

## **Become a Savings Advocate**

with the Medix Pharmacy

## **Referral Rewards Program**



Find out how customers just like you can earn rewards by simply saving money for yourself, your family and friends.

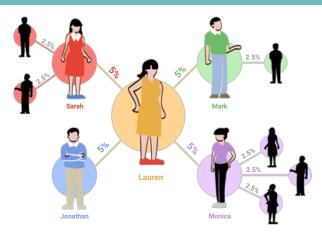
### Referral Rewards Program

Our Medix Pharmacy Referral Rewards Program is designed to easily and accurately earn you rewards when you share your Medix Pharmacy experience with others.

To get started simply setup an account and place at least one completed order. Then earn a percentage on every order that is placed by the family and friends that you have referred.

You'll be able to use your **rewards dollars** towards future orders as a thank you for being a savings advocate for Medix Pharmacy.

#### **How It Works**



**Lauren** has ordered at least once with Medix Pharmacy and can now earn some referral rewards by referring her family and friends. She has downloaded and printed the Referral Rewards Program kit to show her friends **Mark**, **Jonathan**, **Sarah**, and **Monica**. It clearly illustrates how much she and they will save buying medications from Medix Pharmacy.

**Lauren's** friends will receive a **25% discount off their first order**, and all of the friends they refer will also receive a 25% discount off their first orders.

**Lauren** now earns 5% of the value of every order that her friends place with Medix Pharmacy, and an additional 2.5% of the value of every order that her friends' friends place with Medix Pharmacy. So the opportunities to save are endless!

Lauren can use the reward dollars she earns from Medix Pharmacy to pay for her own orders in the future. It's Lauren's rewards that she's earned by telling her story and helping her friends save money on their medications.

## Frequently Asked Questions

#### How do I sign up my family and friends?

As long as you have completed at least one order with Medix Pharmacy, you can simply have them send us the **attached New Patient Order Form** completed and signed, or you can also send an email to your family and friends from our website by going to **www.medixrx.com/customer/rewards/referral** – when any of your family members or friends places their first order with us, you'll start earning referral rewards!

You can also ask your friends or family to call us toll free **1-866-500-6633** and provide one of our customer service representatives with your name when they place their first order and they will receive their 25% discount off their first order (Up to a maximum of \$1000 USD).

#### How much can I earn with Referral Rewards?

There is no limit on how much you can earn! We want you to tell all of your friends and family about Medix Pharmacy! We believe that everyone is entitled to affordable drugs and should know how to save money on their life saving prescription medications. We want to thank you for sharing our invaluable service and will reward you for your referrals. Earning rewards is easy. The more people you sign up with Medix Pharmacy, the more you earn. As a further benefit, if your family and friends start signing up their family and friends, your earnings will increase exponentially!

# Can I use my referral rewards for my medication purchases with Medix Pharmacy?

Yes, of course! When you call us to place your order, we will let you know how many reward dollars you have saved up and we'll offer to take that off your purchase so you can save even more money on your own medications.

#### Are my reward credits transferable to my spouse's account?

Yes, of course! You may transfer any of your reward credits on your file to another file.

#### Why can't you add or return my referral money to my payment method?

We introduced the referral rewards program with the intention of helping you to reduce your medication costs while at the same time helping your family and friends reduce their medication costs as well. We are unable to refund any reward credits to a bank account or credit card.

Visit www.medixrx.com/customer/rewards/referral to get started or for more information

### How to sign up

for the Medix Pharmacy

## **Referral Rewards Program**



### by WEB

Go to www.medixrx.com/customer/rewards/referral and enter your details into the online form to sign up and start referring your family and friends right away!



### by MAIL

The people you refer can also send the attached New Patient Order Form to us directly at the following address:

**Medix Pharmacy** 

52 Church Street Suite 462 Toronto, ON Canada M5C 3C8



### by PHONE

1-866-500-6633 to speak to a customer service representative.

SAVE 25% on your first order!\*

All new patients who sign up for a new account under the Medix Pharmacy Referral Rewards Program will immediately save 25% on their first medication order.\*

Please note that the rewards program is not valid in conjunction with any other offer.

\*Up to a maximum of \$1000 USD.

## No Premiums, Deductibles, or Hidden Fees

Just Huge Savings! Start Saving and Earning Today!

#### Free Shipping\*

Never pay a penny anymore to have your medication delivered right to your door!

#### 30-Day Return Policy

100% refund, plus the cost of shipping up to \$10.00, for the retail price charged of any medication returned

GUARANTEE TOOL RISK FREE

\*Free shipping to the US and Canada, all other countries \$20.





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PHONE:

FAX:

INTERNET:

# 5C 3C8 Save 25% on your first order! Simply share with us who referred you. Full Name of person who referred you Phone Number Referrer must be an exsisting patient with a previous order to qualify $\hfill \square$ Please send me a Referral Rewards Program package Visit www.Medixrx.com for more information

#### **TERMS OF SALE**

If you place an order ("Order") with us by email, telephone, fax or other means for any medicines or other pharmaceutical or similar products ("Products"), these terms and conditions ("Erms of Sale") will apply to that Order and the sale of Products to you, if any, resulting from that Order. These Terms of Sale do not apply to online sales conducted online via our Website (separate terms apply). Please read these Terms of Sale carefully before you submit your Order to us — they tell you who we are, how we will provide Products to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these Terms of Sale, please contact us. To Order any Products from us (including as shown on our Website), you will be required to complete, and submit to us, an order form ("Order Form"). It is your responsibility to ensure the Order Form and all other information you provide to us is accurate and complete. You accept that failure to do so (whether intentionally or not) may affect the information and advice we give to you and the Products we supply to you and, as such, may have consequences for which we are not responsible.

ABOUT US MDX Healthcare Limited ("MDX", "we", "us" and "our") operates the website at www.medixpharmacy.co.uk (our "Website") which is an online pharmacy. We are a company registered in England and Wales under company number 07818365 and our registered office is at 3rd floor, The Heights 59-65 Lowlands Road, Harrow, Middlesex, HA1 3AW, United Kingdom. Our trading name is Medix Pharmacy and our registered VAT number is GB 134 9718 91. MDX is regulated by the General Pharmaceutical Council ("GPhC") which sets the standards for pharmacy professionals and registered pharmacies in the United Kingdom. You can find more information about our registrations with the GPhC on our Website. MDX also works with international pharmacy partners to provide comparable savings and continuity of supply on Products sourced from our partners in countries such as Canada, Australia, and New Zealand. Our qualified pharmacists can be trusted to deliver a high level of service.

HOW TO CONTACT US You can contact us (a) by email at info@medixrx.com, (b) by phone at 1-866-500-6633, (c) by fax to 1-866-335-9270, (d) by post at 52 Church Street Suite 462 Toronto, ON Canada M5C 3C8, or (e) via our Website. If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your Order Form.

OUR CONTRACT WITH YOU (a) When we receive an Order for Products (whether or not they require a prescription), we will confirm that we have received the Order by sending a confirmation email to the contact email address that you supplied. On occasion, to ensure quality care, we may need to follow up with you, for example if we determine that we require further information in relation to your Order. When you place an Order for Products which require a prescription, qualified pharmaceutical staff will review your prescription, assess prescription accuracy, and any possible drug interactions and the appropriateness of therapy, before Products can be approved for supply. (b) Professional codes of conduct and legal restrictions may limit the number and frequency of any Product we are permitted to supply to you and, as such, we have no obligation to supply quantities exceeding the relevant permitted maximum and will charge only for those we do supply. (c) We reserve the right to reject any Order. If we are unable to accept your Order, we will inform you of this and will not charge you for the Product. This might be because the Product is out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because a valid prescription was not provided, because we have identified an error in your prescription, the price or description of the Product or because we are unable to deliver the Product within a reasonable period. (d) Your Order is an offer to purchase a Product. Our acceptance of your Order will take place when we email you to accept it, at which point a contract will come into existence between, and will be binding on, you and us.

CONTROLLED DRUGS AND TEMPERATURE SENSITIVE PRODUCTS (a) The Misuse of Drugs Regulations 2001 (and subsequent amendments) defines the classes of person who are authorised to supply and possess Controlled Drugs while acting in their professional capacities and lays down the conditions under which these activities may be carried out. MDX will not dispense or refer Orders to any international pharmacy partners for any Controlled Drugs under any circumstances. This includes Products which are considered Controlled Drugs, or equivalent, in the patients home country as well as or in addition to the United Kingdom. (b) Please also note that we cannot guarantee that temperature-sensitive Products will at all times be maintained within the required temperature during transit which can result in the loss of efficacy and safety of some pharmaceutical Products and, as such, it is our policy not to supply temperature-sensitive Products under any circumstances.

DISPLAY AND AVAILABILITY OF PRODUCTS Although we make reasonable efforts to update the information on our Website and/or any brochure or other materials we publish ("Materials"), including descriptions of any Product, we make no representations, warranties or guarantees, whether express or implied, that the content in the Materials is accurate, complete or up-to-date. We reserve the right not to supply Products to customers in some countries. Details of the countries to which we do supply Products are available in the Materials although this is illustrative only and is subject to change from time to time, for example due to changes to customs and import regulations. The images of the Products in the Materials are for illustrative purposes only. Products may vary from the images in the Materials and we accept no responsibility for any reliance that you may place on the accuracy of such images. The packaging for the Products may vary from time to time to that shown on images in the Materials. All Products shown in the Materials remain at all times subject to availability. If the Product you have ordered is unavailable, we will notify you as soon as possible and we will refund your payment promptly. MDX will use reasonable efforts to supply the Product through our international pharmacy partners in the event that it is unavailable in the United Kingdorn.

PROVIDING THE PRODUCTS The costs of delivery will be as displayed to you in the Materials or as otherwise notified to you. During the Order process we will let you know when we will despatch the Products to you and the expected delivery time together, if appropriate, with any tracking information provided by our delivery service. All Products for delivery by post from the United Kingdom are sent out using Royal Mail's International Tracked & Signed or Royal Mail's International Signed service depending on the delivery service you selected on your Order Form. As appropriate, and also in the case when one of our international pharmacy partners ships an Order, we may use other postal and shipping companies in which case we will notify you of the delivery charges prior to accepting your Order. If our supply of the Products is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any Products you have paid for but not received. A Product will be your responsibility from the time we deliver the Product to the address you gave us. If you requested tracked shipping, a signature on delivery will be needed, however it does not need to be you who signs for it. It is your responsibility to ensure that the person signing for the Product delivers it to you. In the event that the packaging is opened after delivery, we will have no liability to you for lost or damaged items or for what third parties find out about you as a result. You should check the content of each delivery promptly upon receipt. If you believe that thems have been sent to you in error you should contact us immediately.

CANCELLATIONS You can cancel an Order for a Product up until the point when your Product is dispatched. To cancel your Order please either phone or email us at the earliest instance. Once your Product is dispatched, your Order cannot be cancelled.

RETURNS (a) For reasons of safety, we cannot use returned medicines. Nonetheless, we provide a 30-day 'Hassle Free' return policy. In the event that you are not satisfied with your Order and would like to return it, please contact us for a return authorization. Upon receipt of your return, we will credit or retund you for the full amount of the unused medication received. We are only able to process refunds for Orders where you have obtained prior approval by contacting our customer care department (see the paragraph headed "How To Contact Us"). Where a refund has been agreed we may ask you to destroy the Product or return it to us. (b) We hope that you will be happy with any Product that you Order from us. However, in the event that you wish to return a Product to us because it is (i) not as described; (i) not fit for purpose; (iii) damaged or faulty, or (iv) you are not satisfied with it, we will refund the price of the unused portion of the Product in full together with any applicable delivery charges up to USD \$10.00 that you incur in returning the item to us. This right to refund is separate from and in addition to our 'Hassle Free' return policy. (c) We will refund you on the payment method used by you to pay or credit to your account. If the card that you used to pay where the refund is made, please call us to provide your new card details. We will make any refunds due to you within 30 days.

PRICE AND PAYMENT (a) The price of the Product (which includes VAT or equivalent tax) will be the price indicated in the Materials when you placed your Order. If the rate of VAT or equivalent tax changes between the Order date and the date of despatch, we shall adjust the price accordingly. All prices are in US dollars (USS) unless expressly stated otherwise. (b) We take all reasonable care to ensure that the prices of our Products are correct but, occasionally, there may be an error or a Product may have been incorrectly priced for other reasons, such as a change in the price charged by our supplier. We will normally check prices before accepting your Order so that, where the Product's correct price at your Order date is less than our stated price at your Order date, we will charge the lower amount. If the Product's correct price at your Order date is higher than the price stated to you, we will contact you for your instructions before we accept your Order. If we accept and process your Order where a pricing error is obvious and unmistakeable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any sums you have paid and require the return of any Products provided to you. In providing payment method details, you confirm that you are authorised to use the card or bank account and authorise us, or our payment service provider, to take payment in full for the items in your Order and any associated Product, postage and packaging fees and any other charges that become due to us under these Terms of Sale. Vour payment card will not be charged or account debited unit we receive a valid prescription for your Order. The issuer of your payment card or your bank may charge you a foreign transaction fee at their discretion which is in addition to the amount charged by MDX. Foreign transaction fees are charged by the card issuer/bank and not by MDX.

OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU (a) We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes (without limitation) liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; or for breach of your legal rights in relation to the Products. Nothing in these Terms of Sale affects any rights which you may have under United Kingdom statues. (b) Subject the paragraph (a), our total liability to you whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the provision of our Products (and all related services) shall be limited to the amount paid by you in respect of such Products. (c) We only supply the Products for domestic and private use. If you use the Products for any commercial, business or re-sale purpose, which would be a material and serious breach of these Terms of Sale, we will (i) be entitled to immediately cancel, reject, terminate and/repudiate any initial Order and/or subsequent Order received from you, and (ii) have no liability to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, loss of business, business interruption, or loss of business, by Materials are not designed and are not suitable for the treatment and/or management of a medical emergency or any acute condition or condition that would otherwise warrant analysis, diagnosis or treatment in person or where analysis, diagnosis or treatment would be required on an urgent basis. (e) We will take all appropriate technical and organisational measures against unauthorised or unlawful processing of your personal data and against accidental loss or destruction of, or damage to, personal data but subject to that and our obligations under law as a data controller, we shall not be responsible for any data loss or unauthorised access by other persons, whether a result of unauthorised access, misaddress, technical failure, technical interference, negligence or otherwise. (f) We disclaim all warranties, express or implied (to the extent permitted by law) including, but not limited to, implied warranties of satisfactory quality and fitness for a articular purpose. (g) We do not accept any liability or responsibility for the actions or omissions of any third party, including any third party, suppliers. (f) Prescription medicines are supplied in accordance with the information you provide to us and to our third party suppliers. We are not liable for any loss or damage from your use of any prescription medicine if you supply incorrect or incomplete information. We are not liable for loss or damage, which arises from your failure to inform your prescribing physician ("Your Physician") or other healthcare professional about any Prod-ucts which you Order from us. (g) We are not liable for any loss or damage, which results from your failure to follow the advice given in the Materials, nor are we liable for any loss or damage where (i) there is no breach of a legal duty of care owed to you by us; (ii) the loss or damage is not a reasonably foreseeable result of any such breach; or (iii) any loss or damage or increased risk of loss or damage results from a breach by you of these Terms of Sale. In particular we are not responsible for (aa) loss or damage caused by you providing inaccurate or incomplete information; (bb) loss of your emotional well-being including, but not limited to, any embarrassment caused; (cc) loss of income or anticipated profits; (dd) loss of opportunity; (ee) loss of goodwill or injury to reputation; (ff) losses suffered by third parties; or (gg) any indirect, consequential, special or exemplary damages arising from the supply of Products and/or use of the Website regardless of the form of action. (h) You accept that the advice we provide does not replace the advice provided to you by Your Physician and that you should consult with Your Physician or another healthcare professional on the to you by four Injustical and una you should consult with four highstand or advise the additional processional or the Products supplied by us. (i) We take care to ensure that all information available in the Materials about our business, services and any Products mentioned is accurate. However, these are continually developing and, occasionally, the information may be out of date. General medical information provided in the Materials – as opposed to personalised information uploaded into your online patient record - is not a substitute for specific and personalised medical advice and should not be read or used as such.

YOUR OBLIGATIONS If you provide false or misleading information at any time when using our Website or consulting with our third party suppliers there could be severe or even potentially life-threatening consequences. You agree not to provide false, inaccurate or misleading information at any time. To do so would be a breach fesse Terms of Sale. You understand and agree that the terms of the Patient Authorisation shown on the Order Form shall apply to any Order from you which we accept and accordingly that the terms of the Patient Authorisation shall be incorporated into these Terms of Sale as if set out in full herein. You acknowledge that the terms and conditions as found in these Terms of Sale are readily available to you on a 24-hour basis from the Website; that MDX makes no claims or representations that any or all of the content in the Materials may be lawfully viewed, downloaded or used outside the United Kingdom; and that you have had every opportunity to obtain independent legal advice with respect to these Terms of Sale.

DISPUTES Any dispute or claim arising under these Terms of Sale must be notified to us in writing within 14 days of such dispute or claim arising. Such notice must set out full particulars of the dispute or claim to enable us to know and understand what it relates to. Any failure by you to give written notice within such time limit will prevent you from making such claim. In the event that a dispute arises in connection with any provision contained within these Terms of Sale, we and you each agree to seek resolution of the dispute. If the dispute cannot be resolved within 60 days of the initial notification of a dispute by either party, we and you each agree to attempt to settle it through mediation in accordance with the Centre for Effective Dispute Resolution Model ("CEDR") Mediation Procedure. Unless otherwise agreed between us, the mediator will be selected by CEDR: (a) To initiate the mediation, either of us must give the other written notice ("ADR Notice") requesting the mediation. A copy of the request should be sent to CEDR; (b) the mediation will start not less than 60 days from the date of the provision of the ADR written notice; and (c) you and we irrevocably agree that neither of us may commence any court proceedings in relation to any dispute arising out of any matter relating to these Terms of Sale until it/he/she has first attempted to settle the dispute by mediation and either the mediation has been terminated or the other or has has failed to participate in the mediation for a period of not less than 30 days from the date of the commencement of the mediation.

OTHER IMPORTANT TERMS (a) Privacy. Your privacy is important to us. We will use the information you provide with other information we obtain about you to administer your patient record and complete your Order(s) (where accepted by us). Further information is available in our Privacy Policy which you can access from our Website. We will not share your personal information with any organisation other than those directly involved in delivering these services as further stated in our Privacy Policy; however please note that in certain situations, we may need to contact healthcare professional, social services or the emergency services without your consent. This includes but is not limited to situations where we may believe that you are, or someone else is, at risk of neglect, sexual, physical or emotional abuse; a serious crime has occurred or may occur, or where it is considered that someone may be at risk of significant harm or serious addiction as a result of the information we receive; if we have significant concerns about your health and/or wellbeing; or where this is otherwise required by law. (b) Follow up. Our team may contact you to check how you are getting on after ordering Products from us, including communication with you via email, telephone or post to discuss your Order or pending refill Order for the Product. Our team may also contact you for feedback about your customer experience to help us improve, to ensure we meet your needs and to follow up on pending refills to ensure continuity of supply and medication adherence. From time to time we use anonymised or pseudonymised information (this means it is impossible to identify individuals) to carry out an evaluation of our offering, to report on and improve standards, and to help inform good practice. (c) Direct marketing. Where you have given your explicit consent, MDX and any other group company may send direct marketing materials to you by email to the contact email or mailing address provided by you. (d) We may transfer this agreement to someone e

_	BINDING UPON ME AND MY HEIRS, ASSIGNS, SUCCESSORS AND PERSONAL REPRESENTATIVES. $\ensuremath{OR}$
	"I am the parent/legal guardian/power of attorney for the customer disclosed herein, am over the age of majority, and have full authority to sign for and provide the above representations to Medix Pharmacy on the customer's behalf."

L HAVE READ AND UNDERSTAND THE FORGOING TERMS AND LAGREE THAT THEY SHALL RE



PHONE: 1-866-500-6633

FAX: 1-866-335-9270

INTERNET: www.medixrx.com Email: info@medixrx.com

New Patient	Order Form	MAILING ADDRESS: Medix I	MAILING ADDRESS: Medix Pharmacy, 52 Church Street Suite 462 Toronto, ON Canada M5C 3C			
	submit your prescription(s) to complete your order.	Full Name  Phone Number				
Option 1: Contact	Your Doctor*	Order ID:				
Your Physician						
Primary Physician's Name		Clinic Name, Street Address				
City	State/Province	Country	Zip/Postal Code			
Phone Number	Ext.	Fax Number	Email			
— Drug Name	- Strength	——————————————————————————————————————	uns-	HX Number		
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Contacting your doctor is o	only available to residents of the Un	ted States and Canada				
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J Option 2 (FASTE	ST): Email or Fax a copy of y	our prescription(s) and	then mail originals	S		
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To: info@medixrx. Subject: Prescripti	com on(s) for (type your name) OR	<b>Medix Pharmad</b> 52 Church Stree Suite 462 Toron ON Canada	et			
Fax: 1-866-335-92	70	M5C 3C8				