

## RETURN POLICY

The Company will refund the purchase price of our kits or product or exchange as follows:

- **30-Day Money Back Guarantee.**
  - **Inception (initial) Purchase**
    - Day 1-30: The Company has a 100% satisfaction guarantee and will refund 100% of the purchase price less membership/distributorship and handling fees, and applicable Commissions if postmarked by the 30<sup>th</sup> day from the order date.
    - Day 31-365 (1 year) from the order date: 90% will be refunded less handling fees and applicable Commissions on unopened, unaltered, resalable, and restockable products or Sales Aids if postmarked within twelve months from the order date.
  - **First Paid Autoship**
    - Day 1-30: 100% of the purchase price will be refunded less handling fees and applicable Commissions on unopened, unaltered, resalable and restockable products or Sales Aides if postmarked by the 30<sup>th</sup> day from the order date.
    - Day 31-365 (1 year) from the order date: 90% will be refunded less handling fees and applicable Commissions on unopened, unaltered, resalable, and restockable products or Sales Aides if postmarked within twelve months from the order date.
  - **Subsequent Purchase(s)**
    - 90% of the purchase price will be refunded less handling fees and applicable Commissions on unopened, unaltered, resalable, and restockable products or Sales Aides if postmarked within twelve months from the order date.
- **Return Process and RMA Number.** A Customer requesting a refund (and his/her Customer who ordered directly from the Company) must contact the Company's Customer Service department to obtain a return merchandise authorization (RMA) number from the Company. Product returned to the Company must have an RMA number written on the outside of the shipping carton and any Product without an RMA number will not qualify for a refund and will be returned to the Customer at the Customer's expense. Upon receipt of the returned Product, the return will be noted by the Company and a refund will be issued to the Customer within thirty (30) days. Refund payment methods are limited to the original form of payment, or if not available, by check in US dollars or such other form as the Company may choose.
- **Shipping Costs.** All shipping or courier costs for the return of Product will be borne solely by the Customer unless otherwise prohibited by law. Any damage or loss that occurs to returned Product during shipping will be the responsibility of the Customer. Should the Product arrive at the Company damaged (thereby rendering it non-resalable), the Company will reject the shipment. Partial Product returns will not be accepted or refunded in accordance with the Company's standard return policies.
- **Product Exchanges.** The Company will exchange Product if the Product is damaged in shipment, incorrectly sent due to a Company error, or of substandard quality. However, when an exchange is not feasible, the Company will refund the amount of the returned Product. If Product is damaged or defective, a Customer should contact the Company within ten (10) days



of receipt of the order. The Company will issue a call tag for the Product and immediately send a replacement order. The Company will inspect the Product upon receipt.

### **Important Information**

1. Order date and day 1 are defined as the date the Company receives payment for an order through the Purely Giving™ system.
2. Excessive returns may be deemed as an abuse of Purely Giving™'s Return Policy and may result in suspension of return privileges and/or Member/Distributor status.
3. This refund procedure may vary in jurisdictions where different repurchase requirements are imposed by law. Applicable laws where the original purchase or return occurs may dictate the terms of the refund policy.
4. International returns may require a different procedure than outlined above. Contact customer service for more details.

### **Commission Impact**

The Company reserves the right to require a Distributor to repay Commissions paid to them on products returned by the Distributor's Sales Organization. This may be achieved either through contact with the Distributor to arrange for direct repayment or by withholding amounts from present or future Commission payments. This policy encompasses all refunds allowed under the Company's Refund Policy. Extension of the refund policy as required by applicable law, or instances in which Distributor misconduct, misrepresentation, or other extenuating circumstances necessitates. Distributor refund in excess of the stated refund policy will be considered on a case-by-case basis.

The Company reserves the right to require a Distributor to repay Commissions or awards paid to them when the return of products purchased by a Member/Distributor reduces a Distributor's Personal Sales (PV), or Group Volume (GV), so that the minimum PV or GV requirement for receiving Commissions or awards is not satisfied for the Commission period when the Commissions or awards were paid to the Distributor.