bonuses.

Active Distributor

In order to remain an Active Distributor you must have been invoiced for a product and/or a sales aids and/or a chargeable service such as Distributor Services within three consecutive Sales Periods. If you do not meet either of these requirements your account will be placed on 'Inactive Status'

Inactive Distributor

If you become inactive you may re-activate your account anytime during following three consecutive sales periods by being invoiced for either products, sales aids and/or a chargeable service such as Distributor Services. If you do not re-activate within this time your Distributorship will automatically be terminated and any downline Distributors that you have sponsored will be reallocated to your upline. Should you wish to rejoin after your account has been terminated due to inactivity, you will have to join as a new distributor (refer to the two-year rule: [see page 6](#))

Inactive Distributors do not qualify for Volume Profit or Royalty Bonus payments from Kleeneze (under the Kleeneze Sales Plan).

Re-registration

All Distributorship Agreements with Kleeneze automatically terminate at the end of Sales Period 13 each year, or bi-annually or at any other time as notified by Kleeneze, unless the Distributorship is first registered during December of that year, in which case the Distributorship will terminate at the end of Sales Period 13 the following year.

In order to remain a Kleeneze Distributor following the annual termination of your Distributorship Agreement you must apply to re-register by entering into a new Distributorship Agreement.

You will be notified before the end of Sales Period 13 each year of the steps that are required to re-register.

Kleeneze reserves the right to refuse to re-register any Distributorship.

Annual Re-Registration Fee	T.B.A.
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General rules

1. You must always present the Kleeneze Opportunity in an open, accurate and ethical manner, using only Kleeneze or Kleeneze approved literature.
2. Kleeneze operates an open retailing policy and does not operate on a territorial basis.
3. You must always support any statement on income potential with factual examples and must not make unrepresentative or exaggerated income claims.
4. You must not attempt to induce any other Kleeneze Distributor to change their line of sponsorship.
5. You must not interfere with any other Distributor's business in any way.
6. You must ensure that catalogues and any other business materials are placed through mailboxes and not left in the open.
7. It is a legal requirement that you provide every ordering customer with a copy of their order form as a receipt which must include your name, address and account number.
8. You must carry your Kleeneze identification card at all times when on Kleeneze business and show it whenever it is requested.
9. You must only use Kleeneze or Kleeneze approved literature in presentations to your customers.
10. You must act as the first point of contact for customer product queries or complaints.
11. You must make personal or telephone contact with consumers only in a reasonable manner and during reasonable times.
12. You must take appropriate steps to protect private information given by consumers, potential consumers, your down line and from potential prospects. See Appendix 1: page 39 Data Protection and Control
13. You must not bring Kleeneze, its products or other Distributors into disrepute.
14. You must not trade on another Distributor's Account.
15. Kleeneze is a founder member of the DSA. You can view these codes on the Distributor Support Arena and all other codes that may come into effect, as if you were a member of the DSA yourself. These are available as a downloadable document on the Distributors Support Arena. ([Click here](#))
16. As independent, self employed distributors, you must comply with all laws and regulations relating to your business with Kleeneze and in particular make appropriate tax returns and notifications and where applicable pay all taxes, (including income tax, national insurance and Value Added Tax) directly to the appropriate authorities.

Kleeneze Policy on Participation in Other Programmes

Kleeneze strongly discourages all its Distributors from working in other Direct Selling or Network Marketing programmes. When you reach Gold Distributor status and above, Kleeneze prohibits your involvement in other Network Marketing schemes as set out in the Distributorship Agreement.

In addition, Kleeneze prohibits the use of any Distributor's Kleeneze business as a means to promote or offer for sample or sale goods or services other than Kleeneze products. You are also subject to requirements that you must not bring Kleeneze, its Products or Distributors into disrepute and must keep information given to you by Kleeneze or other Distributors confidential at all times.

Transfer Rights of Kleeneze Distributors

A Distributorship can be registered in the name of one individual ("a single Distributorship") or no more than two individuals ("a joint Distributorship").

If you wish to operate a joint Distributorship both individuals must sign the Distributorship Agreement and accept that if either resigns or is terminated the Distributorship may end.

If you wish to convert from a single Distributorship to a joint Distributorship by adding another person you must first obtain the written consent of Kleeneze. Any such consent may be granted subject to conditions.

Any distributor who resigns from their distributorship but subsequently wishes to rejoin, must rejoin under their original sponsor, or that sponsors upline if they have left, so as

remaining in the original leg and group of the network, if the rejoining date is within 2 years of the date of leaving. If the date of rejoining is after the two years then the distributor is able to rejoin under a sponsor of their choice.

Generally, Kleeneze will only consent to the addition of another person provided the joining individual has not been a Kleeneze Distributor during the previous 2 years.

If they are already party to a Distributorship Agreement the 2 year rule may be waived provided they resign that Distributorship and with written consent from Kleeneze.

A joint Distributorship may only be converted to a single Distributorship in the following circumstances:

1. on the death of a partner in a joint Distributorship, provided that the surviving individual was a signatory to the joint Distributorship for a minimum of six months prior to the death of the partner.
2. on the resignation of a partner in a joint Distributorship, provided that Kleeneze gave written consent to the conversion prior to such a resignation.

Such consent may be given subject to conditions. Subject to the above any Distributorship will automatically terminate on the death or resignation of any party to the Distributorship.

Any change to the individual Distributors who are party to a Distributorship, it may be conditional that a new Distributorship Agreement being signed by the continuing parties.

Identification Cards

All Kleeneze Distributors are issued with identification cards when they are registered or re-register as Distributors. They are required to have their card available at all times and to show it when requested to do so.

Kleeneze issue two types of identification card:

1. **Temporary Identification Card.** This is only issued at registration when Kleeneze does not hold a photograph of the Distributor on its database. This card is only valid for 30 days and if a photograph is not received to enable the issue of a permanent identification card the Distributorship will be unable to trade.
2. **Permanent Identification Card.** This is issued to a Distributor upon receipt of a passport sized photograph and is valid until the next re-registration. A photograph must be provided for both the main account holder and partner in the Distributorship.

If you lose your permanent identification card, a replacement can be issued at a charge of £1.50/€1.80. Please telephone the Service Centre to order your card and allow 5 working days for the replacement to be issued.

Advertising

General Principles

We recommend that you consult your Sponsor or upline Gold Distributor before undertaking any kind of advertising activity.

If you do wish to advertise, please ensure that you read the Kleeneze Advertising Code.

Kleeneze Advertising Code

1. All forms of advertising **MUST** be approved by Kleeneze prior to publication.
2. No form of advertising should bring Kleeneze into disrepute.
3. All advertising material bearing the Kleeneze name must carry the words 'Independent Distributor' on it.
4. No references to imply territories are to be used e.g. the words 'local', 'established', 'your', 'area', or 'regular'.
5. No reference should be made to activity in any country unless Kleeneze has announced that Distributors may sponsor there.
6. Electronic media such as television, the Internet, cable or radio should not be used to advertise or promote Kleeneze products. Advertisements can, however, be placed on electronic media, including your own home pages, to promote the Kleeneze Opportunity, provided that they have been approved in advance by Kleeneze.
7. You must not use any website (approved or otherwise) to promote or as a link to any other network marketing, multi-level marketing, direct selling programme or similar arrangements.
8. No form of advertising must target any other Kleeneze Distributor.
9. You must not attempt to solicit any members of other networks that are competitors of Kleeneze.
10. You are responsible for all costs associated with your advertising including but not limited to production, cost of space and any ongoing costs that may be incurred.
11. **Fly-posting:** Any form of fly-posting is illegal unless the appropriate permission has been granted from the relevant authority/land owner. Flyers must not be placed on any street furniture including lampposts and traffic lights. You are strongly advised to contact the local authority to check to see if there are any bye-laws or restrictions in place within the area you wish to advertise.
Any illegal fly-posting could be subject to severe fines imposed by local authorities and private land owners without the appropriate permission.

In cases where advertising material is used contravening the advertising code, Kleeneze will require you to remove the items immediately at your own cost.

Kleeneze may at its discretion take further disciplinary action up to and including the termination of your Distributorship in the event of a breach of this code. Any decisions made by Kleeneze will be final. In the case of complaints being received, Kleeneze may ask for previously approved materials to be removed by the Distributorship.

Printed copies of the Kleeneze logo along with details of the colours to be used to ensure accurate reproduction are included at the end of this section.

These images are suitable for a printer to use. Any use of the logo must be in accordance with the Kleeneze Advertising Code.

Please forward all copies of advertising for approval with an Advertising Approval Form, available from the Kleeneze Service Centre, specifying where it will be used, to:

The Compliance Department
Kleeneze Limited
Express House
Clayton Business Park
Accrington,
BB5 5JY, UK.

Distributors must always comply with the advertising requirements of the UK Trading Schemes Regulations 1997/2007 and the DSA Codes. All advertisements designed to recruit new Distributors including those that appear on flyers, billboard advertising, audio and video tapes, but excluding newspapers, magazines, radio and television broadcasts in the UK and ROI must include the following:

1. The Wealth Warning shown below must be inserted in a prominent position. This must not be at the beginning or the end of the advertisement and should be in the same text format as the advertisement:
“It is illegal for a promoter or a participant in a trading scheme to persuade anyone to make a payment by promising benefits from getting others to join a scheme. Do not be misled by claims that high earnings are easily achieved.”
2. A product summary as shown below:
“Products for use in the home, the care of the home and for personal care and use.”



The DSA logo can only be used on material designed and produced by Kleeneze. Distributors must not use the DSA logo on their own personal promotional material.

3. The Name and Address details of the Promoter of the scheme, must be inserted as follows for UK and ROI: **“Promoter of the Scheme: Kleeneze Ltd. Express House, Clayton Business Park, Clayton Le Moors, Accrington, BB5 5JY”**

Please note: The registered office for Kleeneze in the UK is: **“Express House, Clayton Business Park, Clayton le Moors, Accrington. BB5 5JY.”**

Some examples of written advertisements are given below and have been used by Distributors with varying degrees of success.

Lineage For use in newspapers

You must ensure that all income claims in your advertisements can be substantiated.

Need an extra income? So did we! So we started as Independent Distributors with Kleeneze with minimal outlay! Now, after only 2 years we're earning £10,000 p.a. in bonuses alone, working alongside our existing jobs. Kleeneze could do the same for you. To find out how, with no obligation, ring John and Janet on **Tel: 01234 567890**.

Teasers

This is advertising designed to intrigue and to spark initial interest but which is unlikely to lead directly to recruitment. Teasers are generally less than 30 words in length and if they do not contain information about the Kleeneze Programme, need not carry the 'Wealth Warning'. Such advertising can appear in papers, on bulletin boards or on car stickers.

Want an extra income?
Telephone for details:
01234 567890

Would an extra £100 a week make a difference to your lifestyle?

It has to ours!

We can show you how to earn the same, working hours to suit yourself and your family.

For more information contact:
Janet and John on **Tel: 01234 567890**
Independent Distributors for **Kleeneze Ltd.**
Express House, Clayton Business Park, Accrington BB5 5JY

It is illegal for a promoter or a participant in a trading scheme to persuade anyone to make a payment by promising benefits from getting others to join a scheme. Do not be misled by claims that high earnings are easily achieved.

"Products for use in the home, the care of the home and for personal care and use"
Kleeneze Ltd. Express House, Clayton Business Park, Accrington BB5 5JY

Social Media Policy.

As a representative of the Kleeneze brand it is important both for the sustainability and reputation of our business and for yours that you use the name and association responsibly.

Social Media sites should be treated in the same way as print advertising as for legal purposes you will be held responsible for your actions on line in the same manner as if you had printed and distributed the information. It is important that as a representative of the Kleeneze brand you use the internet in a responsible manner.

In order to provide you with guidance as to how to use social media we have set out the below policy which forms part of Your Distributor Agreement and as such You must comply with at all times.

All posts, blogs, comments and quotes placed by you on any website including Facebook or Twitter must comply with the following:

Must:

- be legal and decent
- be honest and truthful, you must be able to substantiate every claim that you make with evidence.

- comply with the terms and conditions of the third party website, for example the Facebook terms and conditions.
- make it clear that you are an independent distributor for Kleeneze and must not state or imply that you are an employee, agent or partner of Kleeneze.
- not be defamatory.
- not contain any language that is offensive, indecent or obscene.
- not be threatening or malicious.
- not contain any information about the Kleeneze opportunity which has not been specifically stated in the authorised Kleeneze literature provided to you by Kleeneze.
- not mislead any potential distributor as to what can be achieved through the Kleeneze opportunity.
- not make any claims about the Kleeneze products and/or services which have not been specifically stated in the authorised Kleeneze literature provided to you by Kleeneze.
- not make any derogatory or misleading statement about another Kleeneze Distributor or the Kleeneze business brands or products.
- not use the trade mark or other intellectual property right of any third party in a derogatory manner or in any manner which suggests any connection or association with the same.
- at all times comply with the Kleeneze advertising code set out in the Business Manual

Data Protection Policy

As you collect and use personal data both in respect of other Distributors and of Kleeneze customers you have certain obligations under the Data Protection Act 1998 ("Act"). In certain instances you may be the Data Controller. Please refer to Appendix 1 of Section 4 of the Business Manual - Operations and Procedures to assess whether you are a Data Controller and to understand your obligations in this respect. Where Kleeneze provides you with the personal information of third parties for use within your Kleeneze Distributorship you may be considered a Data Processor for the purposes of the Act. Therefore Kleeneze require you to comply with certain obligations with regard to such information. These are set out below.

You agree that you will:

- use any such personal data solely for the purpose of performing your Distributorship in accordance with the terms of your Distributor Agreement;
- process the same only in accordance with Kleeneze's instructions;
- take appropriate technical and organisational measures to prevent unauthorised or unlawful processing or, accidental loss or destruction of or damage to such personal data;
- not transfer the whole or any part of the personal data outside the European Economic Area without Kleeneze's prior written consent and then only to states and/or processors having in place an

adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data; and

- Promptly notify Kleeneze if it receives any subject access request or complaint or any information notice, enforcement notice or other correspondence from the Information Commissioner in respect of such data and shall deal with such correspondence in accordance with Kleeneze's instructions.

7.1 You may not use the Kleeneze name or logo or any of its trade marks, product or trade names or designs other than as authorised by Kleeneze from time to time or as specified in the Business Manual.

Internet Websites

The following guidelines are designed for distributors who wish to advertise the Kleeneze Business Opportunity on the Internet.

Electronic media such as television, the internet, cable or radio should not be used to advertise or promote Kleeneze products other than on those sites approved by Kleeneze.

Advertisements can however, be placed on electronic media, including your own home pages to only promote the Kleeneze Opportunity, **provided that they have been approved in writing in advance by Kleeneze.**

Distributors should not create their own websites without obtaining the prior written consent of Kleeneze to both their domain name and site content and, once consent is given, should not change the content of their site without further approval.

For all domain names that start with www. and used for websites or any other internet site, KLEENEZE or any trade name must not be

used before the first forward slash sign (/) following any type of top level URL, such as those ending in .co.uk, .com .org .net, **BUT** can be used after the forward slash.

For email addresses and other social media sites similar restrictions apply as above. KLEENEZE or any trade name must not be used after the @ sign on any type of top level URL, such as those ending in .co.uk, .com .org .net, **BUT** can be used before the @ sign.

If Distributors create their own websites they must not include "Kleeneze" or associated brand names as part of the Domain name unless they have obtained Kleeneze's prior written consent.

If Distributors register Domain names comprising or including "Kleeneze" or any of its trademarks, products or trade names or designs other than as authorised then they will transfer such Domain names to Kleeneze (regardless of whether consent has been previously given to the use of the Domain name) promptly upon written request from Kleeneze.

All websites MUST therefore be submitted to Kleeneze for approval in advance.

A downloadable advertising approval form is available from the Service Centre or downloadable from the Distributor Support Arena. Please attach a hard (paper) copy of your web pages to the approval form. If your site is not in English please also send in a literal translation in English. **Websites should not go "live" until you have received confirmation of approval from Kleeneze in writing together with a six digit approval number.**

Your name must appear on the Home Page in a prominent position together with the words ‘Independent Distributor’.

Only the Kleeneze Business Opportunity can be advertised on your web site. You can not offer for sale Kleeneze Products (including Starter Kits or catalogue packs) on any web site or allow your customers to order via a customer ordering facility on line other than on those sites approved by Kleeneze. It is acceptable to have links from your web site to other web sites selling other products and services, but you are not permitted to have links that promote any other network marketing, multi level marketing, direct selling or similar programme.

You cannot mention any country by name or abbreviation unless Kleeneze has announced that Distributors may sponsor there.

Notes:

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The Kleeneze Sales Plan

Your income as a Kleeneze Distributor is based on the sale of Kleeneze products. Each Kleeneze product is assigned two values by Kleeneze which are published as required from time to time (**BP = Bonus Points, SPV = Sales Plan Value**).

It is illegal for a promoter or a participant in a trading scheme to persuade anyone to make a payment by promising benefits from getting others to join a scheme.

Do not be misled that high earnings are easily achieved. In order to understand how the Sales Plan works you must understand the following terms which have the meanings set out beside them.

Bonus Points ("BP") are the points allocated by Kleeneze to each product for the purposes of determining your progression through the different levels of the Sales Plan.

Sales Plan Value ("SPV") is the value allocated by Kleeneze to each product for the purpose of calculating the amount of bonuses payable to you.

Catalogue Price ("RRP") means the recommended retail price of Kleeneze products inclusive of VAT as published by Kleeneze in its catalogues and other promotional literature from time to time.

Personal Sales Group ("PSG") means a Distributorship and its downline excluding from that downline any Distributorship that has achieved Gold Distributor status (any non-qualifying Gold Distributorship will roll back into PSG).

Payline Volume ("PV") means the number of Bonus Points generated by a Distributorship and its downline on which the Distributorship earns bonuses.

Downline ("downline") means, in relation to a Distributorship, any Distributor sponsored by the Distributorship, (distributors who join as part of your team or as part of one of their team, etc) either directly or through one or more intermediate Distributors.

Sales Period ("sales period") means each (normally four week) period designated as such by Kleeneze from time to time and allocated to your Distributorship.

Your income is based on the sale of Kleeneze products.

Each Kleeneze product is assigned two values BP = Bonus Points & SPV = Sales Plan Value

Every product is assigned Bonus Points (**BP**), this is usually the retail price divided by 1.2 unless a different BP is notified. Each period you can generate sales bonuses, the rate you are paid is calculated by the number of BPs generated by your Combined Volume. Bonus is paid out on the **SPV**. The calculation of SPV will vary depending on the item and the catalogue in which the product is advertised. As a general rule, all items in the main book and seasonal catalogues such as Christmas will be at 100% SPV*, all items in the Just for

You Catalogue, Plus Catalogue and all Online Sales are calculated at 75% SPV and Clearance Catalogues and Internet Specials are at 50% SPV. *Please note that any item that has a black triangle displayed against its description, such as an item in the main book, means that its SPV is at a reduced level to the norm of that book.

To calculate the SPV, divide the BP by either:

- a) 1.33 for all items at 100% or b) 1.77 for all items at 75% or c) 2.66 for all items at 50%

Below is a chart showing the different bonus levels and the points where the bonus increases.

Retail	BP Equivalent	% paid to SPV
£780	650	10%
£1,560	1300	13%
£2,700	2250	15%
£4,080	3400	18%
£6,120	5100	21%
£9,000+	7500+	24%

Silver Distributor achieve a minimum of 650 BP within your PSG in a single sales period.

Gold Distributor achieve a minimum of 7500 BP within your PSG in a single sales period.

Senior Distributor achieve a minimum PSG of 3400 BP and have one downline qualifying Gold Distributorship in a single sales period within PV.

Bronze Executive Distributor achieve a minimum PSG of 3400 BP and have two downline qualifying Gold Distributorships in separate legs in a single sales period within PV.

Silver Executive Distributor achieve a minimum PSG of 3400 BP and have three downline qualifying Gold Distributorships in separate legs in a single sales period within PV.

Gold Executive Distributor achieve a minimum PSG of 3400 BP and have four downline qualifying Gold Distributorships in separate legs in a single sales period within PV.

Senior Executive Distributor achieve a minimum PSG of 3400 BP and have five downline qualifying Gold Distributorships in separate legs in a single sales period within PV.

Bronze Senior Executive Distributor achieve a minimum PSG of 3400 BP and have one downline qualifying Bronze Executive Distributorship and four downline qualifying Gold Distributorships in separate legs in a single sales period within PV.

Silver Senior Executive Distributor achieve a minimum PSG of 3400 BP and have two downline qualifying Bronze Executive Distributorships and three downline qualifying Gold Distributorships in separate legs in a single sales period within PV.

Gold Senior Executive Distributor achieve a minimum PSG of 3400 BP and have three downline qualifying Bronze Executive Distributorships and two downline qualifying Gold Distributorships in separate legs in a single sales period within PV.

Platinum Senior Executive Distributor achieve a minimum PSG of 3400 BP and have four downline qualifying Bronze Executive Distributorships and one downline qualifying Gold Distributorship in separate legs in a single sales period within PV.

Premier Distributor achieve a minimum PSG of 3400 BP and have five downline qualifying Bronze Executive Distributorships in separate legs in a single sales period within PV. You will earn additional income on generations 3, 4 and 5.

Bronze Premier Distributor achieve a minimum PSG of 3400 BP and have one downline qualifying Senior Executive Distributorship and four downline qualifying Bronze Executive Distributorships in separate legs in a single sales period within PV.

Silver Premier Distributor achieve a minimum PSG of 3400 BP and have two downline qualifying Senior Executive Distributorships and three downline qualifying Bronze Executive Distributorships in separate legs in a single sales period within PV.











Gold Premier Distributor achieve a minimum PSG of 3400 BP and have three downline qualifying Senior Executive Distributorships and two downline qualifying Bronze Executive Distributorships in separate legs in a single sales period within PV.

Platinum Premier Distributor achieve a minimum PSG of 3400 BP and have four downline qualifying Senior Executive Distributorships and one downline qualifying Bronze Executive Distributorship in separate legs in a single sales period within PV.

Principal Distributor achieve a minimum PSG of 3400 BP and have five downline qualifying Senior Executive Distributorships in separate legs in a single sales period within PV.

Master Distributor achieve a minimum PSG of 3400 BP and have five downline qualifying Premier Distributorships in separate legs in a single sales period within PV.

Grand Master Distributor achieve a minimum PSG of 3400 BP and have five downline qualifying Principal Distributorships in separate legs in a single sales period within PV.

									
									
Distributor	Silver Distributor 650 BP	Gold Distributor 750 BP	Senior Distributor 3400 CV + 1 GOLD	Bronze Executive Distributor 3400 CV + 2 GOLD	Silver Executive Distributor 3400 CV + 3 GOLD	Gold Executive Distributor 3400 CV + 4 GOLD	Senior Executive Distributor 3400 CV + 5 GOLD	Bronze Senior Executive Distributor 3400 CV + 4 GOLD + 1 EXEC	Silver Senior Executive Distributor 3400 CV + 3 GOLD + 2 EXEC

All Active Distributors receive 33% of Sales Plan Value (SPV)

All Active Distributors are eligible to receive Volume Profit @ 10% - 24% of SPV

Distributor Bonus @ 4% of SPV

£1,500 one-off Bonus. Maintain Gold for 10 out of 13 periods

Executive Bonus Levels 1 & 2 @ 3% of SPV

£300 one-off Bonus. Maintain for 3 consecutive periods. Mini First for maintaining Bronze for 10 periods out of 13

Executive Bonus Level 3 @ 1.35% of SPV

£500 one-off Bonus. Maintain for 3 consecutive periods

Executive Bonus Level 4 @ 1.35% of SPV

£750 one-off Bonus. Maintain for 3 consecutive periods

Executive Bonus Level 5 @ 1.35%

BMW 3 series coupe/ Z4. Qualifying in 10 out of first 13 periods #

£1,500 one-off Bonus. Maintain for 3 consecutive periods

£2,000 one-off Bonus. Maintain for 3 consecutive periods

When you reach Principal status you will be eligible (subject to invitation by Kleeneze) to attend all future conferences. In addition you will also receive the one off reward of a Jaguar XK or similar vehicle at Kleeneze's discretion and is subject to change.

All vehicles are rewarded at Kleeneze's discretion and are to keep.

or £25K cash alternative ## or £30K cash alternative

Kleeneze.

5 of SPV

Understanding the Sales Plan

3 ways to make money

1. Retail Profit

33% on Sales Plan Value
(approx 21% Retail commission)
(see table to calculate SPV)

2. Volume Profit

Paid on Sales Plan Value

3. Royalty Bonus

4% on 1st Level Gold Distributors

Retail Price ÷ 1.2*	=	Bonus Points (BP)
Bonus Points ÷ 1.33	=	Sales Plan Value (SPV)
Example		
£100 in orders ÷ 1.2	=	83.33 BP
83.33 BP ÷ 1.33	=	62.65 SPV
Therefore, 62.65 SPV x 33% = £20.68 Retail Profit**		
* assumes product is valued at 1.2 BP		
** equates to approximately 21%		

For this example we have calculated SPV at 100%



24% Senior Distributor



24% Gold Distributor
1st Level

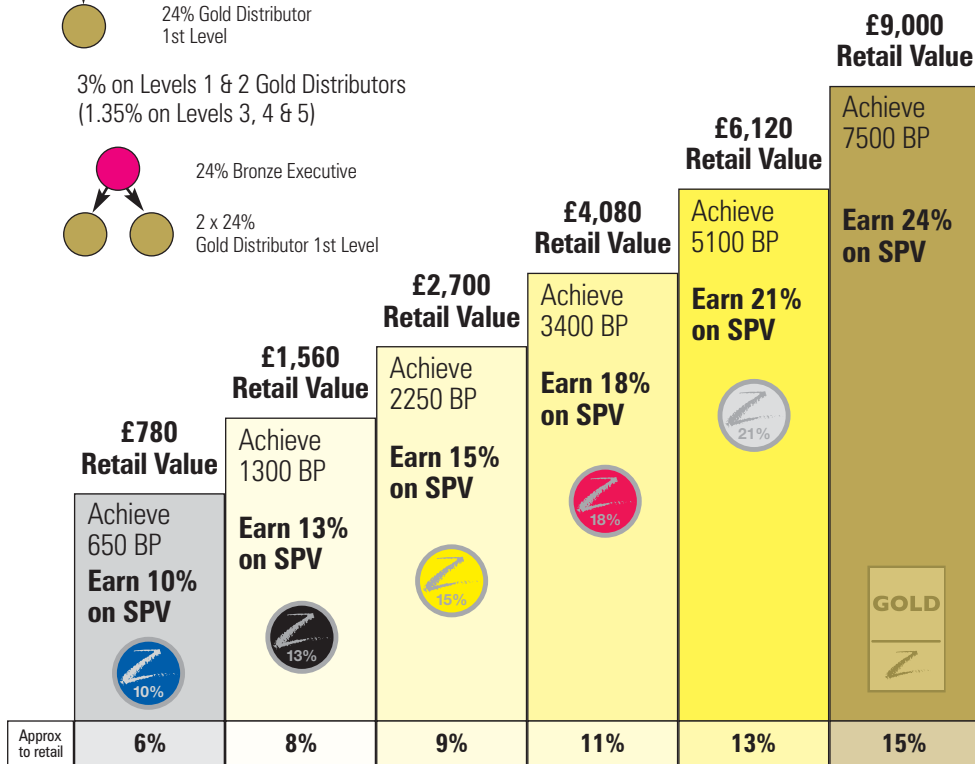
3% on Levels 1 & 2 Gold Distributors
(1.35% on Levels 3, 4 & 5)



24% Bronze Executive



2 x 24%
Gold Distributor 1st Level



Notes: All personal retail plus any downline sales in your Personal Sales Group (PSG) are added together each period and the result determines your Volume Profit (VP)%. This is paid as a bonus at the end of each period on your personal retail plus as a differential bonus on everyone in your PSG.
i.e. if you are on 24% SPV and someone in your team is on 13% you receive 11% SPV bonus on that part of your business.

Kleeneze.

Examples

Retail Profit and Volume Profit

Example 1

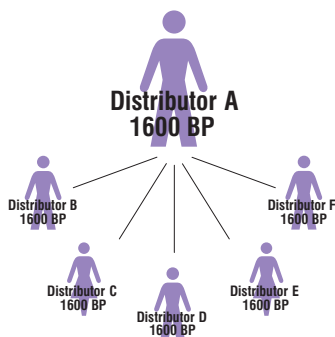
Distributor A achieves personal retail sales of 400 BP per week (assuming a four week sales period).



Total Sales per Period = 1600 BP (Approx. 1200 SPV)
 33% Retail Profit (1200 SPV x 33%) = £396
 13% Volume Profit (1200 SPV x 13%) = £156
 Gross Profit per Sales Period = £552

Example 2

Distributor A maintains the volume in example 1 and sponsors 5 other Distributors (B to F) who also achieve the volume set out in example 1

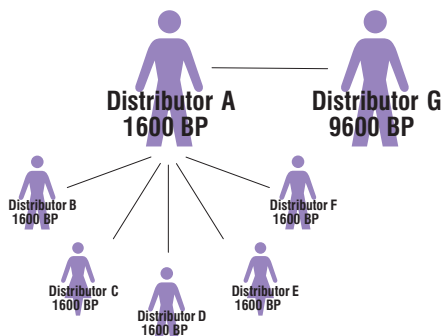


Distributor A Personal Retail Sales = 1600BP
 Distributor A downline (5 x 1600 BP) = 8000BP
 CV Total = 9600BP (approx. 7200 SPV)
 33% Retail Profit (1200 SPV x 33%) = £396
 24% Volume Profit (7200 SPV x 24%) = £1,728
 less VP paid to downline (5 x 13% x 1200 SPV) = (£780)
 Gross Profit per Sales Period = £1,344

Gold Distributor Bonus

Example 3

Distributors A to F continue to maintain their volume in example 2 and another Distributor G sponsored by Distributor A also generates a CV of 9600BP. Distributor G has achieved Gold Distributor status and is said to "break away". Distributor A receives a distributor bonus (of 4% of SPV) on G's CV.



Distributor A

Income as per example 2 = £1,344
 Break away Gold Distributor G = 9600 BP
 (approx. 7200 SPV)
 Distributor Bonus (4% x 7200 SPV) = £288
 Distributor A total Gross Profit per Period £1,632
 Gross Profit per annum = £21,216
 (13 Sales Periods x £1,632)

Executive Bonus

Executive Bonus is paid by reference to the breadth and depth of your business. It is, however, always limited to five generations deep. There is no limit to the breadth on which Executive Bonus is paid. Two Gold Distributor legs wide pays two generations deep, three wide pays three deep, four wide pays four deep, five pays five deep.

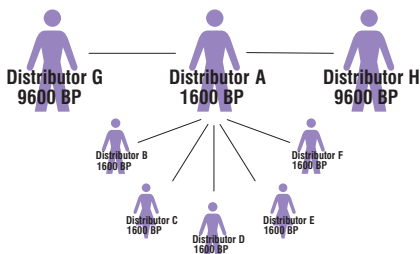
Executive Bonus of 3% of SPV is paid on generations 1 and 2.

Executive Bonus of 1.35% of SPV is paid on generations 3, 4 and 5.

Upon achieving Premier Distributor the Executive Bonus on generations 3, 4 and 5 is doubled to 2.7%.

Example 4

Distributors A to F continue to maintain their volume in the previous examples and two Distributors G & H sponsored by Distributor A generate a similar CV. Distributor A qualifies for Executive Bonus.



Distributor A

Income as per example 2 = £1,344
 2 x Break away Gold Distributors G & H = 19200 BP
 (approx. 14400 SPV)
 Distributor Bonus (2 x 4% x 7200 SPV) = £ 576
 Executive Bonus (2 x 3% x 7200 SPV) = £ 432
 Distributor A total Gross Profit per Period £2,352
 Gross Profit per annum = £30,576
 (13 Sales Periods x £2,352)

Example 5

Distributors A to H continue to maintain their volumes in example one and three Distributors I, J and K sponsored by Distributor A each generate a CV of 9600 BP.

Income as per example 2 = £1,344
 5 x Break away Gold Distributors G, H, I, J & K = 48000 BP (approx. 36000 SPV)
 Distributor Bonus (5 x 4% x 7200 SPV) = £1,440
 Executive Bonus (5 x 3% x 7200 SPV) = £1,080
 Distributor A total Gross Profit per Period £3,864
 Gross Profit per annum = £50,232 (13 Sales Periods x £3,864)

Pass up of Sales (Senior Distributors and above)

If a Distributorship's CV falls below the threshold entitling them to 24% VP then, provided they qualify for at least 18% VP, they will still receive a proportion of their DB. They will forego 4% of the SPV relating to the difference between the BP generated by their CV and 7500 BP. To calculate this, a notional SPV value is applied to the BP shortfall on the following basis.



A proportion of SPV in relation to BP will be passed up as income to the next Qualifying Gold Distributor.

Distributor A will qualify for 4% of 9600 BP (approx. 7200 SPV) = £288

But A will forego 4% of 2632 SPV = £105

Distributor A will therefore receive £288 - £105 = £183

The difference of £105 is passed to the next upline Qualifying Gold Distributor.

If Distributor A, as the qualifying Gold Distributor, fails to generate 4% DB because their sales volume falls below the 18% threshold due to the breakaway of their first ever Gold Distributor, a guaranteed 24% will be paid on their residual volume in the qualifying sales period only.

If a Gold Distributor fails to achieve 24% VP, their CV rolls up and is included in the next upline's CV. This process continues as shown in the example below until the accumulated CV exceeds the 24% threshold. This now fixes every group in the line of sponsorship thus creating the generations used in calculating EB. No more roll up of sales occurs once a 24% CV has been created.

F generates 15% but falls below the 24% threshold therefore G & F roll up to E
 (3000 BP + 4500BP) = 7500 BP
 E qualifies for 24% VP

D receives 4% DB on E, F & G

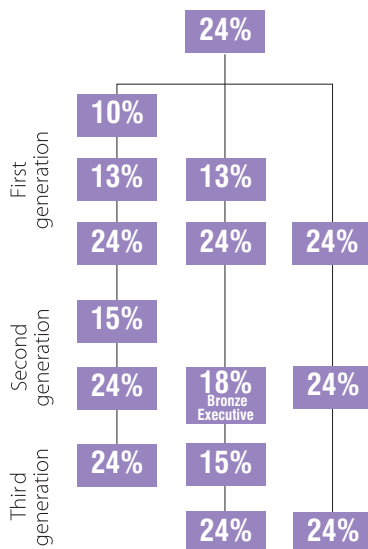
C receives 4% DB on D

A receives 4% DB on B & C because B failed to qualify for the minimum 18% threshold.



It is not necessary for the Qualifying Distributorships to be adjacent to one another in a line of sponsorship to be recognised as a generation.

Any line of sponsorship can be of any length in calculating generations of CV recognisable for EB payments. Below is an example of a business, which has been built 3 wide and 3 deep.



Ordering Procedures

You can order goods using the Kleeneze Online Ordering System or an ACCRA scan form. The Kleeneze Online Ordering System is the quick and easy way to order. Ask your Sponsor to help you with the completion of your first order.

Distributor Services

Distributor Services is our in house service that is designed to help you maximise every opportunity to help you manage and grow your business. Distributor Services provides you with online tools and support at your finger tips for your business:

- Your own online web site and shop distributor services
- Free handling for all orders over £250/€300
- Access to the Distributor Support Arena
- Online income Certificates
- Full new GSA dashboard (ezetacker)
- Electronic statements and invoices
- Online sponsoring tool/functionality

Depending on the starter kit you have chosen, you can get up to 12 months FREE distributor services. All distributors get a minimum of 4 weeks FREE. After your free period has ended, a payment of just £10.00/€12.00 will be charged to your account every four weeks thereafter.

Telephone Orders

Service Centre Operators can take orders for Retailing Aids and Sponsoring Tools – but not for Retail Products – over the telephone. Normal handling charges apply.

Delivery of your Order

In some circumstances – if you are on holiday for example, you may wish to have your order delivered to a different address (see appendix 5).

Please enter that address in the ‘alternative name and delivery address’ box on the form you are using, in block capitals.

Alternative delivery instructions are at the discretion and responsibility of the distributor.

On receipt of your order

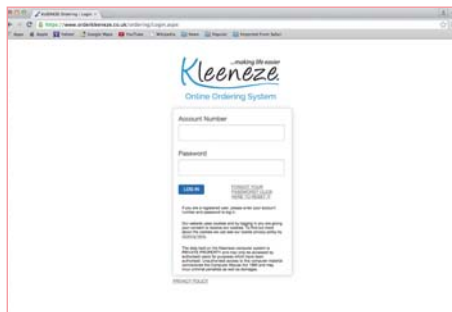
It is the responsibility of the Distributor to ensure that the delivery is checked for quantity of boxes and confirmed correct before signing the driver’s docket. Any discrepancies in box/parcel total **MUST** be altered on the driver’s docket

Kleeneze Online Ordering System

Distributor services gives you immediate access to the Kleeneze Online Ordering System. A major portion of our orders are taken online from distributors using this facility, the speed and accuracy of which enables Kleeneze to pack and despatch orders the same day. In addition you can also make credit/debit card payments to your account.

- Order the easy way at any time

An order may be placed at any time of the day or night, even during the weekend. Provided the account has sufficient cleared funds, Kleeneze will pack and despatch your order.



- Track and Trace Delivery Consignments

At the press of a button, Distributors may transfer instantly from the Kleeneze website to that of our UK carrier to track and trace the progress of their delivery, thus eliminating the need to enquire via the Service Centre.

- Hotline to Stock Availability

The very latest information on product availability may be viewed from the ordering site under the stock hotline tab, a facility which is particularly valuable when Distributors are keying their order. This information is updated several times during the working day, thus ensuring that even the most recent deliveries from our suppliers are accounted for.

- Group Sales Analysis

Distributor services lets you view the progress of your own sales and that of your downline Distributors. This information is made available daily within minutes of the calculations being approved by Kleeneze.

- Certificate Of Income

Similarly, Distributors who receive a Certificate of Income may view the detailed breakdown of their gross income for the previous period.

- Statement

Distributors may view at any time their up to date Kleeneze statement of all completed transactions including invoices, credits, payments etc.

E-mail

All distributors must provide a valid email address. This will enable you to receive:

- Group Sales Analysis
- Certificate of Income
- Invoices and Credit Notes
- Statement of Account
- Acknowledgement of Orders,
Credit Card Payments
- Latest news and developments
from the Company

Recommended hardware

Here is a list of recommended computer hardware, which is needed to use this service:-

Hardware	Required	Recommended
PC	Pentium	Pentium P166+
Graphic card	VGA Card capable of 32k colours @ 640x480	SVGA Card capable of 32k+ colours @ 800x600+
Monitor 14"	VGA Colour	17" SVGA Colour+
Modem	28k Modem	56k Modem

Notes:

Order Delivery Schedule

When you get your first orders from your customers, you'll need to know when you can expect everything you've ordered to be delivered to you. The table below provides information on when your products will be delivered in relation to the day and time you place your order to Kleeneze.

UK Mainland

Your Order day to Kleeneze	Delivery Day to You
Monday 3.16pm to Tuesday 3.15pm	Thursday
Tuesday 3.16pm to Wednesday 3.15pm	Friday
Wednesday 3.16pm to Thursday 3.15pm	Monday
Thursday 3.16pm to Friday 3.15pm	Tuesday
Friday 3.16pm to Monday 3.15pm	Wednesday

Northern Ireland Postcodes BT1 to BT90 Plus R.O.I. Dublin 1 to 24

Monday 9.16pm to Tuesday 9.15pm	Thursday
Tuesday 9.16pm to Wednesday 9.15pm	Friday
Wednesday 9.16pm to Thursday 9.15pm	Monday
Thursday 9.16pm to Friday 9.15pm	Tuesday
Friday 9.16pm to Monday 9.15pm	Wednesday

Remaining Irish Postcodes, International, Highlands and Islands of Scotland, Channel Islands and Isle of Man

Monday 9.16pm to Tuesday 9.15pm	Friday
Tuesday 9.16pm to Wednesday 9.15pm	Monday
Wednesday 9.16pm to Thursday 9.15pm	Tuesday
Thursday 9.16pm to Friday 9.15pm	Wednesday
Friday 9.16pm to Monday 9.15pm	Thursday

Please check the DSA for Bank Holiday service updates

NB: Kleeneze cannot guarantee day of delivery and is not liable for any loss if delivery is delayed for any reason.

Handling Charges

All orders are subject to Kleeneze order handling charges in accordance with the scale below however, no charge will be levied on orders received Online where the gross retail sales value, inclusive of any sales aids, is in excess of £250 (€300).

Gross value	Handling Charge
0 - £249.99	£5.99
0 - €299.99	€7.19
Over £250.00	FREE for Online Orders ONLY
Over €300.00	FREE for Online Orders ONLY

All orders in excess of £150/€180 received from distributors in their first 60 days of registration pay no handling charges. Orders below £150/€180 will be charged as above.

- Charges correct at time of printing.

Trading Policy and Payment Procedures

See section 5 of your Distributor Agreement

The following section sets out additional information about the trading policy and payment procedures applicable to Distributors in the UK and the Republic of Ireland.

Credit Trading Limits

The initial credit limit will be a maximum of £750.00 or €900.00.

Requests for Increase in Trading Credit Limit

You may request an increase in your credit limit in increments of £100 (€120). Any request for an increase must be made either by telephone, in writing to the Service Centre or via the internet. For an increase to be granted the following requirements have to be met:

1. You must not have had any arrears in the last three Sales Periods or since the time of joining, whichever is the shorter.
2. Only one credit limit increase per sales period (28 days).
3. It must be demonstrated that the credit increase is needed for the further growth and development of your business.
4. Your account must not have an Interest Bearing Balance.

The calculation of need for this purpose is the total net value of the last four weeks retail orders, divided by four and multiplied by three to judge the maximum credit necessary for the business.

Kleeneze regularly reviews the credit facility it has granted and may reduce the facility if it appears, at the discretion of Kleeneze, to be in excess of your needs.

Credit is granted at Kleeneze’s sole discretion.

Cash with Order

- In the event that no trading credit facility is granted, there remains the option of trading on a Cash With Order basis. This means that payment must be made and credited to your account at Kleeneze at the time that an order is placed. Payment will also need to include any Distributor services service charges that are outstanding.

If you have a Cash With Order Account you must send a cheque or postal order.

If you are faxing your order please take care to ensure each page feeds through individually and ensure that your order details are face down otherwise we would receive blank pages.

To ensure delivery you must fax before 8.00am on your order day.

Distributors’ Liability

You are responsible for all charges that are incurred on your Account. This includes services provided by Kleeneze and any interest charged. **You must not trade on another Distributor’s Account.**

The Kleeneze Statement Pack

You will receive weekly from Kleeneze your Trading Statement, Invoice(s) where applicable and Credit Note(s) where applicable.

This will be sent electronically via email. You

should check your Statement as soon as you receive it and inform Kleeneze immediately if you think it is incorrect.

Invoice

This will list all the Products that were ordered and dispatched and show the amount that must be paid to Kleeneze, together with the date on which that payment is due.

Credit note

This will show any Products which you have notified Kleeneze you wish to return, and the amount that has been deducted from any outstanding balance with Kleeneze.

Statement

This will show all your transactions for that week with Kleeneze. The statement will show the balance brought forward from the previous week. An example of a UK emailed statement (the ROI emailed Statement is similar), is shown on the next page and distributors who are not internet registered will receive a paper version.

Account Charges

Copy of a single Statement or invoice or credit note or Certificate of Income		
Charge per item	£5.00	€6.00
Copy of multiple Statements or invoices or credit notes or Certificate of Incomes per financial year	£15.00	€18.00

Notes:

Handwriting practice area with 20 horizontal dotted lines.



Failure to make payment

If payment is not received within four working days of the date of Statement then your Account will be placed on STOP[†] and a message will show on the Statement to inform you of this action.

You must allow five working days for a bank payment to reach the Account.

If the Account continues in arrears Kleeneze will write to you requesting that the Account be brought up to date. There is a charge of £7.50 (€9.00) for any such and subsequent letter sent by Kleeneze which is also payable by you.

Failure to make satisfactory payments may result in the Account being declared delinquent and placed with a debt recovery agency.

How to Pay

You should endeavour to pay any Invoice(s) in full as they fall due. Payments will only take effect when cleared and credited to the Account.

Payments received as cleared funds will be deducted from the amount owed in the following order:

1. Interest and other charges shown on the latest and previous Statements.
2. Invoices as shown on previous Statements.
3. Invoices shown on the latest Statement.
4. Invoices charged since the latest Statement.

[†] The distributorship is no longer permitted to place an order and all other services may be suspended, until all arrears are cleared from the account.

Any payment in excess of the above will be shown on the Statement as a credit balance. Any credits issued will firstly be applied to outstanding interest charges, then to any charges, and then to the interest bearing balance.

You must use the personalised Bank Giro Credit provided with your Statement to make your payment by cash or cheque.

You should take the complete Statement, together with your cash or cheque, to any branch of NatWest or your own bank to make the payment. Distributors in the Republic of Ireland should make payment at any branch of the AIB.

The bank will stamp the top half of the Statement as proof of payment for your records. Customer cheques should be listed on the back of the Statement where space has been provided.

Cash With order

You must ensure that cleared funds representing 100% of the total order value less 33% (approx 21% retail value) of the Sales Plan Value of the order, plus any outstanding distributor service charges are credited to your Account prior to the despatch of any orders.

You may choose to pay by debit card to ensure that your delivery can be made on the correct day.

Any Distributor trading on a Cash With Order basis may apply for a trading credit facility after two full sales periods of trading in the programme. You must have processed a minimum of 4 retail orders within this time and not have defaulted on any of your payments.

Cheque payments

All cheques that are deposited must have the relevant distributor account number written on the back to ensure the correct account is credited.

Please note that a £10.00 (€12.00) charge will be levied for any distributor cheques that are returned unpaid and £5.00 (€6.00) charge for any unpaid customer cheques.

Credit and Debit card payments

In the interests of card holder security we can only accept payment by credit or debit card if payment is made via the Internet or telephone directly by the card holder. Do not provide your card details to any third party.

You may pay your own Account using your personal credit or debit card. Payments can be processed via Distributor Services.

Payments by credit card will incur a handling fee of 1.5% of the amount to be paid.

Repayments and Interest

Interest will not be charged on any Invoices that are paid by the due date. If the full amount is not paid, interest will be charged from the point that the transaction becomes overdue. Interest is calculated on a daily basis and will continue to be charged until the overdue amount has been cleared.

Account Status

Stopped Orders

Should you place an order which causes your Account to exceed its allocated trading credit limit, the order will be stopped and will only be released following a cleared payment of sufficient value being made which allows it to be actioned without exceeding the trading credit limit.

It is your responsibility to ensure sufficient funds are available to release all orders. You will be offered the opportunity to pay by credit card or debit card the amount required to release the order immediately.

Accounts on stop/hold

An Account may be placed on stop or hold for any of the following reasons:

1. There are arrears on the Account; or
2. A Distributor's personal cheque is returned by the bank unpaid, or
3. A Distributor's personal credit card payment has been charged back by the bank.
4. For any non-compliance activity that contravenes the distributorship's terms and conditions.
5. At the discretion of the Kleeneze Management, in the event of any of the above occurring:
 - a. No further orders will be dispatched.
 - b. No Volume Profit and/or Royalty Bonus will be released.

- c. Kleeneze reserves the right to recoup any overpayment which results from any act, error or omission by the company or any employee on its behalf. Any such overpayment may be deducted from the next pay period immediately following the overpayment having come to the attention of Kleeneze or upon such terms and conditions as may be agreed between Kleeneze and the distributor.

Normal trading will only resume when you have taken the appropriate corrective action.

Distributor's personal cheque returned unpaid/credit card charged back

If you submit a corrective payment by cheque the account will remain on hold for 5 working days after clearance of the corrective payment.

Delinquent accounts

Any Distributor declared delinquent will be terminated from the programme and legal proceedings may be commenced against them for the recovery of any debt.

Any Distributor declared delinquent who subsequently clears their debt may apply after 2 years of the debt being settled to rejoin the Kleeneze programme. Distributors who have been declared delinquent may be permitted to rejoin the programme before 2 years has lapsed provided that Kleeneze has given prior consent. Any such consent may be subject to conditions. Kleeneze reserves the right to refuse any application for a Distributorship.

Change of Address, Name or Bank

If you change address, change your name or change your bank then you must immediately inform the Service Centre by letter or change of details form (see Appendix 4).

Any changes to joint partnership account details must be signed by both account holders.

Sales Aids

Call Again Cards

These should be used if your customer is out when you call.
Order on code: **02062**



Kleeneze Pen

A stylish pen carrying the Kleeneze logo.
Order on code: **04278**



Catapuller

The new, improved Catapuller!
Stronger, more spacious and quieter.
Order on code: **07285**



Prices for the above items can be found on the DSA.

Notes:

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Sales Aids

The catalogue is the most important retailing aid that you have but there are other items also available to help you to boost your sales. Become familiar with each of them and choose those which you find most effective.

Opportunity DVD

This DVD contains everything you need to know to make a successful start in retailing and explains how to handle the administration involved. Order on code: **736538**



Catalogue Packs

Success Kit 1

250 Main Books
250 Sale Books
300 Order forms & 250 snap cat bags
650 labels
Retail Book x 1
Company Magazine x 1
Opportunity DVDs x 5
Opportunity Brochure x 5
Shoulder bag
Go Pro book
You will also receive 1 Year's Free Distributor Services worth £120/€144 (This includes: online ordering system, distributor intranet and online shop)

Success Kit 2

50 Main Books
50 Specialogues
100 Order forms
50 Snap cat bags
1 Years free distributor services
Retail book x 1
Shoulder bag

Shoulder Bag

A lightweight bag for carrying catalogues. Order on code: **09911**

Catalogue Bags

Protective plastic Snap Cap Bags available in packs of 50. Order on code: **701432**

The NCR Customer Order form

100 of these forms are supplied in the kit but as your business grows you may find that you need more. Order on code:

08621 (UK) or 08630 (ROI)



Carrier Bags

These are printed with the Kleeneze logo and should be used to deliver your orders. Available in packs of 100.

Order on code: **97845 (UK)**

Questions and Answers

Q. Why do you want my e-mail address?

A. To give you access to the Kleeneze distributor services and, we will be able to correspond with you automatically via email, including:

- Acknowledgement of your orders and Credit Card Batches.
- Latest Group Sales Analysis.
- Certificate of Income each sales period.
- Statements each week.
- Invoices and Credit Notes.

Q. When may I place an order?

A. You may place an order at any time providing your account has sufficient cleared funds, your order will be processed and dispatched from Kleeneze.

Q. How do I check the progress of my delivery?

A. You view your order using the 'Previous Orders' facility from where you may track and trace its progress without ringing our Service Centre. You enter the carrier's own web site for this information by clicking on the consignment note number displayed. (UK Mainland only).

Q. When will my credit card payment show as a transaction on my account?

A. In a similar way to orders, Kleeneze will acknowledge receipt of your credit/debit card payments by e-mail. Also, the transaction will be available to view amongst your collection of previous payments. On receipt of your credit card payment and subject to bank approval, your Kleeneze

account will be credited and made available for view on the Internet within half a working day.

Q. Will I have to pay a handling charge?

A. All orders are subject to Kleeneze order handling charges in accordance with the scale below, however, no charge will be levied on orders received from the Internet where the gross retail value, inclusive of sales aids, is in excess of £250 (€300).
Also, orders in excess of £150 (€180) received from distributors in their first four weeks of registration pay no handling charge.

Gross Value	Handling Charge
£0.00 - £249.99	£5.99
€0.00 - €299.99	€7.19
Over £250.00	FREE for Online Orders ONLY
Over €300.00	FREE for Online Orders ONLY

Q. May I place orders for other members of my team?

A. Your computer may be used to place orders for any Distributor in your team who registered with Kleeneze's distributor services. They must place the orders using their own account number and personal password.

Q. Why is it that 'Product Search' only works on one occasion per order?

A. This is not an error in our application, but an indication that your browser software is set incorrectly, please amend 'Temporary Files' to 'Refresh every visit to page', then the search facility will work perfectly every time.

Q. Will I be charged if I do not access the system?

A. The distributor services charge is mandatory and will be charged each four weeks following your free period whether or not you make use of it.

Q. When are my GSA and Certificate of Income available for me to view online?

A. Kleeneze calculate the Group Sales Analysis (GSA) every evening (Monday to Friday) making it available to view online the following morning. The GSA is emailed at the close of business every Tuesday and Thursday. At the end of each sales period a Certificate of Income will be emailed to those who have qualified for a volume profit payment.

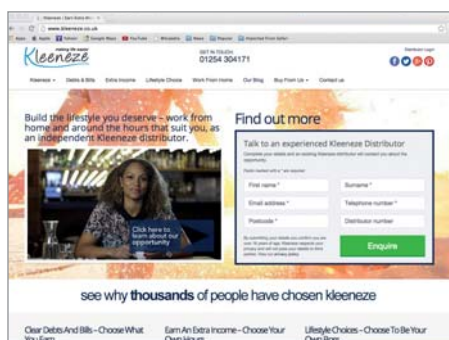
Q. How do I change my password?

A. To ensure that you have total security, the system requires you to have a password, which is generated by the system when you register. For security purposes we recommend you change your password the first time you log onto the ordering site, to your own personal password. You may change your password at any time and as often as you wish, via the 'Change Password' facility. We recommend changing your password on a regular basis. Your password should be kept confidential to you and not revealed to any other party.

Q. How secure is the Kleeneze Online Ordering System?

A. Here at Kleeneze we treat security of computer data as a major issue and we use the very best techniques available, including the use of firewalls, which protect the information on our web server. We also use a BT Trustwise Secure Server ID enabling us to conduct business securely with authentication, privacy and integrity.

kleeneze.co.uk



There's never been a better time to get Online and take advantage of what Kleeneze and kleeneze.co.uk have to offer you in the 21st Century! Distributor Services has become the essential tool in everyday life, from ordering your groceries to buying your car or booking your holiday!

Now you can even run your Kleeneze business Online from the comfort of home with all the advantages of Kleeneze support at your fingertips.

The Kleeneze website gives everyone Online the opportunity to:

- View a range of superb Kleeneze products.
- View a Power Point version of the new Opportunity Presenter.
- Register an interest in the Kleeneze Opportunity.

Distributor services will gain you access to the online Enterprize Weekly Bulletin, where you can view the latest news and information, recognition, training and Opportunity meetings plus Bulk Sales and Network Stars.

Service Centre

The Kleeneze Service Centre is available between 8.00am to 7.00pm Monday to Fridays. Every Thursday that is period end (see calendar page 50) the Service Centre will remain available until 9.30pm. The number to call is: **01254 304171**. Always have your Account number ready when telephoning the Service Centre.

Our telephone operators will, where possible, resolve your enquiry immediately.

In the event that this is not possible, the operator will give you an Enquiry Number and details will be logged on our computer system.

You must keep a note of this number and quote it during any further communication with Kleeneze on the matter. You will be contacted with a response to your enquiry at the earliest opportunity.

If all of our telephone lines are busy you will be informed that you are in our call queuing system and your call will be answered as soon as an operator is available.

From time to time we monitor and record telephone calls our staff receive and make in order to ensure that the service to our Distributors is of the highest standard.

Returns Procedure – Step By Step Guide

The Company recognises that there are occasions when Distributors may find it necessary to return product(s) to Kleeneze for reasons beyond their control. The procedures outlined here **MUST** be adhered to on all occasions when returning product(s) to ensure that returns are dealt with efficiently and with the minimum of delay.

The procedures allow Distributors to detail the product(s) to be returned for credit, prior to the actual return of the product(s) involved. Several entries may be made within a Kleeneze Sales Period, but all product(s) involved **MUST** be accumulated and returned on one occasion only, during weeks 1 or 2 at the time of receiving delivery of a subsequent order.

1. Preparation

- Ensure that all products to be returned are identified with their correct product code numbers. This is essential, as it will make the checking process by our Kleeneze staff more efficient.
- Retain empty box(es) from your previous deliveries for returning products, as our carriers insist that suitable packaging is used at all times.
- Retain the self adhesive return labels which will be printed at the top of each delivery parcel contents note. These labels should be retained and used for any future returns (please refer to stage 4).

2. Communication – Distributor Services

Distributors who use the Kleeneze Online Ordering System process returns as follows:

- Log into the 'Online Ordering System' by entering your Account Number and Password when prompted.
- Select 'Online Ordering System' from the menu links at the right hand side of the screen. This will give you a variety of options, including orders and returns.
- Select 'Goods Return Note' from the left hand menu of the screen that follows.
- Then select 'Goods Return Note Entry' from the screen that follows and make a return.
- Enter your invoice number, product code, quantity and reason codes. To help you to complete this information, you can look at previous orders and invoices by selecting the 'Previous Order' link on the right hand side of the screen.
- For the reason code, click the arrow to the right of the box and select the appropriate option from the drop down menu that appears.

- Once you have entered all necessary details, select 'Add To Box' which will add the products to be returned to the current open box. You can carry on adding more products to the box until it is full.
- If you require a credit for the products entered, click on 'Accept Current Credit' to submit the credit to Kleeneze – your account will be credited within 48 working hours. If

the box is not yet full, you can continue to add products at a later stage.

- Once your first box is full, you will need to clearly label it 'Box Number 1'. Label subsequent boxes with Box 2, Box 3 and so on. Continue the above process until all of your returns are complete.
- Select 'Create New Box' to close your first box and begin your next box of returns.

3. Return Documentation

- Select 'Complete Entire Return Note' to close all boxes and apply for any outstanding credits. This finalises the whole returns process and means that you are ready to return your products to Kleeneze.
- Once you have selected 'Complete Entire Return Note', you will be prompted to print your Return Note(s).

- One Return Note will automatically be printed for each box you have completed, along with a Summary Sheet for your records.
- Insert each printed Return Note inside the relevant pre-marked box. Ensure that the box number on the Return Note matches the number on the box (i.e. Box 1, Box 2 and so on).
- Retain the printed Summary Sheet, detailing all of your returns, for Stage 4.

4. Packing

- Ensure that all items are securely packed for return.
- If you need to physically move an item from one box to another please edit the box number on the Internet and re-print the relevant document(s).
- Again, check that each box is numbered (Box 1 of 2, etc.) and that a corresponding Return Note has been inserted inside the relevant box as outlined in Stage 3.
- Once the box is sealed, please attach a returns label on the outside of the box. Self adhesive returns labels can be found at the top of each delivery parcel contents note.

- When your returns are collected, ask the driver to sign your Summary Sheet. Retain this as proof that you have returned items to Kleeneze.
- All boxes must be clearly marked as follows:

Account Number:

Name: Returns Note Number: Box 1 of 2 etc.

Reason Codes

- A Product broken upon receipt
- B Product OK, packaging damaged upon receipt
- C Wrong size
- D Customer changed mind/no longer required
- E Not suitable
- F Did not order
- G Duplicate order

Returns policy

The policy and procedures below outline when the company will accept returns and what paperwork is needed:

1. All faulty products will be accepted for return if a credit is requested within 84 days of original invoice.
2. Products featured in Specialogues or promotional leaflets introduced during a catalogue season will only be accepted for a credit if returned within 84 days of the close of orders from that Specialogue or leaflet.
3. All products will be credited at the invoiced prices.
4. Sponsoring and Retailing Aids will not be accepted for return unless they have been incorrectly supplied.
5. All products, where possible, must be returned in unmarked and original packaging. In the event that they are marked with price labels or Distributors' address labels, no or partial credit only will be granted.
6. Returned goods must only be sent back via the current carriers and collected by them when further orders are being delivered. Distributors wishing to return goods who are not due to receive a delivery should make arrangements for the collection of the returns through the Service Centre on **01254 304171**.
7. Products credited during one Sales Period must be received at Kleeneze by the end of Week 2 of the following Period. Returns are then checked by Kleeneze staff. Any product not returned from a previous sales period will be re-invoiced in week 4 of the following sales period. You get one free return per Sales Period.

A charge of £10.00 (€12.00) per return will be levied if more than one return is made during a Sales Period.

Packing Error Note

In the unlikely event that there is a discrepancy between the invoice and the goods you receive, you must contact the Service Centre on 01254 304171 and arrange for a packing error note to be raised, subject to verification. Packing error notes can only be raised after 3 working days but within 10 days of date of invoice and your account will be adjusted accordingly. This is to allow time for any delivery discrepancies to have been resolved.

Distributor Complaints Procedure

STAGE 1

If you wish to complain about a breach of Kleeneze policy by another Distributor, talk to your sponsor and seek their advice.

STAGE 2

Having discussed the complaint with your sponsor and agreed to proceed, you or your sponsor should contact your upline Gold or Senior Executive Distributor (SED) in an attempt to resolve the issue.

STAGE 3

If the complaint is against someone within your own line of sponsorship, your SED is best placed to deal with it. If the complaint is against a Distributor outside of your own line of sponsorship then your SED may contact informally the other SED in an attempt to resolve the issue.

STAGE 4

If at Stage 3 the complaint cannot be resolved informally between SEDs, a formal complaint should be made using the company's Distributor Complaint Form available from the Service Centre. The form must be accompanied by evidence that stages 2–3 have been followed e.g. supporting letter or signature on the complaint form.

STAGE 5a

If the Distributor Complaints Form has been completed correctly/fully and evidence of breach of the Kleeneze policy has been received, the Standards Department will issue an acknowledgement letter to the complainant distributor. No further correspondence regarding the investigation or outcome will be entered into. We are not able to discuss individual cases on the telephone. The form will be returned to the complainant distributor if not correctly completed and/or evidence provided.

STAGE 5b

If the complaint is regarding and evidence provided of a Distributor at Gold or above, participating in any other network marketing, multi level marketing, direct selling or similar programme, then their account may be placed on immediate hold.

STAGE 6

A copy of the Distributor Complaints Form will be forwarded to the distributor who is being complained about, together with a Distributor Complaints Response Form. They will be allowed 10 working days to respond to the complaint. If no response is received, their account will be placed on hold, pending a response.

STAGE 7

Once the Distributor Complaints Response Form has been received the company will be in a position to decide whether action should be taken, whether a further investigation is required or, whether the complaint is unproven.

STAGE 8

The company will communicate its decision in writing to the distributor who has been complained about. Any decision the company makes will be final. The company will not communicate the outcome of its investigation to the complainant distributor.

Distributor Complaints and Compliance Procedures

Sanctions up to and including termination may be imposed if Kleeneze considers such action to be appropriate. Where it is suspected that a criminal offence has taken place you should first contact the Police.

It is the responsibility of Sponsors to ensure that their downline Distributors are familiar with the provisions of the Distributorship Agreement including the Business Manual and the procedures to be followed in respect of breach of them.

Please direct any correspondence regarding complaints and compliance procedures to:

The Compliance Department, Kleeneze Limited, Express House, Clayton Business Park, Accrington BB5 5JY

A copy of this procedure and a complaint form (downloadable in Word format), together with additional guidance on making a complaint against another Distributor can be found on the Distributor Support Arena
www.kleeneze.co.uk

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Appendices

Appendix 1

Data Protection Act 1998

Guidance for Distributors in the UK

What is the Data Protection Act 1998 ('DPA')?

It is a law that protects personal privacy and upholds individuals' rights.

Does the Act affect you?

The DPA relates to information held on computers and in some paper based systems. It may, therefore, affect you, depending on how you organise your customer and downline records.

Key Definitions

Information Commissioner

Is the individual tasked with enforcing the DPA.

Data Controllers

Are people who hold and use personal information. They decide how and why the information is used. You may be a data controller.

Data Subjects

Are the people the information is about. They might be your customers, your downline or people you have contacted or wish to contact as your potential downline. All data subjects have certain legal rights in relation to their personal information.

Personal Data

Is data relating to a living individual who can be identified from the data or from the data and other information which you have or is likely to come into your possession.

Personal data can be factual, such as name, address or date of birth or it can be an opinion, such as how you think a prospective downline might perform as a distributor. It can even include a simple e-mail address.

Processing

Is any activity that involves the data. This includes collecting, recording or retrieving the data, or doing work on the data such as organising, adapting, changing, erasing or destroying it.

Sensitive Personal Data

Includes information about someone's racial or ethnic origin, political opinions, religious or other beliefs, trade union membership, health, sexuality or criminal proceedings or convictions. Sensitive personal data can only be processed under strict conditions. In most cases this means getting permission from the person the information is about.

Data

Includes information held on computer and manual information provided the manual data is organised into a 'relevant filing system'.

Relevant Filing System

Is a manual filing system :

- In which the files forming part of it are structured or referenced in such a way as to clearly indicate at the outset of the search whether specific information capable of amounting to personal data of an individual requesting it is held within the system and, if so, in which file it was held; and
- Where, as part of its own structure or referencing mechanism, a sufficiently detailed means of readily indicating whether and where in an individual file or files specific personal data about the applicant can be readily located.

The Information Commissioner has recently issued guidelines on whether records constitute a 'relevant filing system' and has observed, following a recent case, that **it is likely that very few manual files will be covered by the provisions of the DPA**. The appendix to this section contains a quick guide to understanding the DPA definition of 'relevant filing systems', extracted from the Information Commissioner's Guidance Note, which will give you a useful guide as to whether the way you keep your Kleeneze business records constitutes a relevant filing system. **If the information is not held in a relevant filing system you are not obliged to follow the requirements of the DPA, although it is good practice to follow the relevant principles in relation to data you do hold.**

What are my obligations under the DPA?

Notification

If you conclude that you are or may be a data controller then, with some limited exceptions, you must notify your activities to the Information Commissioner. Your details will then be kept on a public register, indicating that you are operating lawfully. An annual fee of £35 is payable to notify.

As a Kleeneze distributor you may be **exempt** from the requirement to notify (but not from the other provisions of the DPA) **if you only process personal data for any one or all of the following purposes** for your own Kleeneze business:-

- advertising, marketing and public relations
- accounts and records.

Information regarding the requirement to notify can be downloaded from the website www.informationcommissioner.gov.uk and the relevant notification forms can be downloaded from the Internet.

Note that there is no requirement to notify manual records which come within the scope of the DPA, although it is possible to notify voluntarily.

See the Information Commissioner's website for further details.

Data protection principles

If you keep personal data on computer or in a relevant filing system, you must follow the eight data protection principles, or rules for 'good information handling'. They are as follows:

The data must be:

1. Processed fairly and legally
2. Processed for limited purposes and in an appropriate way
3. Relevant and sufficient for the purpose
4. Accurate
5. Kept for as long as is necessary and no longer
6. Processed in line with individual's rights
7. Secure
8. Only transferred to other countries which have suitable data protection controls.

The following summaries explain these principles in more detail.

First Principle: Personal data must be processed fairly and legally. There are two main conditions for this first principle.

Either the data subject must give their permission or the processing is necessary for legal or contractual reasons. For data to be processed fairly the data subject should know who the data controller is, why the data is being processed and any other necessary information, such as the likely consequences of the processing. Individuals must not be deceived or misled as to why the information is needed.

Second Principle: Personal data must only be obtained for specified and legal purposes and must only be processed in a way that is consistent with the specified purpose.

Data controllers must not collect and use data unless there is a specific and valid reason for doing so. The data subject must be told what the information will be used for. Personal data collected for one reason must not be used for any other unrelated purpose.

Third Principle: Personal data must be adequate, relevant and not excessive for the purpose it is processed for.

Only data needed for this specific purpose should be requested or recorded. Information that is not relevant must not be collected simply because it might be useful in the future.

Fourth Principle: Personal data must be accurate and, where necessary, kept up to date.

This means that you should record data accurately and take reasonable steps to check the accuracy of information you receive from customers or anybody else. You should 'spring clean' all storage systems regularly to destroy inaccurate and out of date information and correct inaccurate records.

Fifth Principle: Personal data processed for any purpose must not be kept for longer than is necessary to fulfil that purpose.

You will need to keep some data on current and past customers to ensure that you have sufficient records to check the statements you receive from Kleeneze. Other types of personal data may not be relevant for future purposes and should not be kept for longer than is necessary. For example, you need to keep customer order forms so that you can deliver products to the correct address and may retain them so that you can call again on regular customers.

Sixth Principle: Personal data must be processed in line with the data subject's rights. Individuals' rights include the following:

- The right of subject access lets individuals find out what information is held about them.
- Data subjects have a right to prevent processing if that is likely to cause damage or distress to themselves or anyone else. They also have the right to claim compensation for damage and distress caused by someone breaking the conditions of the DPA.
- Individuals have the right to prevent processing for direct marketing – you must not use personal data for direct marketing purposes if the data subject asks you not to.
- Individuals have the right to take action to correct, block, erase or destroy data that is inaccurate or contains opinions that are based on inaccurate data.

Seventh Principle: Appropriate security measures must be taken to protect against unauthorised or illegal data processing.

Data controllers must make sure that security controls are in place and are followed. This could include having your computer files password protected if anyone else has access to your PC or keeping your customer records in a locked filing cabinet and not allowing them to be visible to visitors to your house.

Eighth Principle: Transferring personal data outside the EU is restricted unless the rights and freedom of data subjects are protected.

Some countries outside Europe do not have the same legal requirements to protect information. This principle means that you must take steps to make sure personal data transferred outside the EU is secure.

What do I do now?

Look at the following checklist to assess your obligations under the DPA:

1. Are your records only in manual form?

If yes – you **do not** need to notify under the DPA. Go to question 2.

If no – you are required to comply with the DPA data protection principles set out above and should visit the Information Commissioner's website to obtain further information. Go to question 3.

2. Are your records held in a 'relevant filing system' (see Appendix for guidance)?

If yes – you are required to comply with the DPA data protection principles set out above and should visit the Information Commissioner's website to obtain further information.

If no – you do not have to comply with the requirements of the DPA data protection principles set out above, but should try to follow them in any event as good practice.

3. Do you only process personal data for any one or all of the following purposes for your own Kleeneze business?

- advertising, marketing and public relations
- accounts and records.

If yes – you may be exempt from notification

If no – you will probably have to notify

In either case you should visit the Information Commissioner's website to obtain further information and to assess whether you should notify under the DPA.

Information Commissioner contact details

You may contact the Information Commissioner's offices at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

The Information Commissioner's Information line number is 01625 545 745 fax 01625 524 510.

The Information Commissioner's website is at www.informationcommissioner.gov.uk.

Kleeneze UK Limited has taken care in preparing these notes. The DPA, however, is very complicated so these notes cannot be an absolute statement of the law and obligations covered by the DPA. It is a criminal offence to break any conditions of the Act so if you are unsure about your obligations you should contact the Information Commissioner's office or take other suitable advice about your specific or particular situation.

Quick Guide

Quick guide to understanding DPA definition of 'relevant filing systems' extracted from the Information Commissioner's website and reproduced in accordance with the Information Commissioner's guidelines on publication.

1. Does your filing system contain information about individuals?

Yes – go to question 2.

No – you **do not** have a 'relevant filing system'.

2. Does the filing system use the names of individuals (or another unique identifier) as the file name?

Yes – go to question 4.

No – go to question 3.

3. Does the filing system use criteria relating to individuals (e.g. sickness, pensions or qualification) as the file name?

Yes – go to question 4.

No – you **do not** have a 'relevant filing system'.

4. Is the information held in your files held solely in chronological order?

Yes - you **do not** have a 'relevant filing system'.

No – go to question 5.

5. Is the content of your files indexed or subdivided to allow direct access to specific information about the individual?

Yes – you are likely to have a 'relevant filing system'.

No – you **do not** have a 'relevant filing system'.

Appendix 2

Disability Discrimination Act 1995 Guidance for Distributors in the UK

The Disability Discrimination Act 1995 came into force on the 8th November 1995 and creates a certain duty on employers and service providers in order to end discrimination against disabled persons.

What Is Discrimination?

The DDA 1995 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

Discrimination occurs where without justification, and for a reason which relates to the disabled person's disability, a disabled person is treated less favourably than others to whom the reason does not or would not apply.

What is a Disability?

Disabilities can include persons who:

- Are ambulant disabled.
- Wheelchair users.
- Sight impaired.
- Hearing impaired.
- Speech impaired.
- Facial disfigured.
- Have a learning difficulty
- Have a hidden disability such as epilepsy, diabetes, asthma etc.

Kleeneze's Policy on Assisting Disabled Customers

Kleeneze takes the Disability Discrimination Act 1995 very seriously and we request that all Distributors pay special attention to anyone who may have a disability and who may require assistance. It is unlawful to:

- Refuse to provide or deliberately not provide the same level of service to a disabled customer.
- Provide a service of a lower standard or in a worse manner i.e. harass a disabled customer or be offhand or rude towards them.
- Provide a service on worse terms e.g. charging them for the service or imposing extra conditions for using the service.

Any customers who have a disability are entitled to the same level of service as non-disabled customers and we would recommend that where practicable Distributors provide assistance to any disabled customer, such as assistance in filling in the customer order form or simply delivering the catalogue by hand which can assist ambulant disabled persons.

Appendix 3

Period Calendar 2015

2015 Dates

Period 1	Start Finish	19th December 2014 15th January 2015
Period 2	Start Finish	16th January 2015 12th February 2015
Period 3	Start Finish	13th February 2015 12th March 2015
Period 4	Start Finish	13th March 2015 9th April 2015
Period 5	Start Finish	10th April 2015 7th May 2015
Period 6	Start Finish	8th May 2015 4th June 2015
Period 7	Start Finish	5th June 2015 2nd July 2015
Period 8	Start Finish	3rd July 2015 30th July 2015
Period 9	Start Finish	31st July 2015 27th August 2015
Period 10	Start Finish	28th August 2015 24th September 2015
Period 11	Start Finish	25th September 2015 22nd October 2015
Period 12	Start Finish	23rd October 2015 19th November 2015
Period 13	Start Finish	20th November 2015 17th December 2015

Appendix 4

Change of Details Form

To change any of your personal details held on the Kleeneze database, please complete this form and return it to:

Service Centre, Kleeneze Limited, Express House, Clayton Business Park, Accrington BB5 5JY.

Your details

ALL FIELDS MUST BE COMPLETED

Name: _____ Account No: _____
Address: _____ Postcode: _____
Telephone Number (inc. STD): _____
Email address: _____ Mobile Number: _____

Add a Partner

ALL FIELDS MUST BE COMPLETED

Name added: _____
Address: _____ Postcode: _____
Telephone Number (inc. STD): _____ D.O.B: _____
Mobile Number: _____
I agree to the terms and conditions overleaf ☐ I am 18 years or older ☐

Remove a Partner

ALL FIELDS MUST BE COMPLETED

Name removed: _____
Address: _____ Postcode: _____
Telephone Number (inc. STD): _____
Mobile Number: _____
Reason for Removal ☐

Change of Bank details

ALL FIELDS MUST BE COMPLETED

Name of Bank: _____ Sort Code: _____
Account No: _____
Building Society No: _____ Roll Number: _____
Name of Account Holder: _____

Note: Any change of detail request **must be signed by the first applicant.**

Please Note: For joint named distributorships, any change of details request **must be signed by both applicants.**

Signature of 1st Applicant: _____

Signature of 2nd Applicant: _____

Signature(s) of person(s) being added to Distributorship (where applicable): _____

Signature(s) of person(s) being removed from Distributorship (where applicable): _____

If you are adding a new person to your Distributorship, please enclose a passport size photo of them ensuring they have signed the reverse. We will then issue their identification card.

For Internal Use Only

Date Received: _____ Actioned By: _____ Date Actioned: _____
Authorised By: _____ Date Authorised: _____

Appendix 5

Alternative Delivery Instructions

Whilst it is always safer to ensure that somebody is able to accept your Kleeneze delivery, we appreciate that under certain circumstances this is not always possible.

If you would like to make alternative arrangements for the driver to leave the delivery in your absence, you need to complete the form below and return to the **Service Centre, Kleeneze Limited, Express House, Clayton Business Park, Accrington BB5 5JY**. This authorises our carriers to leave the delivery if you are not in. Please specify from the options below where you would like it left.

Only complete if your current address or alternative address details are not correct on the label which is attached to your goods. If you would like to collect your order from your local carrier depot please enter depot town including postcode.

PLEASE COMPLETE IN BLOCK CAPITALS

Kleeneze and our carriers are not liable for any deliveries left in this manner and all requests must be completed in writing.

Kleeneze Service Centre - Delivery Instructions

Account Number _____ Name _____

Permanent Delivery Address Details:

Address _____

* Postcode _____ Contact Telephone Number _____

*** POSTCODE MUST BE ENTERED (UK ONLY)**

This information will supersede any previous instruction received by the Kleeneze Service Centre

Alternative Delivery Instructions and Collection of Returns

Account Number _____ Name _____

Address _____

* Postcode _____ Contact Telephone Number _____

*** POSTCODE MUST BE ENTERED (UK ONLY)**

Location: Garden Shed / Porch / Inside Garage / Outside Garage / Greenhouse / Wendy House / Conservatory / Shed /
Car Port / Meter Cupboard / Rear of house / Coal Shed / Other (please specify):

This information will supersede any previous instruction received by the Kleeneze Service Centre.
Our carriers will not accept Distributors house or garage keys.

Signature is essential – If a joint Distributorship it MUST be signed by both Distributors

First applicant _____ Date _____

Second applicant _____ Date _____

Corporate Identity

The logos below are supplied for your use on letterheads, compliment slips, business cards and in advertising. The logo may only be reproduced with the permission of Kleeneze, and must incorporate the words “Independent Distributor”.

All advertising must be submitted to Kleeneze for approval specifying the context in which it is to be used.

When reproducing the Kleeneze logo, use Black and Blue, Pantone reference 7689.

Corporate Logo



Independent Distributor Logo



K Life logo



Notes:

Handwriting practice lines consisting of 20 horizontal dotted lines.

Notes:

Handwriting practice lines consisting of 20 horizontal dotted lines.

Notes:

Handwriting practice lines consisting of 20 horizontal dotted lines.



Kleeneze®

Kleeneze Limited, Express House, Clayton Business Park,
Clayton le Moors, Accrington BB5 5JY

Service Centre Tel: +44 (0)1254 304171 Fax: +44 (0)1254 303102