

Dear Customer,

We're delighted to have you as a Pampered Chef® customer. Your order will be shipped via Purolator and/or Canada Post. We hope you'll feel truly pampered as you use the new kitchen tools you've purchased.

Our products are selected only after careful testing; however, if you are not completely satisfied with your purchase within one year for any reason, please return the item for an exchange or refund of the merchandise value. This sales receipt includes a complete statement of our guarantee, along with instructions for handling any problems with your merchandise. Thank you for your purchase.

The Pampered Chef — Canada Corp.



Shipping & Handling Charges

Product Total	
Up to \$199.99.....	\$13.95
\$200 and over.....	FREE!

Shopping with Pampered Chef is easy. We hope you enjoy your products. If you have any issues, we're here to help.

Tax Calculation Information

To calculate the GST/HST, for sales made to residents of:

- ON, use (cookbook total x 5%) + (subtotal D x 13%)
- NB, NL and NS, use (cookbook total x 5%) + (subtotal D x 15%)
- PEI, use (cookbook total x 5%) + (subtotal D x 14%)
- All other provinces* and territories, use (subtotal E x 5%)

To calculate the PST, for sales made to residents of:

- SK, use (subtotal D x 6%)
- BC and MB use (subtotal D x 7%)
- For sales made to residents of any other province* or territory, do not calculate PST

GST/HST registration number 88987 6058 RT0001

NOTE: Shipping & Handling is only taxed at the highest rate of tax on the rest of the order. If the order contains only cookbooks, then 5% tax is used. If the order contains only pantry items, then no tax is charged.

*Pampered Chef® does not conduct business in Quebec. Subscription orders cannot be shipped to Quebec.

PRIVACY

Your privacy and personal information are very important to us. Details on the information we collect and how it is used can be read at pamperedchef.ca/about-us-legal/privacy-page. Any questions about the information we collect or our use of that information can be directed to privacy@pamperedchef.com.

GUARANTEES

We guarantee that customers will be completely satisfied with our products. The terms and conditions of this guarantee are as follows:

- **Pantry Products:** Our guarantee on consumable products is limited to spoilage, damage in shipping, or error on our part.
- **Other Products:** Durable or non-consumable products have a minimum one year satisfaction guarantee unless otherwise noted. Misuse or use contrary to the Use and Care instructions will void all product guarantees. Guarantees extend only to original purchasers or first gift recipient.
- **Extended Manufacturer's Guarantee:** Products with  have an extended guarantee for the identified number of years. This guarantee covers repair or replacement only, and applies only to defects in material or workmanship. It does not cover commercial use, abuse, misuse, ordinary wear and tear, or an act of God. Incidental or consequential damages are not recoverable. If actual product replacement cannot be made due to unavailability we may, in our sole discretion, offer a comparable product as a replacement, or offer a credit toward future purchases in an amount not to exceed the price the customer paid for the exchanged item.
- **Lifetime Guarantee:** Products with  have a Lifetime Guarantee. This guarantee covers repair or replacement only, and applies only to defects in material or workmanship. Incidental or consequential damages are not recoverable. If actual product replacement cannot be made due to unavailability we may, in our sole discretion, offer a comparable product as a replacement, or offer a credit toward future purchases in an amount not to exceed the price the customer paid for the exchanged item.
- **Limited Guarantee:** Products with  have a Limited Guarantee. This guarantee covers only satisfaction with the product, manufacturing defects, or damage during shipping that is reported within 30 days of the ship date of the order/party. Upon timely notification, the product can be returned for replacement, refund, or exchange. Incidental or consequential damages are not recoverable. Returned items must be unused, in original packaging, and with the original sales receipt. Refunds shall not exceed the price paid.
- **Outlet Products:** Items purchased from the Outlet are FINAL SALE and may not be returned or exchanged unless damage in shipping occurs. Exchanges for damaged product are subject to availability.
- **Replacement Parts:** Replacement parts have replacement-only guarantee for the same period of the product guarantee. No exchanges or refunds.

HOST SPECIAL TERMS & CONDITIONS

To qualify for the host offer, parties must have a minimum of \$200 in guest sales before tax and shipping and be submitted between 12:01 a.m. (CT) on the first day of the month and 11:59 p.m. (CT) on the seventh of the following month. A monthly host offer cannot be combined with other offers. **Future Party Pick:** Beginning Jan. 1, 2021, you can get 40% off any ONE item or set at any party booked from yours within six months when guest sales are \$200 or more, not including your discounted item. Past hosts redeeming this reward before Jan. 1, 2021, can get 50% off any ONE item or set. Future party pick cannot be combined with other offers. **3-Party Booking Bonus:** When three of your guests host parties within six months of your party, each with guest sales of \$200 or more, you'll get an additional \$60 in free product rewards. The reward will be added to your account after the third party is submitted.

GUEST OFFER TERMS & CONDITIONS

You may receive one guest offer item with any party, online, or individual purchase of \$100 or more (before tax and shipping and after any discounts). Orders must be placed between 12:01 a.m. (CT) on the first day of the month and 11:59 p.m. (CT) on the last day of the month. You must select your free guest offer item during checkout. Guest offer item quantities are limited, so they're available while supplies last. If the promotional item is no longer available, in our sole judgment, we will substitute it with another item. Exchanges will not be made on free guest offer items.

RETURNS: EXCHANGES, REPLACEMENTS & REFUNDS

Proof of purchase (your Order #) is required for all returns. You can access your Order # from your Pampered Chef account. Contact our Solution Center to submit your request for replacement, exchange, or refund:

SolutionCenterCA@pamperedchef.ca
(800) 342-CHEF (2433)

Your request is approved when the Solution Center issues an Approved Return Authorization Reference Number. **Returns within 30 days of ship date:** Upon the Solution Center's authorization of exchange, replacement, or refund, we will arrange pre-paid shipping for your return, when applicable. **Returns after more than 30 days from ship date:** You'll need to return the product to the Company. Return packaging and any shipping charges are your responsibility. Returns must be received before any exchange, replacement, or refund is processed.

Shipping products back to Pampered Chef—Please print the Reference Number you receive from the Solution Center on the outside of the package. Failure to include the Reference Number will delay the return process. Also, returned products should be securely packaged. Please use the original case or protective sleeve or be sure to pack the product so that sharp points or edges do not cut through the packaging. **Exchanges:** If the price of the exchanged item has increased, you will not be charged for the increase. If the price of the exchanged item has decreased, you will not receive a refund of the difference.

Replacements: If actual product replacement cannot be made due to unavailability we may, in our sole discretion, offer a comparable product as a replacement, or offer a credit toward future purchases in an amount not to exceed the price the customer paid for the exchanged item.

Refunds: Refunds shall not exceed the price paid.

Remember, all outlet and pantry products are FINAL sale and cannot be returned or exchanged unless damage in shipping occurs.

All items must be made available for return to Pampered Chef Home Office. Please do not discard any product unless you have been informed that you are not required to return the item.

SUBSCRIPTION TRANSACTIONS

By purchasing a subscription, you grant us the right to use the information provided by you to process your purchase, and create a profile for you on our website(s): pamperedchef.ca or Consultant's Corner.

We reserve the right to change our subscription benefit(s) at any time in our sole discretion, which shall only apply to future orders, including current subscriptions (e.g. price, taxes, and shipping charges). If you register for a subscription, you will be charged for your initial amount at checkout (less the Pampered Chef discount(s) and any applicable sales tax) followed by recurring charges as agreed to by you, unless you notify us at least seven (7) calendar days before the next recurring order is processed, that you want to cancel the subscription. **Until such advance notice, we may charge and collect the applicable amount, without further authorization from you, using the payment method we have on record for you. If we are unable to process and complete your subscription order with your selected payment method, you authorize us to deny the processing of the subscription order(s) and contact you for a proper form of payment. If you cancel your subscription before the term ends, you will not receive a refund. However, you will still receive your monthly subscription product(s), if applicable, until the end of your selected subscription term.**

When you subscribe to a TasteBuds subscription, we will ship you a package according to your subscription schedule, which will contain a selection of seasonings and rubs. For each subsequent order of your selected subscription, the TasteBuds products will vary.

We may, in our sole discretion, terminate your subscription(s) at any time without notice. If we do so, you will be charged for order(s) that have been shipped to you prior to termination. **You can cancel at any time via your Manage Subscription page located on your profile (Customers: pamperedchef.ca; or Consultants: Consultant's Corner) or by emailing or calling our Solution Center.** Once you have cancelled your subscription(s), we will process your request within the next five (5) business days. If there is a new subscription discount, which is active at the time of reactivating your subscription, the new subscription discount(s) may be applied to your Pampered Chef subscription orders placed after reactivating your subscription account.

The subscription benefit(s) are personal to you, and you may not assign or transfer your subscription or any of the benefit(s) to any third party without our prior written authorization.

Provinces of Alberta, Saskatchewan, Manitoba*, Northwest Territories, Nunavut, Yukon,
Nova Scotia**, Prince Edward Island, Newfoundland, and New Brunswick

Buyer's Right to Cancel

You may cancel this contract from the day you enter into the contract until 10 days after you receive a copy of the contract. You do not need a reason to cancel.

If you do not receive the goods or services within 30 days of the date stated in the contract, you may cancel this contract within one year of the contract date. You lose that right if you accept delivery after the 30 days. There are other grounds for extended cancellation. For more information, you may contact your provincial/territorial consumer affairs office.

If you cancel this contract, the seller has 15 days to refund your money and any trade-in, or the cash value of the trade-in. You must then return the goods to the seller.

To cancel you must give a notice of cancellation at the address below. You must give notice of cancellation by a method that will allow you to prove that you gave notice, including registered mail, fax or by personal delivery.

The Pampered Chef—
Canada Corp.
1701 Hollis Street,
Suite 800,
Halifax, Nova Scotia B3J 1V8
Telephone number of itinerant
merchant or representative:
(800) 342-CHEF (2433)

For all provinces, you may return products by shipping to:
The Pampered Chef—Canada Corp., c/o Delivery Net, 45 Mural Street,
Richmond Hill, ON L4B 1J4.

*For the province of Manitoba only, you may give notice of cancellation to Robert Hucal c/o Monk Goodwin, 800-444 St. Mary Avenue, Winnipeg, Manitoba R3C 3T1.

**For the province of Nova Scotia only, you may give notice of cancellation and return products at 1701 Hollis Street, Suite 800, Halifax, NS B3J 2T9.

Le Province du Nouveau Brunswick

Droit de Résiliation de L'acheteur

Vous pouvez résilier le présent contrat à compter de la date de conclusion du contrat et ce, pendant une période de 10 jours après la réception d'une copie du contrat. Vous n'avez pas besoin de donner une raison pour résilier le contrat.

Si vous ne recevez pas le bien ou le service au cours des 30 jours qui suivent la date indiquée dans le contrat, vous avez un an, à compter de la date du contrat pour résilier le contrat. Toutefois, vous perdez ce droit de résiliation si vous acceptez la livraison après la période de 30 jours. Le droit de résiliation peut être prolongé pour d'autres raisons. Pour de plus amples renseignements, communiquez avec votre bureau provincial/territorial de la consommation.

Si vous résiliez le présent contrat, le vendeur doit, dans les 15 jours qui suivent, vous rembourser toute somme que vous lui avez versée et vous remettre tout bien qu'il a pris en échange ou la somme correspondant à la valeur de ce dernier. Vous devez alors retourner le bien acheté.

Pour résilier le présent contrat, il vous suffit de donner un avis de résiliation à l'adresse mentionnée dans ce contrat. L'avis doit être donné par un moyen qui vous permet de prouver que l'avis a réellement été donné, y compris par courrier recommandé, télécopieur ou remise en personne.

City & Province where this contract was signed: _____

(name of consumer)

(name of representative/consultant)

(signature of consumer)

(signature of representative/consultant)

Your Rights under the *Consumer Protection Act, 2002*

You may cancel this agreement at any time during the period that ends ten (10) days after the day you receive a written copy of the agreement. You do not need to give the supplier a reason for cancelling during this 10-day period.

If the supplier does not make delivery within 30 days after the delivery date specified in this agreement or if the supplier does not begin performance of his, her or its obligations within 30 days after the commencement date specified in this agreement, you may cancel this agreement at any time before delivery or commencement of performance. You lose the right to cancel if, after the 30-day period has expired, you agree to accept delivery or authorize commencement of performance.

If the delivery date or commencement date is not specified in this agreement and the supplier does not deliver or commence performance within 30 days after the date this agreement is entered into, you may cancel this agreement at any time before delivery or commencement of performance. You lose the right to cancel if, after the 30-day period has expired, you agree to accept delivery or authorize commencement of performance.

In addition, there are other grounds that allow you to cancel this agreement. You may also have other rights, duties and remedies at law. For more information, you may contact the Ministry of Consumer and Business Services.

To cancel this agreement, you must give notice of cancellation to the supplier, at the address set out in the agreement, by any means that allows you to prove the date on which you gave notice. If no address is set out in the agreement, use any address of the supplier that is on record with the Government of Ontario or the Government of Canada or is known by you.

If you cancel this agreement, the supplier has fifteen (15) days to refund any payment you have made and return to you all goods delivered under a trade-in arrangement (or refund an amount equal to the trade-in allowance).

However, if you cancel this agreement after having solicited the goods or services from the supplier and having requested that delivery be made or performance be commenced within ten (10) days after the date this agreement is entered into, the supplier is entitled to reasonable compensation for the goods and services that you received before the earlier of the 11th day after the date this agreement was entered into and the date on which you gave notice of cancellation to the supplier, except goods that can be repossessed by or returned to the supplier.

If the supplier requests in writing repossession of any goods that came into your possession under the agreement, you must return the goods to the supplier's address, or allow one of the following persons to repossess the goods at your address:

- The supplier.

- A person designated in writing by the supplier.

If you cancel this agreement, you must take reasonable care of any goods that came into your possession under the agreement until one of the following happens:

- The supplier repossesses the goods.

- The supplier has been given a reasonable opportunity to repossess the goods and twenty-one (21) days have passed since the agreement was cancelled.

- You return the goods.

- The supplier directs you in writing to destroy the goods and you do so in accordance with the supplier's instructions.

British Columbia

Consumer's Right to Cancel

This is a contract to which the *Business Practices and Consumer Protection Act* applies. You may cancel this contract from the day you enter the contract until 10 days after you receive a copy of this contract. You do not need a reason to cancel.

If you do not receive the goods or services within 30 days of the date stated in the contract, you may cancel this contract within one year of the contract date. You lose that right if you accept delivery after the 30 days. There are other grounds for extended cancellation.

If you cancel this contract, the seller has 15 days to refund your money and any trade-in, or the cash value of the trade-in. You must then return the goods.

To cancel, you must give notice of cancellation at the address in this contract. You must give notice of cancellation by a method that will allow you to prove that you gave notice, including registered mail, electronic mail, facsimile or personal delivery.

If you send the notice of cancellation by mail, facsimile or electronic mail, it doesn't matter if the seller receives the notice within the required period as long as you sent it within the required period.