

TERMS & CONDITIONS

The use of this application and/or site or any other site owned or maintained by **GNO HOLDINGS, INC. dba RETRA** a corporation organized and existing under the laws of Texas (“RETRA”), is governed by the policies, terms and conditions set forth below. Please read them carefully. Your use of this site signifies your acceptance of the terms and conditions set forth below. Your order placed on this site signifies your acceptance of the terms and conditions set forth below.

Privacy & Security Disclosure

Retra's privacy policy may be viewed at www.goretra.com. Retra reserves the right to modify its privacy policy in its reasonable discretion from time to time.

Payment Methods

We accept credit and debit cards:

- Visa
- MasterCard
- American Express

When placing an order online, you will need:

- The address the card's statement is sent to (billing address).
- The card number and expiration date.
- The 3- or 4-digit code found only on the card (CVV2 code).

Credit card orders can be placed online over our TLS 1.3 encrypted connection. The same credit card may be used only three (3) times in one processing day.

You are entering into a legally binding agreement with GNO HOLDINGS, Inc. dba RETRA, located at 901 Sam Rayburn Highway Melissa, TX, 75454. The official website for GNO HOLDINGS, Inc. dba Retra and its affiliates is www.goretra.com. RETRA has the registered address of:

GNO HOLDINGS, Inc. dba Retra
901 Sam Rayburn Highway
Melissa, TX, 75454
www.goretra.com

Shipping Policy

All orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or holidays. If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay

in shipment of your order, we will contact you via email or telephone.

Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout. Delivery delays can occasionally occur.

Damages

Retra is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

Refund Policy

You may request a refund of any amounts charged by contacting customer service at support@goretra.com. If for any reason you are not completely satisfied with any products purchased directly from Retra via our website, you may request a refund within seven (7) days from the date of purchase for a partial refund or exchange. Refunds and exchanges will be made to the credit card with which the product was purchased. You will need the following to make your request for refund:

- Proof of Purchase
- Unused (Resalable) portion of the product

Your refund includes only the cost of the product. It does not include the costs of shipping.

Return Policy

Before any product is returned to Retra, the member or customer must contact customer support to obtain a *Return Merchandise Authorization* ("RMA") number. Any package received without this information on the outside of the box may be refused and may result in a refund not issuing.

Autoship Cancellation

Please email support to cancel or modify your Autoship at any time at support@goretra.com, without penalty. You can also modify or cancel your order at any time at www.goretra.com. By selecting the "Autoship" option on the website, you are giving Retra authorization to enroll you in the automatic shipping program. Retra will ship your products directly to you. You are also authorizing Retra to charge your credit card for the products you have ordered on a monthly basis. You may cancel at any time without obligation and without penalty by emailing support@goretra.com or canceling the order on the goretra.com portal. All Autoship cancellations

must be performed or delivered to Retra within 3 business days of the next shipment to guarantee cancellation of that shipment.

Third-Party Interactions

During use of the Retra Website, you may enter into correspondence with, purchase goods and/or services from, or participate in promotions of advertisers or sponsors showing their goods and/or services through the Website. Any such activity, and any terms, conditions, warranties, or representations associated with such activity, is solely between you and the applicable third party. Retra shall have no liability, obligation, or responsibility for any such correspondence, purchase, or promotion between you and any such third party. Retra does not endorse any sites on the Internet that are linked through its Website. Retra provides these links to you only as a matter of convenience, and in no event shall Retra be responsible for any content, products, or other materials on or available from such sites. Retra provides products to you pursuant to the terms and conditions of this Agreement. You recognize, however, that certain third-party providers of ancillary software, hardware, or services may require your agreement to additional or different license or other terms prior to your use of or access to such software, hardware, or services.

Order Disclaimer

Your electronic order confirmation, or any form of confirmation, does not signify our acceptance of your order. Retra reserves the right to accept or deny shipment to anyone for any reason. Retra reserves the right to require additional information before processing any order. If an order appears fraudulent in any way, Retra reserves the right to cancel the order, notify the cardholder and the proper authorities.

FTC Disclosures

As a participant in the Retra program, all members will be required to acknowledge the FTC disclosure for participation in the program.

Product Disclaimers / Disclaimers of Warranty

RETRA MAKES NO REPRESENTATION, WARRANTY, OR GUARANTY AS TO THE RELIABILITY, TIMELINESS, QUALITY, SUITABILITY, TRUTH, AVAILABILITY, ACCURACY, OR COMPLETENESS OF ANY INFORMATION ON THIS SITE. RETRA DOES NOT REPRESENT OR WARRANT THAT (A) THE USE OF THE SITE WILL BE SECURE, TIMELY, UNINTERRUPTED, OR ERROR-FREE OR OPERATE IN COMBINATION WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEM, OR DATA, (B) THE SITE OR RETRA'S PRODUCTS WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS, (C) ANY STORED DATA WILL BE ACCURATE OR RELIABLE, (D) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SERVICE WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS, (E) ERRORS OR

DEFECTS WILL BE CORRECTED, OR (F) THE SERVICE OR THE SERVER(S) THAT MAKE THE SERVICE AVAILABLE ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. THE SERVICE AND ALL CONTENT IS PROVIDED TO YOU STRICTLY ON AN "AS IS" BASIS. ALL CONDITIONS, REPRESENTATIONS, AND WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS, ARE HEREBY DISCLAIMED TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW BY RETRA.

Limitation of Liability

IN NO EVENT SHALL EITHER PARTY'S AGGREGATE LIABILITY EXCEED THE AMOUNTS ACTUALLY PAID BY AND/OR DUE FROM YOU IN THE 3-MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH CLAIM. IN NO EVENT SHALL EITHER PARTY BE LIABLE TO ANYONE FOR ANY INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL, OR OTHER DAMAGES OF ANY TYPE OR KIND (INCLUDING LOSS OF DATA, REVENUE, PROFITS, USE, OR OTHER ECONOMIC ADVANTAGE) ARISING OUT OF, OR IN ANY WAY CONNECTED WITH THIS SITE, INCLUDING BUT NOT LIMITED TO THE USE OR INABILITY TO USE THE SITE, OR FOR ANY CONTENT OBTAINED FROM OR THROUGH THE SITE, ANY INTERRUPTION, INACCURACY, ERROR OR OMISSION, REGARDLESS OF CAUSE IN ANY INFORMATION CONTAINED HEREIN, EVEN IF THE PARTY FROM WHICH DAMAGES ARE BEING SOUGHT HAVE BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Certain states and/or jurisdictions do not allow the exclusion of implied warranties or limitation of liability for incidental, consequential, or certain other types of damages, so the exclusions set forth above may not apply to you.

Notice

Retra may give notice by means of a general notice on the www.goretra.com website, electronic mail to your e-mail address on record in Retra's account information, or by written communication sent by first-class mail or pre-paid post to your address on record in Retra's account information. Such notice shall be deemed to have been given upon the expiration of 48 hours after mailing or posting (if sent by first class mail or pre-paid post) or 24 hours after sending (if sent by e-mail). You may give notice to Retra (such notice shall be deemed given when received by Retra) at any time by letter delivered by nationally recognized overnight delivery service or first class postage prepaid mail to Retra at the following address: 901 Sam Rayburn HWY, Melissa, Texas 75494 in either case, addressed to the attention of Legal Department.

Modification to Terms

Retra reserves the right to modify the terms and conditions of this Agreement or its policies relating to its products and services at any time, effective upon posting of an updated version of this Agreement on the www.goretra.com website. You are responsible for regularly reviewing this

Agreement. Continued use of the Service after any such changes shall constitute your consent to such changes.

General

This Agreement shall be governed by Texas law and controlling United States federal law, without regard to the choice or conflicts of law provisions of any jurisdiction, and any disputes, actions, claims, or causes of action arising out of or in connection with this Agreement or the Service shall be subject to the exclusive jurisdiction of the state and federal courts located in Texas. If any provision of this Agreement is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision(s) shall be construed, as nearly as possible, to reflect the intentions of the invalid or unenforceable provision(s), with all other provisions remaining in full force and effect. No joint venture, partnership, employment, or agency relationship exists between you and Retra as a result of this agreement or use of this Website. The failure of Retra to enforce any right or provision in this Agreement shall not constitute a waiver of such right or provision unless acknowledged and agreed to by Retra in writing. This Agreement, together with any applicable Form and policies, comprises the entire agreement between you and Retra and supersedes all prior or contemporaneous negotiations, discussions, or agreements, whether written or oral, between the parties regarding the subject matter contained herein.

Definitions

As used in this Agreement and in any Order Forms now or hereafter associated herewith: "Agreement" means these online terms of use, any Order Forms, whether written or submitted online via the www.goretra.com Web Site, and any materials available on the Retra Website specifically incorporated by reference herein, as such materials, including the terms of this Agreement, may be updated by Retra from time to time in its sole discretion; "Effective Date" means the earlier of either the date this Agreement is accepted by selecting the "I Accept" option presented on the screen after this Agreement is displayed, the Effective date on the subscription form or the date you begin purchasing products from this site; "Order Form(s)" means the form evidencing your purchase from this site and any subsequent order forms submitted online or in written form, each such Order Form to be incorporated into and to become a part of this Agreement (in the event of any conflict between the terms of this Agreement and the terms of any such Order Form, the terms of this Agreement shall prevail); "Retra" means collectively GNO Holdings, Inc. dba Retra organized and existing under the laws of the State of Texas doing business as "www.goretra.com" and having an office at, 901 Sam Rayburn Highway Melissa, TX, 75454, together with its officers, directors, shareholders, employees, agents and affiliated companies.

Questions or Additional Information

If you have questions regarding this information or wish to obtain additional information, please send an e-mail to support@goretra.com.

