



General Terms & Conditions

1. Images of all promotional posters are for reference only.
2. Business Partners are required to collect the free gifts along with the goods purchased at Kyäni Hong Kong Office.
3. Business Partners who purchase “pick-up orders” through the BackOffice or from Kyäni Hong Kong Office must collect the ordered products with the order number within 30 calendar days from the ordered date. If the order is not collected within the time limit, the order will be treated as abandoned, and the payment will not be refunded.
4. If pick up of product / gift by a third party is not your preference, please notify Kyäni Hong Kong Customer Service Department by email.
5. Autoship of Kyäni Pro (except enrollment pack) will be established automatically according to the months of consumption of the products purchased. You can cancel your subscription at anytime.
6. Free gifts must come with all Business Partners' goods returns.
7. No volume on prizes and free gifts (QV、 CV 、 SV and KV).
8. Free gifts while supplies last.
9. Prizes and gifts are nontransferable, and cannot be returned or exchanged for cash or products.
10. Moved volume is not eligible for the bonus.
11. All prizes or gifts should be collected within six months upon the end of the promotion (except with designated pickup date or period specified), otherwise the ownership of the prize is considered as forfeited.
12. Kyäni reserves the right to withhold final approval of all winners pending verification of compliance with company policies and contest rules.
13. In the event that any of the winners are a corporation or limited liability company, said entity shall be entitled to one award.
14. A Business Partner who meets the qualifications for this promotion must be an active Business Partner in good standing with Kyäni at the time of the promotion in order to participate. Active Business Partner is a Business Partner who has made product purchase at least once during a period of twelve consecutive months.
15. The interpretation and decision about all promotions and offers during the same promotion period by Kyäni corporate are final, and are not subject to review.
16. The interpretation and decision about rules and payouts of this promotion by Kyäni corporate are final, and are not subject to review.
17. Kyäni reserves the right to amend this promotion at any time.

Notice of On-site Purchase Procedure

1. Fill in the “New Enrollment and Business Partner Order Form”, state clear the ordered quantity, personal data, Business Partner Number (KID), Shipping Address (if required), Sponsor’s and Placement’s Business Partner Number (for New Enrollment). Please make sure all the information is correct before submission.
2. Only cash payment is accepted for orders under HK\$100.
3. All Sales Aids are non-refundable.
4. For more details, please refer to the “Notice of On-site Purchase Procedure”.

Establish of Autoship Profile

1. Establish an Autoship Profile meaning you authorize Kyäni to set up the Autoship order with the product package you have selected each month, and authorize Kyäni to withdraw payment using the credit card provided in your account.
2. Autoship Date is only applicable to 1-25th of each month.
3. Cancellation application must be received 10 business days before you Monthly Anniversary Date by Customer Service Department.
4. For more details, please refer to the “Autoship Program Terms and Condition” .

Product Return

1. Please submit the “Product Return Application Form” for a return application within 30 days from purchase.
2. 10% of the refund will be levied as handling fee.
3. For the products picked up in Hong Kong office, Business partners need to return them to Hong Kong office . If mailing service is needed, the Business Partners should bear the costs incurred.
4. For more details, please refer to the “Product Return Application Form”.

Product Exchange / Replacement

1. Please submit the “Product Exchange/Replacement Form” upon any defective product exchange within 30 days upon receipt of the product(s).
2. For the products picked up in Hong Kong office, product exchange / replacement request should be made at the time of pick up if any anomalies are found (e.g. open package, damaged goods, etc.). Otherwise the product exchange/replacement application will not be accepted.
3. For the products picked up in Hong Kong office, Business partners need to return them to Hong Kong office . If mailing service is needed, the Business Partners should bear the costs incurred.
4. For more details, please refer to the “Product Exchange/Replacement Application Form”.

Change of Genealogy

1. Business Partners enrolled within the first 30 days can only make ONE application for change of Sponsor or Placement.
2. Current Sponsor can apply for the change of Placement via his/her personal account at Backoffice.
3. If new Business Partner apply for change of genealogy within the first 10 days, current Sponsor can submit the application by registered email without the application form.
4. If new Business Partner submit the application after 10 days and within 30 days, applicant must submit the completed form and required documents.
5. For more details, please refer to the "Change of Genealogy Request Form".

Notice for Locker Rental

1. The rental fee is HK\$360. The rental term is for 6 months.
2. Business Partners should clear the locker and remove the padlock before the last working day of the 6th month (6:00pm) of the rental term. If items in the locker and the padlock have not been removed at the end of the rental term, Kyäni reserves the right to handle the items in the locker. Business Partners should also be charged for the handling fee.
3. Business Partner is responsible for the risk of storing properties in the locker. Kyäni will not be responsible for any items storing in the locker.
4. For more details, please refer to the "Locker Rental Application Form".

Notice for Meeting Room Booking

1. Business Partners may make the booking via Customer Service Hotline, email or visiting Kyäni Hong Kong office during office hours. The time slots of Meeting Room Booking is subject to the opening hours of Kyäni Hong Kong office.
2. The booking of Nitro FX and Nitro Xtreme Room must be made at least one working day in advance.
3. The first 10 minutes of the appointment will be used by Kyäni to prepare the meeting room.
4. To change the date of use of the meeting room, Business Partners must inform Kyäni Hong Kong Customer Service one working day in advance. Otherwise, no change will be allowed.
5. If you are 15 minutes late, the meeting room will not be reserved and will be regarded as no show. Kyäni reserves the right to suspend conference room reservations of that Business Partner for the next week.
6. Meeting room can only be used for meeting and training purposes related to Kyäni.
7. For more details, please refer to the "Kyäni Meeting Room Booking Form" .

Notice for Temporary Storage Service

1. Temporary storage service is only limited to Kyäni goods. Storage fee for each carton box is HK\$10 for a period of 10 days.
2. Temporary storage service application is only accepted for orders picked up on the same day and the application must be handled in person.
3. Only limited space is available for temporary storage and the application is on a first-come first-served basis.
4. Storage of one box is allowed for each Business Partner (maximum storage unit with size of a Sunrise carton box)
5. For more details, please refer to the “Temporary Storage Service Form”.