



## Return Policy

- A. Before returning any product to the Company, a customer or IBO must contact the Company customer service department and obtain a Returned Merchandise Authorization (RMA) number, as described below. Initial product purchases ("Initial Order") of unopened product may be returned within 30 days of receipt for a full refund credited to the original form of payment (less shipping & handling).
- B. All product purchased outside the Initial Order may be returned up to thirty (30) days for a refund of 90%. All returned product must be in unopened and in resalable condition. The IBO must follow the return procedures as outlined herein. *In accordance with previously stated policy, **no refunds are given or offered after thirty (30) days from the date product is Received by the customer.***
- C. All shipping and handling costs for the return of product will be borne solely by the IBO. In no event shall the Company refund shipping expenses for the delivery of the returned product. Any damage or loss that occurs to returned product during shipping will be the responsibility of the IBO. Should the product arrive to the Company damaged (thereby rendering it not resalable), the Company will reject the shipment. It is recommended that a reliable, traceable courier service be used for shipping.
- D. If any product from a qualifying purchase is returned, the balance of the qualifying amount for the month must be repurchased in order to remain qualified with sufficient volume. Large orders of 2000 PV or more cannot be returned.
- E. Compensation which have previously been paid on returned product will be retracted by deducting the earned amount from any future commission payments. IBOs are subject to adjustments of commissions paid on product returned by IBOs in their Downline Organization.
- F. In order for an IBO to obtain a refund for returned Product, the Distributor must do the following:
  - 1. contact the Company to obtain a Return Merchandise Authorization number. This number is valid for thirty (30) days and should be clearly written, along with the IBO's return address, on the outside of the package being returned;
  - 2. be able to provide verification of the original orders, receipts, or proofs of purchase; and
  - 3. Ship the product, prepaid, to the Company in a protective container or carton.
- G. Product returned to the Company without prior authorization will not qualify for a refund and will be returned to the IBO at the IBO's expense.
- H. Sales Tools may be returned to the Company for a 90% refund provided they are in resalable condition, as condition will be determined by the Company. The IBO fee paid upon Sponsorship is non-refundable.
- I. The Company reserves the right to reject repeated returns or replacements.
- J. Product produced by the Company should not be consumed if the seal is broken or tampered with in any way. Product that is determined to be defective will be promptly replaced without charge. The IBO will not be responsible for shipping charges incurred in the return of defective product. The Company must be contacted within ten (10) days of receipt of the damaged product.
- K. A Retail Customer may return product to the IBO who is then responsible for issuing a refund to the Customer.