

POLICIES AND PROCEDURES

EUROPEAN UNION – GDPR COMPLIANT

Effective Date: 1 January 2025 | Applicable Regulation: EU Consumer Rights Directive 2011/83/EU, GDPR (EU) 2016/679, Directive 2005/29/EC (Unfair Commercial Practices)

From this point forward NHT Global Europe S.r.l. will be referred to as "**NHT Global**" or "**Company**" while NHT Global independent distributors will be referred to as "**distributors**." These Policies and Procedures, together with the Distributor Application and Agreement and the Compensation Plan (collectively the "**Agreement**"), govern the way in which distributors conduct business with NHT Global. These documents constitute the complete and binding agreement between an independent NHT Global distributor and NHT Global. Failure to comply may result in termination of the Agreement. These Policies and Procedures are designed to comply with applicable European Union law, including but not limited to Directive 2011/83/EU on Consumer Rights, Directive 2005/29/EC on Unfair Commercial Practices, GDPR (EU) 2016/679, and applicable EU Member State legislation.

I. DISTRIBUTOR CODE OF CONDUCT

Each NHT Global distributor agrees to uphold the following standards in all business activities:

- I will be honest and fair in my dealings as a distributor of NHT Global.
- I will perform my business in a manner that enhances my reputation and the positive reputation established by NHT Global.
- I will be courteous and respectful of every person I contact in the course of my NHT Global independent distributor activities.
- I will fulfil my leadership responsibilities as a sponsor, including training, supporting and communicating with the distributors in my organisation.
- I will not misrepresent NHT Global products or the Compensation Programme.
- I will not sponsor or attempt to sponsor any NHT Global distributor directly or indirectly into any other network marketing programme, or engage in deceptive or illegal practices.
- I understand that even my personal experience and the benefits received from NHT Global products, services or programmes may be interpreted as an unauthorised extension of labelling claims.
- I understand and agree that I am solely responsible for all financial and/or legal obligations I incur in the course of my business as a distributor and will discharge all debts and duties as required.

II. DISTRIBUTOR REQUIREMENTS AND RESTRICTIONS

Residence of Distributor

Only individuals or legal entities resident within the European Union are eligible to become NHT Global distributors under this Agreement.

Independent Contractor Status

Distributors are independent contractors engaged in their own separate business pursuits and are not, under any circumstances, to be considered employees of NHT Global. Accordingly, NHT Global does not withhold income taxes, pay employment insurance, or provide any employee benefits. The Agreement does not create an employer/employee relationship, agency, partnership, or joint venture. Distributors are strictly prohibited from stating or implying, whether orally or in writing, that their relationship is anything other than as described above. Distributors have no authority to bind NHT Global to any obligation.

No Purchase Required

No distributor is required to purchase any NHT Global products, services or programmes in order to maintain distributor status. Purchases are voluntary and for personal use or retail sale only.

Legal Age

Distributors must be of legal age in their EU Member State of residence. In any country where the minimum age differs, the higher applicable minimum applies.

Fictitious and/or Assumed Names

A person or entity may not apply for a distributorship using a fictitious or assumed name, nor use the identity of another person or entity. No fiscal code or tax identification number may be provided that was not assigned to the primary individual or entity.

VAT Registration

Distributors are required to provide NHT Global with their personal VAT number and a copy of their VAT registration certificate as soon as they:

- Become a distributor of NHT Global, if already a VAT subject; or
- Obtain a VAT number in accordance with applicable VAT law requirements.

Legal Compliance

All distributors shall comply with all applicable EU and Member State laws, regulations, and local ordinances concerning the operation of their business, including but not limited to consumer protection law, data protection law (GDPR), and tax obligations. Distributors are responsible for their own managerial decisions and expenditures, including all estimated income and self-employment taxes. NHT Global will issue invoices for commissions on behalf of distributors where required by applicable law.

Distributor Personal Identification Number (PIN)

NHT Global will issue a distributor PIN at the time of enrolment. The PIN must be indicated on all correspondence with NHT Global, including sponsoring paperwork, product orders, and assistance requests.

No Exclusive Territories

There are no exclusive territories for recruiting purposes. No distributor may imply or state that they hold exclusive territory rights. Geographic limitations apply only to countries not officially opened by NHT Global.

Other Services and Products

Distributors are not restricted from selling the services and products of other companies; however, direct or indirect promotion of those products and services to NHT Global distributors is limited to those personally sponsored. A distributor found in violation of this rule risks loss of buying privileges, possible suspension and/or termination of the Agreement.

Crossline Recruiting

Recruiting other distributors from one NHT Global distributor organisation to another — directly or indirectly, whether through written, spoken or implied means — is strictly prohibited.

Representation of Government Endorsements

EU regulatory agencies do not approve or endorse direct selling programmes. Distributors may not represent, directly or indirectly, that the NHT Global marketing programme or any product has been approved, reviewed, endorsed, or otherwise backed by any governmental or regulatory agency.

Medical Treatment, Approval and Therapy

Distributors are prohibited from stating or implying that any NHT Global product is approved by any regulatory authority, or that any diagnosis, evaluation, prognosis, treatment, therapy, or remedy of illness, ailment or disease can

be improved by consumption or application of any NHT Global product. NHT Global products are not offered, intended, or considered as medicinal treatment of any disorder or disease, mental or physical.

Married Couples

Each participant or legal entity is limited to one distributorship. Spouses may each have their own distributorship. Spouses must be in the same line of sponsorship and may not be associated with distributor positions in other downline organisations. The actions of one spouse will be attributed to both.

Non-Competition

During the term of the Agreement, each distributor agrees not to compete with the protectable business interests of NHT Global by selling or promoting products or opportunities that directly compete with NHT Global products and services, except as permitted under the Other Services and Products provision above.

Vendor Confidentiality

NHT Global's business relationships with its vendors, manufacturers and suppliers are confidential. A distributor shall not contact, directly or indirectly, any representative of any supplier, manufacturer or vendor, except at an NHT Global sponsored event where the representative is present at the request of NHT Global. Violation may result in termination of distributor benefits and possible claims for damages.

III. DEFINITIONS

Distributor	A person who has signed up and agreed to abide by the NHT Global Policies and Procedures as amended from time to time. If no product is purchased or back office service added within 30 days of activation, the position is terminated.
Preferred Customer	A customer who enrolls and is able to purchase products at a discount. Preferred Customers do not participate in the compensation programme but are given a PIN and limited access to NHT Office. They may upgrade to a Distributor position to participate in the compensation programme.
Active Distributor	A distributor or position that continues to meet the BV requirements to participate in the NHT Global compensation programme and has an active back office. An Active Distributor may purchase products and is eligible to receive commissions.
Non-Active Distributor	An Active Distributor or Position that fails to continue to meet the ongoing minimum maintenance requirements to participate in the compensation programme.
Dormant Distributor	Has not met the ongoing minimum maintenance requirement to participate in the compensation programme for 90 days or longer.
Suspended Distributor	Cannot represent himself/herself as a distributor, purchase products, participate in the compensation programme, or use back office or website. Commissions earned are held in abeyance pending resolution.
Terminated Distributor	Cannot represent himself/herself as an NHT Global distributor, purchase products, or participate in the compensation programme. No back office access or website.

IV. SPONSORSHIP, TRAINING AND TERMS OF TERMINATION

Sponsoring

Distributors are entitled to sponsor other distributors within EU Member States and other countries as officially opened by NHT Global. Distributors are compensated only for the generation of sales of products, not for sponsoring new distributors into the programme.

Multiple Applications

If one applicant submits multiple application forms listing multiple sponsors, only the first completed form received by NHT Global will be accepted. Distributors may hold only one position on the worldwide platform regardless of market.

Placement Changes / Corrections

Placement changes or corrections may be requested within three (3) days from the date of enrolment. Such adjustments require written permission from the back office of the sponsor, the distributor to be moved, and, in some cases, the upline distributor.

Sponsor Correction

Sponsor changes are not permitted. However, a sponsor correction may be made if reported to the Support Department within three (3) business days. Corrections must be requested from the back office of the current (original) sponsor, stating the reason.

Acquisition of Business

A distributor wishing to acquire interests in another distributor's business must first terminate their own distributor status and wait six (6) months from the date of resignation before becoming eligible. All such transactions must be fully disclosed via a Sales/Transfer form submitted to the NHT Global Support Department and are subject to Company approval.

Personal Information and GDPR

NHT Global attaches great importance to the protection of personal data and respects individual privacy in accordance with GDPR (EU) 2016/679. NHT Global Europe srl, as data controller, collects, uses and stores personal data in accordance with its Privacy Policy. Personal information such as the distributor back office password, address, and telephone number is treated as confidential and will not be shared with any person outside of NHT Global, except as required by law. Distributors may exercise their rights under GDPR by contacting support.eu@nhtglobal.com. For full details, please refer to the NHT Global EU Privacy Policy at www.nhtglobal.com.

Training Requirement

Distributors are required to provide adequate training to the distributors they sponsor. "Adequate training" includes, but is not limited to, education regarding the Policies and Procedures, Compensation Plan, product information, sound business practices, sales strategies, and ethical business behaviour. A sponsor must maintain an ongoing, professional leadership association with distributors in their organisation.

Resignation

Any distributor may voluntarily resign by failing to renew when required, or by sending written notice to NHT Global addressed to the Support Department. Resignation is effective upon receipt of such notice. A distributor who resigns may not reapply, individually or with financial interests in any other distributor entity, for six (6) months from the date of resignation.

Suspension

NHT Global reserves the right to suspend any distributor position at any time for cause, where the distributor has violated the Agreement or applicable EU law. NHT Global will notify the distributor by postal delivery or email. During suspension, commissions will be held in abeyance pending resolution. If the infraction is unsubstantiated or the appeal accepted, the suspension will be lifted and held commissions released.

Termination

A distributor's Agreement may be terminated for violating any of its terms. Notice of termination, citing the reason(s), will be provided in writing by postal delivery or email to the distributor.

Appeal

A suspended or terminated distributor may appeal by submitting a written letter to the Compliance Department stating the grounds of appeal. The letter must be received within ten (10) business days from the date of the NHT Global notice. If no timely appeal is received, the suspension or termination shall automatically become final. NHT Global will

review timely appeals and notify the distributor of its decision, which shall be final.

Distributor Complaints

All communications to the Compliance Department concerning an NHT Global distributor must contain the name and distributor information of the complaining party, a detailed description of the alleged infraction, and the names and contact information of any collaborating witnesses. Anonymous complaints will not be recognised. NHT Global will protect the identity of complaining parties and will not reveal such identity without a court order.

Succession

Upon the death of a distributor, the distributor entity shall pass to their successor in interest as provided by applicable law. NHT Global will not recognise such transfer until the successor has submitted a completed Sales/Transfer form together with certified copies of the death certificate and relevant legal instrument. The successor must be of legal age in their country of residence.

Divorce or Dissolution

During divorce or entity dissolution proceedings, the parties must adopt one of the following approaches:

- One party may, with written consent of the other(s), operate the NHT Global business pursuant to a written assignment accepted by NHT Global.
- The parties may continue to operate the business jointly on a business-as-usual basis, with all compensation paid in joint names.

NHT Global will not split commission payments between divorcing spouses or dissolving entity members. If the parties cannot resolve the dispute, the Agreement shall be involuntarily cancelled.

V. TRADEMARK, LITERATURE AND ADVERTISING

Trademark

The name NHT Global and the names of all NHT Global products, services and programmes are trademarks owned by NHT Global. Only NHT Global is authorised to produce and market products and literature under these trademarks. Use of the NHT Global name on any item not produced or authorised by NHT Global is prohibited, except when identifying oneself as an independent distributor in the following approved format:

*Mary Jones
NHT Global Independent Distributor*

No other variation may be used to describe the distributor's association with NHT Global.

Imprinted Business Cards and Letterheads

Distributors may not create their own business cards or letterhead graphics using the NHT Global name and/or trademark. Only approved NHT Global versions and wording are permitted.

Company Literature

Only official NHT Global literature may be used in presenting NHT Global products and/or the Compensation Plan. Banners, trade show materials, and other promotional materials must be approved in writing by NHT Global in advance. Items from the corporate website and the replicating distributor website may be downloaded for promotional purposes.

Advertising

Only Company-approved materials may be used in any advertising in print, radio, television, internet, electronic or other media. No person shall use the NHT Global name, logos, trademarks or copyrighted material in any advertising without express written permission from the Compliance Department. For approval, submit a copy of the proposed advertising material to the Support or Compliance Department. Allow approximately 48 hours for processing. Approval codes must be visible on the lower right-hand side of any approved material. Once approved, no text may be

amended. Any change requires re-submission.

Internet and Website Policy

Distributors wishing to advertise on the internet must fully comply with these Policies and Procedures. Internet advertising is subject to prior written approval by the Compliance Department. In addition:

- Distributors must be active and in good standing to obtain authorisation for an approved website.
- Distributors must request and receive an approval number to display on the main page of their website before publicly displaying it. No verbal approvals will be granted.
- Any changes to a previously approved website must be re-submitted for review and approval.
- Distributor websites must be clearly and immediately recognisable as belonging to an NHT Global independent distributor. Identification as an independent distributor must appear prominently on the home page and all major sections.
- No other products, programmes or companies may be mentioned or referenced on any website featuring NHT Global products or programmes.
- No NHT Global trademarked product names or words may be used as part of a website URL or domain name.
- No links to any website other than the official NHT Global distributor website are permitted.
- No health or curative claims, directly or indirectly, or product comparisons may be made in any product information or testimonials.
- Distributors may not make earnings or sales representations other than their own documented, verifiable individual earnings.
- All distributor websites are subject to applicable EU and Member State laws and regulations.

The following statements must be included on each distributor's website:

- "These products are not intended to diagnose, treat, cure or prevent any disease."
- "As with any supplementation programme, consult your healthcare provider before beginning any regimen, particularly if you have any existing health concerns. Always read and follow label directions."
- "The earnings results mentioned in this publication may not be representative of your results. Your results as an NHT Global distributor depend on your individual effort and enterprise."
- "Product, company and marketing information and photos are copyrighted by NHT Global and used with permission."

Domain Names / Social Media / Account Names

Distributors may not use or attempt to register (a) NHT Global trade names, trademarks, service marks, or product names, (b) the name "Natural Health Trends Corp.", or (c) any derivative thereof, as an internet domain name or social media account name. Non-compliant names will result in suspension of distributorship.

E-Commerce and Auction Sales

Distributors may not sell NHT Global products via e-commerce, live, silent, internet or any other type of auction, even at suggested retail price. Distributors are prohibited from selling or advertising NHT Global products on e-commerce sites, auction sites or internet trading platforms. Examples of prohibited sites include Amazon, eBay, Etsy, Alibaba and Craigslist. Products sold through such channels are not eligible for return or refund from NHT Global.

Trade Shows

With prior written authorisation from NHT Global, Company products and opportunity may be displayed at trade shows. Requests must be submitted in writing at least two (2) weeks prior to the event. Only NHT Global products and the Compensation Programme may be offered at the trade show booth. Only Company-approved materials may be displayed or distributed.

Income Claims

In accordance with EU Directive 2005/29/EC on Unfair Commercial Practices, distributors may not make specific income claims or display commission earnings for recruiting purposes. A distributor may only use statements that generate reasonable expectations of what a possible participant can achieve. All statements must be:

- Factually true and accurate.
- Supported by sufficient and substantiated data.
- Not misleading, expressly or by implication.

The following are prohibited:

- Statements such as "realise unlimited income," "become a millionaire," "full-time income on part-time effort," or "quit your job and enjoy residual income."
- Images in videos or presentations depicting a lavish lifestyle (e.g. luxury homes, cars, private jets) referenced as the result of involvement with NHT Global.
- Luxury lifestyle claims, even if true and even with a disclaimer.

These requirements apply to all communications including in-person meetings, webinars, all social media platforms, websites, videos, calls, emails, texts and instant messaging. Violation will result in temporary suspension pending investigation.

Media Interviews

Distributors are prohibited from granting radio, television, newspaper or magazine interviews, or making any statement to the public media to publicise NHT Global, its products or their individual NHT Global business, without express prior written approval from NHT Global. All media contacts must be coordinated through NHT Global.

Independent Communications

Distributors are encouraged to distribute information and direction to their downline organisations via newsletters, training manuals and workshops. However, distributors must clearly distinguish between personal communications and official NHT Global communications and must comply with these Policies.

Re-Packaging Prohibited

The repackaging of NHT Global products for resale is strictly prohibited under any circumstances.

VI. PAYMENT OF BONUSES AND OVERRIDES

Distributor Application and Agreement

Bonuses and overrides cannot be paid until a completed Distributor Application and Agreement has been received and accepted by NHT Global. Bonuses are paid ONLY on the sale of NHT Global products. No bonuses are paid for the purchase of sales materials or for the recruitment of distributors.

Commission Payments

Commission payments are distributed via NHT Pay, accessible through the widget in NHT Office. The minimum commission payment is USD 100 (or the equivalent amount as mandated under applicable local law). Amounts earned below this threshold will accumulate until the threshold is exceeded. Payments are made on a weekly basis.

Invoicing

NHT Global is able to issue invoices for commissions on behalf of distributors where required by applicable EU Member State law.

VII. PURCHASE AND SALE OF PRODUCTS

Direct Purchase

NHT Global distributors may purchase products directly from NHT Global at distributor cost using their own PIN. If a new distributor purchases product from their sponsor or upline, the associated BV will not be attributed to the new distributor, as it was not purchased directly from NHT Global.

Stockpiling Prohibited

All forms of stockpiling are discouraged. The success of NHT Global depends on retail sales to the ultimate consumer. Distributors may purchase reasonable quantities for personal use or to provision newly sponsored distributors.

Payment Options

Purchases may be paid by money order, cashier's check, or any applicable credit card accepted by NHT Global.

Credit Card Purchases

Credit card purchases may only be made by the individual whose name and address are on the credit card. Unauthorised use of another individual's credit card may result in suspension pending investigation. NHT Global considers such transactions fraudulent and will report them to the relevant authorities. No distributor may initiate a chargeback on any credit card purchase without first contacting the NHT Global Support Department.

Inactive Distributor Positions

Any distributor position not activated within 30 days of enrolment (with paid product order(s) and/or back office service) will be considered voluntarily resigned. A distributor whose position was terminated may re-enrol after the applicable period. Inactive positions showing no BV orders and no back office service will be terminated after 90 days from the inactive date.

Shipping

NHT Global accepts only street addresses for shipping. Orders are shipped via tracked carriers. Shipping costs are automatically calculated and are the responsibility of the ordering distributor. If an order is refused and returned, return delivery charges will be deducted from the distributor's account.

Damaged Goods

The shipping company is responsible for damage occurring after it takes physical custody of goods. A distributor receiving damaged goods should:

- Accept delivery and document damaged boxes on the delivery receipt before the driver leaves.
- Save the damaged product and packaging for inspection by the shipping agent.
- Arrange an inspection appointment with the shipping company.
- File a claim with the shipping company.
- Notify the NHT Global Support Department.

Short Shipments

Distributors have five (5) business days following receipt of shipment to report any shortages. Once verified, NHT Global will ship the missing items to the address on the original order.

Price Changes

All NHT Global product and literature prices are subject to change without prior notice, except where prior notice is required by applicable EU consumer law.

Suggested Retail Pricing (SRP)

NHT Global provides a suggested retail price as a guideline. Distributors may sell NHT Global products at any price agreed with their customers; however, a distributor may not advertise any price below the NHT Global suggested retail price. No NHT Global product may be offered together with the products of any other company.

Retail Stores

NHT Global is a direct sales company. Distribution through commercial establishments requires prior written approval from NHT Global. No distribution is permitted through chain stores (defined as more than five separate locations).

Products offered through approved retail establishments must be sold at the NHT Global suggested retail price. NHT Global reserves the right to modify, amend or rescind approval at any time.

Consignment

NHT Global products may not be delivered to another party on consignment. Only authorised NHT Global distributors may sell NHT Global products.

VIII. RETAIL GUARANTEE AND REFUND POLICY

EU Consumer Right of Withdrawal (Directive 2011/83/EU)

In accordance with EU Directive 2011/83/EU on Consumer Rights, retail customers have the right to withdraw from a distance or off-premises contract within **14 calendar days** without giving any reason. This right is in addition to any product-specific satisfaction guarantee offered by NHT Global. Distributors are required to inform customers of this right prior to the conclusion of any sale. Failure to provide the required information may extend the withdrawal period by up to 12 months.

30-Day Satisfaction Guarantee

In addition to the statutory right of withdrawal, NHT Global offers a 30-day, 100% unconditional money-back guarantee on products sold to all retail customers. Every distributor is bound by the Agreement and these Policies to honour this guarantee. Prior to completing any retail sale, a distributor must disclose the customer's right to cancel and to a full refund. If a retail customer is dissatisfied for any reason, they may return the unused portion to the distributor from whom the product was originally purchased within 30 days, for a replacement, exchange for another product, or full refund of the purchase price.

Return Product Authorisation (RMA)

Before any product may be returned to NHT Global — whether due to a shipping error, retail customer return, damaged products, quality control issue, or resignation — the distributor must contact the NHT Global Support Department by email to obtain a Return Merchandise Authorisation (RMA) number. Any package received without the RMA number clearly visible on the exterior will be refused.

Quality Control

NHT Global will replace, within the mandatory time limits provided by applicable law, any product found to be defective (other than products damaged during or after shipping). Distributors are encouraged to inspect packages upon receipt. A written replacement request must be submitted with verification of payment and a copy of the product order and packing slip.

Distributor Returns

If an order is cancelled within 30 days of the initial order date, NHT Global will issue a full refund minus any freight charges and commissions paid as a result of the sale. For cancellations outside 30 days and up to 12 months from the order date, NHT Global shall repurchase product in current, reusable and resalable condition at no less than 90% of the original net cost, minus any freight charges and commissions paid. Distributors bear all shipping costs for returns.

Resignation Returns

Should a distributor resign within ten (10) working days of signing the Distributor Application and Agreement, the distributor may return intact products and materials at their own cost, and the Company shall refund all amounts paid. For resignations after this period, the standard Distributor Returns policy above applies.

Partial Refunds and Exchanges

NHT Global will not accept requests for partial refunds from distributors. NHT Global will not accept product exchanges from distributors.

Distributor Responsibility

If a retail customer delivers a valid notice of withdrawal within the applicable period, it must be honoured by the distributor. Within 14 calendar days (or such other period as required by applicable EU law) after receiving such notice, the distributor must refund all payment made. If a distributor refuses to issue the appropriate refund and the customer contacts NHT Global Support, the distributor will be subject to suspension pending resolution.

IX. GENERAL PROVISIONS

Record Keeping

NHT Global encourages all distributors to maintain complete and accurate records of their business transactions. NHT Global may request records relating to retail sales or other matters as described herein or as required by applicable law.

Amendments

In order to maintain a viable marketing programme and comply with changes to EU and Member State laws, NHT Global reserves the right to amend these Policies and Procedures, distributor prices, product availability and formulations, and the Compensation Plan at any time. Where required by applicable EU law, NHT Global will provide advance notice of material changes. Policies and Procedures modifications shall become a binding part of the Agreement upon publication on the official NHT Global website. It is the distributor's responsibility to remain informed of current and updated information.

Reporting Policy Violations

Distributors who observe or become aware of a policy violation by another NHT Global distributor are encouraged to submit a written report to the Compliance Department by email. Such documents must bear the writer's signature and distributor identification number. Anonymous complaints will not be accepted. Details including dates, number of occurrences, persons involved, witnesses and supporting documentation should be included. The identity of the complaining party and witnesses will be held in strict confidence.

Product Testimonials

Distributors are encouraged to share their genuine experience of NHT Global products. NHT Global reserves the right to use voluntarily submitted statements and photographs in promotional materials. Distributors shall not use or permit testimonials that state or imply that any NHT Global product has qualities not approved by NHT Global or that are in violation of these Policies and Procedures or applicable EU law.

Liability

Violation of any of these Policies and Procedures may be grounds for suspension and/or termination of the distributorship. The violator may also be subject to civil or criminal liability resulting from violation of the Agreement, these Policies and Procedures, or applicable EU and Member State law. Additionally, NHT Global may withhold payment to any distributor to offset any damages suffered as a result of the distributor's violation.

Entire Agreement

This Agreement — comprised of these Policies and Procedures, the Distributor Application and Agreement, and the Compensation Plan — constitutes the entire agreement of the parties regarding their relationship. In the event of any conflict among these documents, the Distributor Application and Agreement shall prevail.

Governing Law and Dispute Resolution

This Agreement and any dispute or claim arising from it shall be governed by and construed in accordance with the laws of Italy and applicable EU law, without prejudice to any mandatory consumer protection rights available to distributors under the law of their EU Member State of residence. Any disputes not resolved amicably may be submitted to the competent courts of Milan, Italy, or to the appropriate EU Member State authority, in accordance with applicable law. Distributors in the EU may also have recourse to online dispute resolution at: <https://ec.europa.eu/consumers/odr>