

Cookware

1. Rena Ware advocates a healthy diet and promotes the benefits of the “water-less” cooking method that uses less fats and oils and preserves the vitamin and mineral content of foods. You may not claim that the materials used to produce Rena Ware are more healthful, safer, or less hazardous than other cookware made from other materials, nor claim that simply using Rena Ware will help to cure disease or make people healthy.
2. You may not state or imply that cookware other than Rena Ware will release contaminants, including but not limited to rust, bacteria, plastic, gases, petroleum by-products, aluminum, Teflon, or any other metals or metal pieces, into foods.
3. You may not state or imply that other cookware is made from recycled tires. This is not true and making such false representations is illegal.
4. It is not true or permissible to state that using Rena Ware cookware will save money on food. Rena Ware can save your customers money over time for the following reasons only:
 - Rena Ware cookware is guaranteed for life, saving money when compared with less durable cookware.
 - “Water-less” cooking using low temperatures saves energy.
5. Rena Ware advocates a healthy diet and promotes the benefits of the “water-less” cooking method that uses less fats and oils and preserves the vitamin and mineral content of foods. Cooking with Rena Ware does not remove hormones from meat or poultry, and you must not make any such claims.
6. You may not state or imply that eating foods made using Rena Ware cookware will remove contaminants from the body.
7. It is not true or permissible to link the use of aluminum utensils to Alzheimer’s disease. The notion that there is a connection between aluminum and Alzheimer’s has been generally discredited in the scientific community and it is the strict policy of the Company that no reference to aluminum and any disease be made in connection with the sale of Rena Ware.
8. You may not say that Rena Ware is made from “surgical” stainless steel, nor can you say that doctors recommend cooking with stainless steel utensils.
9. Using Rena Ware cookware, water filters, or other products does not cure or treat cancer, diabetes or any other disease, and you must not make any such claims.
10. It is not true or permissible to say Teflon® (or other non-stick materials) can cause lead poisoning or other diseases. The idea that there is a connection between non-stick materials and disease has been generally discredited in the scientific community. It is the strict policy of the Company that no reference to non-stick materials and any disease be made in connection with the sale of Rena Ware cookware.

Water Filters

11. In connection with the sale of water filters, performing any “test” on the customer’s tap water is prohibited. It is not part of the approved Rena Ware water filter sales demonstration.
12. Rena Ware water filters are effective at removing chlorine, sediment, lead, and cysts from water. You may not state or imply that municipally treated tap water is unsafe to drink. Further, you must not state or imply that contaminants removed by a Rena Ware water filter are present in the customer’s tap water.
13. Many people do not like how tap water tastes due to chlorine added in the treatment process and choose to drink filtered or bottled water. Rena Ware filters are effective at removing chlorine. You may not state or imply that chlorine added in the treatment of municipally treated tap water makes the water unsafe to drink.

Appointments and Presentations

14. When approaching a potential customer to book an appointment, you must tell them who you are, why you are approaching them, and what products you are selling. You must not imply that the only purpose of the contact is to solicit a potential customer’s opinion or to conduct a survey.
- 14 a. In California, immediately after greeting a prospective customer and before saying anything else, you must identify yourself, state that you represent Rena Ware, and explain that the purpose of your contact is to make a Rena Ware presentation.
15. You may not offer repair or maintenance services to a customer solely as a pretext to making a sales or recruiting presentation. Any service that is offered must be provided.
16. Use only sales literature produced by Rena Ware. Limit product warranty and performance claims to information contained therein. Do not supplement Company provided sales, recruiting, or product materials with information from any other source. Do not create your own sales materials or use information you find on the Internet, television, or other media.

17. The hours when door knocking is permitted varies by state, county, and city; you must check the ordinance for the neighborhood you are visiting.
18. Rena Ware cookware sets are warranted for the lifetime of the original purchase against defects in materials and workmanship, other Rena Ware products have warranties ranging from one to ten years. Some stainless steel items including some stove top single ply items are not guaranteed for life. You must refer to the Product Brochure (RW760) included in your sales kit to be sure that you explain the proper warranty information to your customers.

Pricing and Special Offers

19. Federal and state laws prohibit the exaggeration of prices for the purpose of misleading the customer to think that they are getting a special price when they are not. This includes saying: that the price has been discounted when it has not; that an item is being given for free when it is really included in the normal price; or claiming that a price is for “today only” when it is not. You are permitted to explain the regular price and the value of true limited time offers as made by the Company from time to time.
20. When offering a gift in exchange for hosting or participating in a sales presentation you must explain up front any conditions that the prospective customer must meet in order to receive the gift. Any incentive offered solely for hosting an in-home sales demonstration must be given immediately upon arrival at the customer’s home.
21. You cannot promise the customer that they will receive a discount or other benefit only if someone they refer to you also purchases Rena Ware products. The complete offer must be reflected in the contract signed by the customer. The price the customer must pay, and the goods they will receive cannot depend on a future sale or event.
 - It is permitted to offer someone a gift for hosting a party where the receipt of the gift is dependent on the amount of sales and/or bookings at the party. You must fully explain that the gift is dependent on the amount of sales and/or bookings at the party.

Contract Preparation

22. When writing an order, you must advise the customer of the three-day cancellation policy orally, at the time of signing the contract or before, and have the customer initial the contract to indicate that you did advise them.
23. By law, after signing an order, you must give your customer two copies of the contract with the cancellation date clearly written in.
24. The written customer order must be in the same language that the presentation was given. For example if the sales presentation was given in Spanish, the contract must be in Spanish.
25. If you make a mistake on the contract, you cannot correct your copy later and send it in to the Home Office for processing. The copies left with the customer must be identical to the contract submitted to the Rena Ware.

Recruiting

26. When recruiting you must not tell or promise a recruit that they will earn a specific amount of money per week, or month if they join Rena Ware. You should explain how the compensation plan works and how they will be rewarded for their efforts. Nobody is promised a specific level of earnings. It is illegal to make false earnings claims when recruiting.
27. It is not permissible to advertise for employment opportunities for marketing or other positions when you are recruiting commissioned Independent Consultants. It is illegal to entice someone to come to a recruiting interview on false pretences.

Referrals

28. When requesting referrals from anyone, you must disclose in advance that those referrals may be contacted for sales or recruiting purposes.

Notes:
