



ShanCha Inc.

## **ShanCha Membership Handbook**

### **1. Overview:**

ShanCha Inc. is headquartered in the city of New York, NY, and is incorporated under the famous Henan Lingrui Group in China. We ensure the most premium selection of camellia oil products, and our core values include environmental sustainability and social responsibility to our local producers. Our membership model aims to provide health benefits as well as lifestyle improvements for our consumers.

Our limited supply of Camellia oil comes from 33,000 acres of ancient Camellia groves in the Xin County of Henan Province, China, which only produces a total of 5,000 tons of camellia oil per year. Thus, we guarantee the finest quality and selection of camellia products. Our company uses an elite membership model and only has 185,000 membership seats available worldwide.

Not only does ShanCha Inc. deliver the most premium camellia products, but also organizes an annual cultural retreat for members to immerse in the beautiful locality where our camellia is produced. We encourage members to experience, first hand, the natural environment and learn about the process of camellia extraction and production. Lastly, we offer opportunities for members to join us in sponsoring camellia groves, helping camellia producers, and contributing to sustainability efforts in relation to camellia production.

### **2. Membership and Fees:**

#### Membership Tiers:

- Lifetime membership★: 1% of total members, 1,850 seats
- Diamond membership: 3% of total members, 5,550 seats
- Platinum membership: 36% of total members, 66,600 seats
- Gold membership: 60% of total members, 111,000 seats

#### Membership Fee:

- Lifetime membership fee: \$50,000
- Diamond membership annual fee: \$1,898
- Platinum membership annual fee: \$1,898
- Gold membership annual fee: \$1,898

### **3. Sign-up Process:**



ShanCha Inc.

- Registration: Access the company website at <http://www.shanchainc.com> to fill out the online membership application form and select your desired membership/fee level.
- Membership Tiers: Become a Lifetime member★ by paying a one-time fee of \$50,000, given that spaces are available. Enrollment in all other membership tiers is given in a first come first serve, rolling basis.

#### 4. Benefits Overview:

Our valued members are given a complete, immersive experience as we provide them with premium camellia products, exclusive events, and other benefits. Free samples available before joining.

#### Features & Benefits by Each Membership Type:

	Lifetime member	Diamond	Platinum	Gold
1) Welcome package + gifts	✓	✓	✓	✓
2) Monthly delivery of Camellia oil	✓	✓	✓	✓
3) Annual Camellia Wellness Tour	✓	✓	☑	☑
4) Exclusive Camellia Club events	✓	✓	✓	✓
5) Gain reward points for the referral of new members	✓	✓	✓	✓
6) Lifetime free enjoyment of products & benefits	✓			

☑ Limitations apply; see below for details (Part 5: Membership Model Details).  
ShanCha Inc. holds final disclosure rights.

#### Membership Features/Benefits:

##### 1) Welcome Package

New members receive a welcome package, which includes a small (50 ml bottle) and large (500 ml) bottle of Camellia oil.

Other free sample products or gifts will be provided accordingly.

##### 2) Monthly Delivery



ShanCha Inc.

One 1L (33.8 oz) bottle of Camellia oil (value at \$180) will be delivered to your doorsteps on a monthly basis.

### **3) Camellia Wellness Tour**

We offer an autumn tour to the Xin County and nearby region of Henan, China, where our Camellia oil is grown and harvested. This amazing travel opportunity will be an enriching educational and cultural experience in the Dabie Mountains of China.

Accommodations: Accommodations covered by the company varies depending on the membership tier. See part 5 of the Membership Handbook for detailed breakdown.

Activities:

- Take part in relaxing and meditative activities in the mountains, countryside, and lakesides of the beautiful Xin County.
- Enjoy beautiful village tours and visit the local camellia groves.
- Meet our local harvesters and walk through the oil factory while learning about the oil extraction process and how each stage of production impacts the ultimate quality of our Camellia oil.
- Learn about various health benefits of Camellia oil and our environmentally sustainable growing and harvesting philosophy.

\*The company provides different tour periods for members. Reservations must be made six months in advance. The company will be responsible for flight ticket purchase, accommodation and itinerary.

\*\*For members in China who take their own Camellia Wellness Tour, the company will offer them round-trip flight tickets from China to New York with discount (Discount depends on membership type) and a complimentary Exclusive Camellia Club Event ticket.

### **4) Exclusive Camellia Club Events**

8 Forms of Club events offered:

#### **I. Annual banquet**

All members are invited to the annual banquet event that will be held at select 5-star Manhattan hotels or premium lounges. The annual banquet promises engaging performances and entertainment, with potential special guest or celebrity appearances. All members are invited to attend and may bring up to 1 guest. Entrance fee covered and dinner provided.

#### **II. Experiential events**

We follow the latest social trends in health and lifestyle and provide members with the platform to learn about and take part in these trends to improve their own lifestyle choices.

#### **III. Chef demonstrations**

Dine with our celebrity chefs and receive cooking demonstrations from luxury restaurant chefs



ShanCha Inc.

such as Michelin cooks and more.

#### IV. Health workshops

Our health workshops include diet and other lifestyle guidance to better the body, heart, and mind.

- Offerings may include workout sessions, yoga, meditation, and other activities to improve physical health.
- Other offerings aim to improve mental health through music, art, and stress reduction activities.

#### V. Nutritional workshops

Listen to expert nutritionists speak at our events to educate members on the most cutting-edge health routines/lifestyle choices and learn how to integrate this information to improve your own health.

#### VI. Skin care and beauty workshop

Learn how to use Camellia oil for skin and facial care (how to rejuvenate skin, eliminate imperfections, anti-aging qualities, etc.). Become educated on the benefits of our Camellia cosmetic products, which are organic and do not contain any harsh artificial chemicals.

#### VII. Cleaning and Maintenance workshop

Learn about the benefits of our household Camellia products that are hand made with care and environmental friendly. Our all-organic Camellia line includes shampoo and hair conditioner, body wash, liquid hand soap, bar soap, dish soap, laundry detergent, insect repellent, and much more. Camellia oil has natural bacteria-fighting and inflammation-fighting properties – learn about the many ways that Camellia products can safely help you live a healthier, more natural lifestyle.

#### VIII. Special care workshop

Geared for patients with specific health conditions, our special care workshop invites doctors to speak on how to use camellia oil, both externally and internally, for a variety of health purposes. Learn about how Camellia may be used to potentially balance cholesterol level, blood pressure, regulate gastrointestinal functions, strengthen immune system, battle cancer, etc.

### 5) Rewards

Members can earn points by referring new members. You will earn ShanCha points for every successful new referral which is equivalent to 9% of that new member's annual membership fee. \*\* Each point equals \$1.00. Points can be redeemed for ShanCha camellia products or services (Details refers to the ShanCha Inc. Accumulating Points Rules).



ShanCha Inc.

## 5. Membership Model Details:

### **Lifetime Membership:**

#### **1) Welcome Package**

New members receive a welcome package, which includes a small (50 ml bottle) and large (500 ml) bottle of Camellia oil.

Other free sample products will be provided accordingly.

#### **2) Monthly Delivery for a Lifetime**

One 1L (33.8 oz) bottle of Camellia oil (value at \$180) will be delivered to your doorsteps on a monthly basis. All products are free of charge to Lifetime Members after the initial, one-time membership payment.

#### **3) Camellia Wellness Tour**

We offer an autumn tour to the Xin County and nearby region of Henan, China, where our Camellia oil is grown and harvested. This amazing travel opportunity will be an enriching educational and cultural experience in the Dabie Mountains of China.

Accommodations: Each member will enjoy one US-China round-trip airfare, 5 star accommodations at the Xiang Shan Reservoir for 5 nights with meals included – costs covered by the company. Each participating member will be allowed to take guests up to 1 adult and 2 children. The company will not cover guests' airfares, but will provide guests' lodging and meals for 5 days at no additional costs.

Activities:

- Take part in relaxing and meditative activities in the mountains, countryside, and lakesides of the beautiful Xin County.
- Enjoy beautiful village tours and visit the local camellia groves.
- Meet our local harvesters and walk through the oil factory while learning about the oil extraction process and how each stage of production impacts the ultimate quality of our Camellia oil.
- Learn about various health benefits of Camellia and our environmentally sustainable growing and harvesting philosophy.

\*The company provides different tour periods for members. Reservations must be made six months in advance. The company will be responsible for flight ticket purchase, accommodation and itinerary.

\*\*For members in China who take their own Camellia Wellness Tour, the company will offer



ShanCha Inc.

them round-trip flight tickets from China to New York with discount (Discount depends on membership type) and a complimentary Exclusive Camellia Club Event ticket.

#### **4) Exclusive Camellia Club Events**

8 Forms of Club events offered:

##### **I. Annual banquet**

All members are invited to the annual banquet event that will be held at select 5-star Manhattan hotels or premium lounges. The annual banquet promises engaging performances and entertainment, with potential special guest or celebrity appearances. All members are invited to attend and may bring up to 1 guest. Entrance fee covered and dinner provided.

##### **II. Experiential events**

We follow the latest social trends in health and lifestyle and provide members with the platform to learn about and take part in these trends to improve their own lifestyle choices.

##### **III. Chef demonstrations**

Dine with our celebrity chefs and receive cooking demonstrations from luxury restaurant chefs such as Michelin cooks and more.

##### **IV. Health workshops**

Our health workshops include diet and other lifestyle guidance to better the body, heart, and mind.

- Offerings may include workout sessions, yoga, meditation, and other activities to improve physical health.
- Other offerings aim to improve mental health through music, art, and stress reduction activities.

##### **V. Nutritional workshops**

Listen to expert nutritionists speak at our events to educate members on the most cutting-edge health routines/lifestyle choices and learn how to integrate this information to improve your own health.

##### **VI. Skin care and beauty workshop**

Learn how to use Camellia oil for skin and facial care (how to rejuvenate skin, eliminate imperfections, anti-aging qualities, etc.). Become educated on the benefits of our Camellia cosmetic products, which are organic and do not contain any harsh artificial chemicals.

##### **VII. Cleaning and Maintenance workshop**

Learn about the benefits of our household Camellia products that are hand made with care and environmental friendly. Our all-organic Camellia line includes shampoo and hair conditioner, body wash, liquid hand soap, bar soap, dish soap, laundry detergent, insect repellent, and much



ShanCha Inc.

more. Camellia oil has natural bacteria-fighting and inflammation-fighting properties – learn about the many ways that Camellia products can safely help you live a healthier, more natural lifestyle.

#### VIII. Special care workshop

Geared for patients with specific health conditions, our special care workshop invites doctors to speak on how to use camellia oil, both externally and internally, for a variety of health purposes. Learn about how Camellia may be used to potentially balance cholesterol level, blood pressure, regulate gastrointestinal functions, strengthen immune system, battle cancer, etc.

#### 6) Rewards

Members can earn points by referring new members. You will earn ShanCha points for every successful new referral which is equivalent to 9% of that new member's annual membership fee.

\*\* Each point equals \$1.00. Points can be redeemed for ShanCha camellia products or services (Details refers to the ShanCha Inc. Accumulating Points Rules).



#### **Diamond Membership:**

##### **1) Welcome Package**

New members receive a welcome package, which includes a small (50 ml bottle) and large (500 ml) bottle of Camellia oil.

Other free sample products will be provided accordingly.

##### **2) Monthly Delivery**

One 1L (33.8 oz) bottle of Camellia oil (value at \$180) will be delivered to your doorsteps on a monthly basis.

##### **3) Camellia Wellness Tour**

We offer an autumn tour to the Xin County and nearby region of Henan, China, where our Camellia oil is grown and harvested. This amazing travel opportunity will be an enriching educational and cultural experience in the Dabie Mountains of China.

Accommodations: Each member will enjoy one US-China round-trip airfare, 5 star accommodations at the Xiang Shan Reservoir for 5 nights with meals included – costs covered by the company. Each participating member will be allowed to take guests up to 1 adult and 2 children. The company will not cover guests' airfares, but will provide guests' lodging and



ShanCha Inc.

meals for 5 days at no additional costs.

Activities:

- Take part in relaxing and meditative activities in the mountains, countryside, and lakesides of the beautiful Xin County.
- Enjoy beautiful village tours and visit the local camellia groves.
- Meet our local harvesters and walk through the oil factory while learning about the oil extraction process and how each stage of production impacts the ultimate quality of our Camellia oil.
- Learn about various health benefits of Camellia and our environmentally sustainable growing and harvesting philosophy.

\*The company provides different tour periods for members. Reservations must be made six months in advance. The company will be responsible for flight ticket purchase, accommodation and itinerary.

\*\*For members in China who take their own Camellia Wellness Tour, the company will offer them round-trip flight tickets from China to New York with discount (Discount depends on membership type) and a complimentary Exclusive Camellia Club Event ticket.

#### **4) Exclusive Camellia Club Events**

8 Forms of Club events offered:

##### **I. Annual banquet**

All members are invited to the annual banquet event that will be held at select 5-star Manhattan hotels or premium lounges. The annual banquet promises engaging performances and entertainment, with potential special guest or celebrity appearances. All members are invited to attend and may bring up to 1 guest. Entrance fee covered and dinner provided.

##### **II. Experiential events**

We follow the latest social trends in health and lifestyle and provide members with the platform to learn about and take part in these trends to improve their own lifestyle choices.

##### **III. Chef demonstrations**

Dine with our celebrity chefs and receive cooking demonstrations from luxury restaurant chefs such as Michelin cooks and more.

##### **IV. Health workshops**

Our health workshops include diet and other lifestyle guidance to better the body, heart, and mind.

- Offerings may include workout sessions, yoga, meditation, and other activities to improve physical health.
- Other offerings aim to improve mental health through music, art, and stress reduction





ShanCha Inc.

activities.

#### V. Nutritional workshops

Listen to expert nutritionists speak at our events to educate members on the most cutting-edge health routines/lifestyle choices and learn how to integrate this information to improve your own health.

#### VI. Skin care and beauty workshop

Learn how to use Camellia oil for skin and facial care (how to rejuvenate skin, eliminate imperfections, anti-aging qualities, etc.). Become educated on the benefits of our Camellia cosmetic products, which are organic and do not contain any harsh artificial chemicals.

#### VII. Cleaning and Maintenance workshop

Learn about the benefits of our household Camellia products that are hand made with care and environmental friendly. Our all-organic Camellia line includes shampoo and hair conditioner, body wash, liquid hand soap, bar soap, dish soap, laundry detergent, insect repellent, and much more. Camellia oil has natural bacteria-fighting and inflammation-fighting properties – learn about the many ways that Camellia products can safely help you live a healthier, more natural lifestyle.

#### VIII. Special care workshop

Geared for patients with specific health conditions, our special care workshop invites doctors to speak on how to use camellia oil, both externally and internally, for a variety of health purposes.

Learn about how Camellia may be used to potentially balance cholesterol level, blood pressure, regulate gastrointestinal functions, strengthen immune system, battle cancer, etc.

### 5) Rewards

Members can earn points by referring new members. You will earn ShanCha points for every successful new referral which is equivalent to 9% of that new member's annual membership fee.

\*\* Each point equals \$1.00. Points can be redeemed for ShanCha camellia products or services (Details refers to the ShanCha Inc. Accumulating Points Rules).

### Platinum Membership:

#### 1) Welcome Package

New members receive a welcome package, which includes a small (50 ml bottle) and large (500 ml) bottle of Camellia oil.

Other free sample products will be provided accordingly.



ShanCha Inc.

## **2) Monthly Delivery**

One 1L (33.8 oz) bottle of Camellia oil (value at \$180) will be delivered to your doorsteps on a monthly basis.

## **3) Camellia Wellness Tour**

We offer an autumn tour to the Xin County and nearby region of Henan, China, where our Camellia oil is grown and harvested. This amazing travel opportunity will be an enriching educational and cultural experience in the Dabie Mountains of China.

Accommodations: Each member will enjoy one US-China round-trip airfare at a discounted rate of 50% off (50% of the price will be covered by the company, the other 50% will be covered by the individual), and 5 star accommodations at the Xiang Shan Reservoir for 5 nights with meals included – costs covered by the company. Each participating member will be allowed to take guests up to 1 adult and 2 children. The company will not cover guests' airfares, but will provide guests' lodging and meals for 5 days at no additional costs.

Activities:

- Take part in relaxing and meditative activities in the mountains, countryside, and lakesides of the beautiful Xin County.
- Enjoy beautiful village tours and visit the local camellia groves.
- Meet our local harvesters and walk through the oil factory while learning about the oil extraction process and how each stage of production impacts the ultimate quality of our Camellia oil.
- Learn about various health benefits of Camellia and our environmentally sustainable growing and harvesting philosophy.

\*The company provides different tour periods for members. Reservations must be made six months in advance. The company will be responsible for flight ticket purchase, accommodation and itinerary.

\*\*For members in China who take their own Camellia Wellness Tour, the company will offer them round-trip flight tickets from China to New York with discount (Discount depends on membership type) and a complimentary Exclusive Camellia Club Event ticket.

## **4) Exclusive Camellia Club Events**

8 Forms of Club events offered:

### **I. Annual banquet**

All members are invited to the annual banquet event that will be held at select 5-star Manhattan hotels or premium lounges. The annual banquet promises engaging performances and entertainment, with potential special guest or celebrity appearances. All members are invited to



ShanCha Inc.

attend and may bring up to 1 guest. Entrance fee covered and dinner provided.

## II. Experiential events

We follow the latest social trends in health and lifestyle and provide members with the platform to learn about and take part in these trends to improve their own lifestyle choices.

## III. Chef demonstrations

Dine with our celebrity chefs and receive cooking demonstrations from luxury restaurant chefs such as Michelin cooks and more.

## IV. Health workshops

Our health workshops include diet and other lifestyle guidance to better the body, heart, and mind.

- Offerings may include workout sessions, yoga, meditation, and other activities to improve physical health.
- Other offerings aim to improve mental health through music, art, and stress reduction activities.

## V. Nutritional workshops

Listen to expert nutritionists speak at our events to educate members on the most cutting-edge health routines/lifestyle choices and learn how to integrate this information to improve your own health.

## VI. Skin care and beauty workshop

Learn how to use Camellia oil for skin and facial care (how to rejuvenate skin, eliminate imperfections, anti-aging qualities, etc.). Become educated on the benefits of our Camellia cosmetic products, which are organic and do not contain any harsh artificial chemicals.

## VII. Cleaning and Maintenance workshop

Learn about the benefits of our household Camellia products that are hand made with care and environmental friendly. Our all-organic Camellia line includes shampoo and hair conditioner, body wash, liquid hand soap, bar soap, dish soap, laundry detergent, insect repellent, and much more. Camellia oil has natural bacteria-fighting and inflammation-fighting properties – learn about the many ways that Camellia products can safely help you live a healthier, more natural lifestyle.

## VIII. Special care workshop

Geared for patients with specific health conditions, our special care workshop invites doctors to speak on how to use camellia oil, both externally and internally, for a variety of health purposes. Learn about how Camellia may be used to potentially balance cholesterol level, blood pressure, regulate gastrointestinal functions, strengthen immune system, battle cancer, etc.



ShanCha Inc.

## **5) Rewards**

Members can earn points by referring new members. You will earn ShanCha points for every successful new referral which is equivalent to 9% of that new member's annual membership fee.

\*\* Each point equals \$1.00. Points can be redeemed for ShanCha camellia products or services (Details refers to the ShanCha Inc. Accumulating Points Rules).

## **Gold Membership:**

### **1) Welcome Package**

New members receive a welcome package, which includes a small (50 ml bottle) and large (500 ml) bottle of Camellia oil.

Other free sample products will be provided accordingly.

### **2) Monthly Delivery**

One 1L (33.8 oz) bottle of Camellia oil (value at \$180) will be delivered to your doorsteps on a monthly basis.

### **3) Camellia Wellness Tour**

We offer an autumn tour to the Xin County and nearby region of Henan, China, where our Camellia oil is grown and harvested. This amazing travel opportunity will be an enriching educational and cultural experience in the Dabie Mountains of China.

Accommodations: Each member will enjoy one US-China round-trip airfare at a discounted rate of 20% off (20% of the price will be covered by the company, the other 80% will be covered by the individual), and 5 star accommodations at the Xiang Shan Reservoir for 5 nights with meals included – costs covered by the company. Each participating member will be allowed to take guests up to 1 adult and 2 children. The company will not cover guests' airfares, but will provide guests' lodging and meals for 5 days at no additional costs.

Activities:

- Take part in relaxing and meditative activities in the mountains, countryside, and lakesides of the beautiful Xin County.
- Enjoy beautiful village tours and visit the local camellia groves.
- Meet our local harvesters and walk through the oil factory while learning about the oil extraction process and how each stage of production impacts the ultimate quality of our Camellia oil.
- Learn about various health benefits of Camellia and our environmentally sustainable growing and harvesting philosophy.



ShanCha Inc.

\*The company provides different tour periods for members. Reservations must be made six months in advance. The company will be responsible for flight ticket purchase, accommodation and itinerary.

\*\*For members in China who take their own Camellia Wellness Tour, the company will offer them round-trip flight tickets from China to New York with discount (Discount depends on membership type) and a complimentary Exclusive Camellia Club Event ticket.

#### **4) Exclusive Camellia Club Events**

8 Forms of Club events offered:

##### **I. Annual banquet**

All members are invited to the annual banquet event that will be held at select 5-star Manhattan hotels or premium lounges. The annual banquet promises engaging performances and entertainment, with potential special guest or celebrity appearances. All members are invited to attend and may bring up to 1 guest. Entrance fee covered and dinner provided.

##### **II. Experiential events**

We follow the latest social trends in health and lifestyle and provide members with the platform to learn about and take part in these trends to improve their own lifestyle choices.

##### **III. Chef demonstrations**

Dine with our celebrity chefs and receive cooking demonstrations from luxury restaurant chefs such as Michelin cooks and more.

##### **IV. Health workshops**

Our health workshops include diet and other lifestyle guidance to better the body, heart, and mind.

- Offerings may include workout sessions, yoga, meditation, and other activities to improve physical health.
- Other offerings aim to improve mental health through music, art, and stress reduction activities.

##### **V. Nutritional workshops**

Listen to expert nutritionists speak at our events to educate members on the most cutting-edge health routines/lifestyle choices and learn how to integrate this information to improve your own health.

##### **VI. Skin care and beauty workshop**

Learn how to use Camellia oil for skin and facial care (how to rejuvenate skin, eliminate imperfections, anti-aging qualities, etc.). Become educated on the benefits of our Camellia cosmetic products, which are organic and do not contain any harsh artificial chemicals.



ShanCha Inc.

#### VII. Cleaning and Maintenance workshop

Learn about the benefits of our household Camellia products that are hand made with care and environmental friendly. Our all-organic Camellia line includes shampoo and hair conditioner, body wash, liquid hand soap, bar soap, dish soap, laundry detergent, insect repellent, and much more. Camellia oil has natural bacteria-fighting and inflammation-fighting properties – learn about the many ways that Camellia products can safely help you live a healthier, more natural lifestyle.

#### VIII. Special care workshop

Geared for patients with specific health conditions, our special care workshop invites doctors to speak on how to use camellia oil, both externally and internally, for a variety of health purposes.

Learn about how Camellia may be used to potentially balance cholesterol level, blood pressure, regulate gastrointestinal functions, strengthen immune system, battle cancer, etc.

#### 5) Rewards

Members can earn points by referring new members. You will earn ShanCha points for every successful new referral which is equivalent to 9% of that new member's annual membership fee.

\*\* Each point equals \$1.00. Points can be redeemed for ShanCha camellia products or services (Details refers to the ShanCha Inc. Accumulating Points Rules).

### 6. Customer Service:

#### 1) Product shipment

- Delivery: monthly shipment of Camellia products will usually take place during the first week of each month. ShanCha Inc. will send out the shipment notices prior to each shipment via email.
- The selected carrier, transit time and service speed may vary by region and time of year.
- Complimentary shipping is available worldwide, expedited shipping not applicable.

2) Exchange policy: If you have received damaged products or are dissatisfied for any reason (such as oil leakage or broken bottle), please contact the company within 7 days of receiving the product delivery. The company will arrange for a replacement order as soon as possible and will cover all associated shipment costs.

#### 3) Delay or cancel product delivery:

- If members want to delay or cancel the next product delivery due to vacation or other reasons, he/she must notify the company no later than the 25<sup>th</sup> of the month. Shipments



ShanCha Inc.

can be delayed for up to 20 days. Canceled shipments will not be refunded, and the membership period will not be prolonged.

- In the circumstance that the company cannot make a scheduled delivery due to acts of God (such as natural disasters), it will not be held liable; however, it will make all efforts to complete the shipment as soon as possible.

4) To update member information: if the member needs to update his/her mailing address or contact information, he/she must inform the company no later than the 25<sup>th</sup> of the month. Once a scheduled delivery is on its way, the company cannot redirect its final destination.

\*In the case that a shipment could not be completed due to incorrect information provided by the client, the company will not be held liable and any additional service/delivery charges will be billed to the client.

## **7. Membership Card Usage:**

The member may need to present his/her membership card or membership number under the following circumstances:

- Sign up for ShanCha activities and events
- Sponsor ShanCha groves or participate in charitable contributions
- Receive membership points upon recommending a new member
- Apply for points redemption (for product and/or services)
- Use membership discount when purchasing other ShanCha Inc. products
- Apply for a membership transfer or to cancel an existing membership
- Contacting customer service for product replacement, postponement or cancelation of delivery, etc.

\*In case of a lost or stolen membership card, please contact us for a replacement card, free of charge.

## **8. Membership Transfer:**

Should the member wish to transfer his/her membership to another individual, he/she must fill out the Membership Transfer Application. The transferee will need to fill out the Membership Transfer Acceptance Form and notify the company of the transfer. The transfer will be completed upon the written consent of the company.

Membership spots/benefits cannot be shared. However, in the case that a member cannot attend a Camellia Club event in Manhattan for legitimate reasons, a family member can be substitute. The substitute member must present the membership card at the time of arrival as well as a written notice from the original member. This scenario does not equate to a membership transfer.

## **9. Membership renewal or membership cancellation**



ShanCha Inc.

- 1) **Renewal:** The membership period (for membership tiers costing \$1,898/year) is 1 year in length and will expire on the same calendar date in the following year from the original membership establishment. If the member wishes to extend the membership for another year, he/she must notify the company prior to 15 days before the membership expiration and provide the annual fee for the extended year.
- 2) **Cancellation:**
  - If the member fails to provide another year's of payment 15 days after the expiration date, the membership will be cancelled automatically.
  - Cancellation prior to the period ending: members can choose to cancel his/her membership anytime during the year. Proportional refunds will be effective for the remaining months.  
\*Lifetime members not qualified for the above condition.
- 6) \* If the member has already signed up for, or has already attended the annual Camellia Wellness Tour to China, then he/she cannot cancel the membership prior to the period ending.  
\* Membership benefits and unused membership points are deemed in effective upon the cancelation of the membership.

## **10. Privacy Policy:**

This privacy policy has been compiled to better serve those who are concerned with how their 'Personally Identifiable Information' (PII) is being used online. PII, as described in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website.

- 1) **Consumer data:**
  - We do not collect information from visitors of our site or other details to help you with your experience.
  - ShanCha Inc. only collects information from you when you register on our site, place an order, subscribe to a newsletter or enter information on our site.
  - Written information provided by clients on paper will be transferred electronically to the company record.
- 2) **Consumer data usage:** We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:
  - To quickly process your transactions.
  - To send periodic emails regarding your order or other products and services.





ShanCha Inc.

- To follow up after correspondence (live chat, email or phone inquiries)
- 3) Information protection:
- ShanCha Inc. implements a variety of security measures when a user places an order enters, submits, or accesses their information to maintain the safety of your personal information. We use regular Malware Scanning; all transactions are processed through a gateway provider and are not stored or processed on our servers.
  - ShanCha Inc. scans its website on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible. It promises to resolve issues in a timely manner to prevent any information hack.
  - Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.
  - We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information.
  - We do not include or offer third-party products or services on our website outside of ShanCha Inc. and Lingrui Group.
  - The website does not use cookies for tracking purposes.

#### **11. Official Declaration:**

- ShanCha Inc. holds the right to disclose and explain the conditions outlined in this Membership Handbook.
- ShanCha Inc. holds the right to modify conditions outlined in this Membership Handbook. If there are any changes made by the company in regards to the Membership model, refer to the information reflected on the official website.

**Customer Service: 1-800-660-8856 0086-400-639-6783**

**Email: [support@shanchainc.com](mailto:support@shanchainc.com)**

**Website: <http://www.shanchainc.com>**

**WeChat:shanchainc**

**\*\*ShanCha Inc. will continue to promote its products and exciting services – from new product launches to healthy lifestyle workshops – to its special and growing audience. Stay tuned to our company website and WeChat domain for endless surprises! \*\***