Customer Terms
AIM USA

By creating an AIM Customer (also called Favored Customer) account, you acknowledge and agree to the following terms and conditions:

GENERAL PROVISIONS

1. A Customer pays Customer prices when ordering AIM products directly from the Company.
2. A Customer participates in the Customer Loyalty Rewards Program, as follows:
   a) Loyalty Rewards are earned on a per order basis.
   b) Earn 1 Loyalty Reward credit for every $10 USD spent on product in a single order.
   c) Loyalty Rewards are earned only on the product total excluding any credit redemption amounts.
   d) No partial rewards are earned (e.g., a $99 product order would earn 9 credits).
   e) Loyalty Reward credits earned on an order are applied to the Customer's next product order just like cash (but have no cash value).
   f) Loyalty Reward credits must be redeemed within six months of issuance.
   g) All applicable sales taxes are the responsibility of the Customer.
   h) Loyalty Reward credits cannot be transferred or redeemed for anything other than AIM products.
   i) Loyalty Reward credits must be redeemed within the same country (AIM company) where they were earned by the Customer.
   j) Loyalty Rewards are capped at 250 credits on any single order or any single account balance. (e.g., a $2,500 product order would earn 250 credits, the maximum number that can be earned in a single order or accrued in a single account balance).
3. A Customer account does not expire, and there are no membership or renewal fees.
4. A Customer is sponsored by an AIM Member; otherwise, one will be assigned.
5. A Customer is not eligible to sponsor AIM Members or other AIM Customers.
6. A Customer is not eligible to participate or earn commissions in the Member Income Plan. A Customer's volume is counted in their sponsor's group volume (GV).
7. A Customer is not eligible for volume discounts.
8. A Customer is not eligible to participate in Member-only incentives, such as Member contests.
9. A Customer may convert to AIM Member at any time by paying the initial $20 membership fee. All Loyalty Reward credits earned from product purchases as a Customer are forfeited when converting from Customer to AIM Member.
10. The Customer acknowledges that the Company's products are not intended for use in the diagnosis, cure, mitigation, treatment, or prevention of disease, and expressly agrees not to make any representation to the contrary for any such use or purpose.
11. A Customer has the right to close their account at any time by providing written notice to the Company.
12. The Company may terminate the account of a Customer by providing written notice in the event that the Customer fails to comply with any of the Customer Terms now in effect or as they may be amended, or makes any misrepresentation or engages in any conduct, activity or unethical practice that is detrimental to the Company, Members or other Customers as determined by the Company in its sole discretion.
13. Sponsorship Changes. A change in sponsor more than 30 days after account activation requires a written request from the Customer.
14. A Customer must be at least 18 years old to hold an account. Accounts are limited to one per individual or one per married couple. The Company reserves the right, in its sole discretion, to investigate and determine whether a violation has occurred.
15. The Company reserves the right to change its product line and prices at any time without notice, and to amend the Customer Terms upon giving at least 30 days written notice.
16. These Customer Terms will be governed by and construed in accordance with the laws of the state of Idaho, unless the laws of the state in which the Customer resides expressly require the application of its laws to this transaction (in which case such state law shall govern). The parties consent to jurisdiction and venue before any federal or state court in Ada County or Canyon County, state of Idaho. If the law of the state in which a Customer resides prohibits consensual jurisdiction and venue provisions, that state's law shall govern issues relating to jurisdiction and venue.

ORDERS AND RETURNS

1. **Ordering and Payment:** Customers may purchase product from the Company at Customer prices at the AIM website at theaimcompanies.com, or by phone, by fax, and mail. Payment methods for web, phone and fax orders are MasterCard, VISA and Discover (in the United States only), and electronic funds transfer/automatic check transfer (EFT/ACT). Payment methods for mail orders include those listed above, personal check and money order. Paper checks received for payment are processed electronically through an Automated Clearing House (ACH) network. AIM reserves the right to refuse an order based on a declined credit card authorization or negative history with processing personal checks or check transfers.
2. **Order Activity:** The Customer is responsible for all order activity and payments on their account. Any activity or payment dispute could result in interruption of the account until resolved.
3. **Problems with Misshipped Product or Lost Order:** Contact AIM Customer Service if you receive Company products you did not order or you do not receive an order within 10 business days.
4. **Product Return Authorization:** Prior to returning product to the Company for refund or exchange, a Return Authorization Number must be obtained from the Company.
5. **Product Return Policy:** Company product purchased and returned in the same business month may be returned to the Company for a full refund or exchanged for a product of equal BVP value. Product purchased and returned in different business months may be returned to the Company for a refund (less commissions paid), or exchanged (within 30 days of purchase of original product) for a product of equal value. Loyalty Rewards earned will be adjusted accordingly. A Return Authorization Number must accompany returned product. To obtain a Return Authorization Number, contact AIM Customer Service.
6. **Exchange of Product:** An exchange occurs when a product is returned to the Company and exchanged for a product of equal BVP value. Exchanges must be made within 30 days of purchase. (See #5 for procedures for returning of product.)
7. **Damaged Merchandise:** Report product damage within 3 days of receipt of an order. Product damaged in shipment from AIM will be replaced provided proper claim procedure is followed. (See #5 for procedures for returning of product.)
8. **Discontinued Products Policy:** To receive a refund or exchange on any discontinued product, it must be returned to the Company within 90 days of notification from the Company that the product will no longer be available. (See #5 for procedures for returning of product.)

These terms and conditions will be amended and updated from time to time. A current copy of the AIM Customer Terms is always available on the AIM website or upon request from the Company.

©2026 AIM International, Inc. All rights reserved.