

Defy Age

Partner Relationship & Operating Agreement

Welcome to Defy Age

Welcome to the Defy Age Partner Program.

Our goal is to build strong, professional relationships with independent businesses by providing quality products, clear partner pricing, useful resources, and a straightforward ordering process.

The Defy Age business model is simple:

Defy Age, Wholesaler → Approved Partner, Reseller/Retailer → Partner's Customer

Each party has an important and clearly defined role. Defy Age supplies and supports its partners. Our partners build and manage their businesses and serve their customers.

This agreement explains those roles and how we work together successfully.

1. Our Partnership

Defy Age and each approved partner operate as independent businesses working together through the Defy Age Partner Program.

Defy Age's relationship is with the Partner.

The Partner's relationship is with the Customer.

This structure allows Defy Age to focus on products, partner resources, ordering, and partner support while allowing each partner to control their own customer relationships, retail pricing, sales, and business growth.

The relationship is:

Defy Age → Partner → Customer

2. Defy Age's Role

Defy Age serves as the partner's supplier and Partner Program resource.

Defy Age will:

- Provide access to products available through the Defy Age Partner Program.
- Provide partner-specific pricing through the private Partner Portal.
- Provide product and research resources available through the Partner Portal.
- Provide access or direction to manufacturer-provided product documentation when available.
- Provide partner marketing guidance through resources including the Defy Age Marketing Do's & Don'ts Guide.
- Maintain the private Partner Portal for pricing, resources, ordering, and order history.
- Receive and process order requests submitted by approved partners.

- Invoice the partner according to the established Payment & Order Procedures.
- Process the partner's order after payment is received.
- Arrange shipment of the order to the approved partner.
- Provide available tracking information to the partner.
- Provide reasonable support regarding orders, product availability, partner accounts, and Defy Age resources.

Certificates of Analysis (COAs) and other available product testing documentation are maintained and made available by the manufacturer. Defy Age may direct partners to available manufacturer documentation but does not issue, prepare, or certify COAs.

Defy Age's business relationship is with the approved partner. Partner orders, invoicing, payment, shipping, account support, and Partner Program resources are managed within that relationship.

3. The Partner's Role

The approved partner operates their own independent retail or resale business and develops and serves their own customers.

The Partner will:

- Develop and maintain their own customer relationships.
- Market products according to applicable federal and state regulations, as suggested in the Defy Age Marketing Do's & Don'ts Guide.
- Establish their own retail pricing.
- Discuss appropriate product information with their customers.
- Conduct their own research and become familiar with the products they choose to market or sell.
- Educate themselves, their customers, or both regarding product use.
- Answer appropriate questions from their customers using their own research and available product information.
- Invoice their customers.
- Collect payment directly from their customers.
- Provide customer service to their customers.
- Determine which products they need to fulfill their customer sales.
- Place order requests with Defy Age through the Partner Portal.
- Follow the established Payment & Order Procedures.
- Pay Defy Age according to the established Payment & Order Procedures.
- Receive their shipments from Defy Age.
- Distribute or deliver products to their customers.
- Communicate appropriate shipping and tracking information to their customers.
- Maintain the business records, licenses, tax registrations, and other requirements applicable to their independent business.

Customer fulfillment

The partner is responsible for fulfilling sales made to their customers.

Defy Age ships the partner's order to the approved partner. The partner then distributes or delivers products to their customers.

The business relationship remains clear:

Customer purchases from and pays Partner.

Partner orders from and pays Defy Age.

This allows the partner to maintain control of their customer relationship, retail pricing, and retail margin while Defy Age focuses on supplying and supporting its partners.

4. Product Knowledge, Research & Customer Questions

Defy Age provides partners with available product and research resources. Partners are responsible for conducting their own research and becoming knowledgeable about the products they choose to market or sell.

Partners may use that knowledge to educate themselves, their customers, or both and to answer appropriate customer questions consistent with applicable federal and state regulations and the Defy Age Marketing Do's & Don'ts Guide.

Product use and dosing

Vials: Partners must refrain from providing dosing instructions or recommending a dosing regimen for vials. Defy Age does not establish or provide vial dosing.

Information regarding research-use dosing, reconstitution, handling, storage, and other product-specific research information may be independently researched through publicly available sources on the internet. Partners and their customers are responsible for conducting their own research specific to the product being ordered and for evaluating the source and applicability of that information.

Peptide strips: Each individual strip constitutes a dose.

Nasal sprays: Each actuation of the nasal spray dispenser delivers the manufacturer-established dose.

Partners should communicate manufacturer-provided product-use information consistently and refer customers to an appropriately licensed medical professional when a question requires medical advice, diagnosis, treatment recommendations, prescribing advice, or other professional guidance.

5. How We Work Together

Defy Age and its partners follow the established Defy Age Sales Team Guide: Payment & Order Procedures for customer sales, order requests, invoicing, payment, fulfillment, and tracking.

Partners invoice and collect full payment from their customer before submitting the order request through the Partner Portal.

The Partner Portal is used to select products and pricing, build and review the order request, and submit that request to Defy Age. Submitting an order request does not process payment to Defy Age.

After the order request is submitted, Defy Age reviews the request and sends the partner an invoice. The partner then pays Defy Age according to the established payment procedure. After payment is confirmed, Defy Age places the order with the manufacturer for fulfillment, and tracking information is subsequently provided.

Partners should refer to the Payment & Order Procedures available in the Partner Portal for complete step-by-step ordering instructions.

The business flow

Customer relationship and payment: Customer → Partner

Order relationship and payment: Partner → Defy Age

Product flow: Defy Age → Partner → Customer

Customer service: Partner ↔ Customer

Partner support: Defy Age ↔ Partner

6. Working Together as Independent Businesses

The Defy Age Partner Program is designed to give independent businesses the opportunity to develop their own customer base while having an established supplier, ordering system, resources, and partner support behind them.

Clear responsibilities allow both Defy Age and its partners to focus on their respective roles. Defy Age supports the partner relationship, and the partner develops and supports the customer relationship.

Defy Age and each partner remain independent businesses. Participation in the Defy Age Partner Program does not create an employment, agency, franchise, joint venture, or other relationship that gives either party authority to make commitments or enter into agreements on behalf of the other.

Partners remain responsible for the operation of their own businesses and for compliance with federal, state, and local requirements applicable to those businesses.

7. Confidentiality & Nondisclosure

Participation in the Defy Age Partner Program may give partners access to non-public business information belonging to Defy Age or information entrusted to Defy Age by others.

The purpose of this confidentiality provision is to protect legitimate non-public business information while allowing partners to freely use the educational and research resources provided for the benefit of themselves and their customers.

Confidential information

- Partner-specific pricing and discount levels.
- Defy Age cost or purchasing information, if disclosed.
- Non-public supplier or manufacturer business information.
- Internal business, administrative, ordering, or fulfillment information not intended for public distribution.
- Information concerning other Defy Age partners, including their contact information, pricing arrangements, orders, sales information, or business arrangements.
- Administrative credentials, security information, or restricted administrative information.
- Non-public Defy Age business plans, strategies, processes, contacts, and commercial information.
- Other information clearly identified as confidential when it is provided to the partner.

Partners agree to use confidential information only for appropriate purposes related to their participation in the Defy Age Partner Program and to protect that information from unauthorized disclosure.

Educational and research resources are shareable

Resources provided for partner education, customer education, and product research are not considered confidential merely because they are available through the Partner Portal.

- Defy Age FAQs provided for partner or customer education.
- Defy Age product cheat sheets and educational reference materials.
- Publicly available research resources and research links provided through the Partner Portal.
- Manufacturer-provided product information intended for educational or customer use.
- Publicly available manufacturer information and documentation.
- Publicly available Certificates of Analysis (COAs) and testing information made available by the manufacturer.
- Product information and educational materials provided by Defy Age for the benefit of partner or customer research and education.
- Information specifically identified by Defy Age as appropriate for customer or public distribution.
- The partner's own retail pricing and information about the partner's own business.

Partners are encouraged to use appropriate educational and research resources available through the Defy Age Partner Program to become knowledgeable about the products they offer and to assist their customers in locating appropriate information.

Information that is otherwise publicly available

- Becomes publicly available through no violation of this agreement.
- Was already lawfully known to the partner without a confidentiality obligation.
- Is lawfully obtained from another source without a confidentiality restriction.
- Is independently developed without the use of Defy Age confidential information.
- Must be disclosed pursuant to applicable law, regulation, court order, or other lawful requirement.

The confidentiality obligation continues after a partner leaves or is removed from the Defy Age Partner Program for information that continues to qualify as confidential.

8. Partner Program Standards & Continued Participation

Participation in the Defy Age Partner Program is based upon a professional working relationship between Defy Age and each approved partner.

Partners agree to operate consistently with this agreement, the Defy Age Marketing Do's & Don'ts Guide, the Payment & Order Procedures, and other applicable Partner Program requirements communicated by Defy Age.

Defy Age may update Partner Program procedures, resources, and operational requirements as the program develops. Material changes affecting partner responsibilities will be communicated through the Partner Portal or other appropriate means.

Either Defy Age or the partner may end the business relationship. Defy Age may also suspend or deactivate Partner Program access when necessary to address material violations of Partner Program requirements,

misuse of confidential information, misuse of the Partner Portal, or conduct that creates material legal, regulatory, financial, or reputational risk to Defy Age.

Ending participation in the Partner Program does not affect obligations that by their nature continue after the relationship ends, including applicable confidentiality obligations.

9. Partner Acknowledgment & Agreement

By accepting this agreement and participating in the Defy Age Partner Program, the partner confirms that they have read and understand the Defy Age Partner Relationship & Operating Agreement.

The partner acknowledges and agrees that:

- Defy Age supplies and supports the Partner; the Partner serves the Customer.
- The partner operates an independent retail or resale business.
- The partner establishes their own retail pricing and maintains their own customer relationships.
- The partner invoices and collects payment from their customers.
- The partner follows the established Payment & Order Procedures when placing orders with Defy Age.
- Defy Age ships orders to the approved partner, and the partner is responsible for distribution or delivery to their customers.
- The partner is responsible for conducting appropriate product research and becoming knowledgeable about the products they choose to offer.
- The partner understands the product-use and dosing distinctions described in this agreement.
- The partner will market products according to applicable federal and state regulations, as suggested in the Defy Age Marketing Do's & Don'ts Guide.
- The partner will protect confidential Defy Age business information while understanding that educational and research resources intended for partner and customer education may be appropriately used and shared.
- The partner understands and agrees to the respective responsibilities of Defy Age and the partner described in this agreement.

Partner acceptance

I have read and agree to the Defy Age Partner Relationship & Operating Agreement.

Partner/Business Name: _____

Authorized Representative: _____

Email: _____

Signature: _____

Date: _____