



## RETURN, REFUND & CANCELLATION

Vivalize is committed to excellence and integrity offering you products that are of the highest quality, purity, potency, and effectiveness.

Should you not be 100% satisfied with your purchase, you may be eligible to return the product for a refund. Items must be returned in their original packaging (opened or non-opened) **within 30 days** from date of purchase.

Vivalize will accept returns under its Return & Refund Policy when the products have been purchased by a Vivalize Associate using their designated ID, a Vivalize VIP Customer that has ordered through an Associate's Replicated Website, or directly from Vivalize.

Refunds are issued for the total amount paid at the time of purchase minus a 15% restocking fee. A signed and fully completed Product Return Authorization (PRA) form **MUST** accompany a product return. You may obtain a PRA number by emailing your request to [support@Vivalize.com](mailto:support@Vivalize.com) or downloading our PRA form from our website in which case, you will need to call our Support line to obtain a PRA number.

Shipping fees are non-refundable. Please allow two to four weeks for processing.

Vivalize reserves the right to decline a refund if a PRA was not issued prior to returning the product(s).

### **For Vivalize Associates – Product sold to Retail Customers**

If your Retail Customer, to whom you have sold product(s) to in person, wants to return their purchase, you will need to follow these instructions:

- Create a sales slip for the product refund that includes the date and the price paid by the Retail Customer making sure that you clearly write REFUND across the sales slip.
- Refund the money directly to your Retail Customer. **IMPORTANT**, request they sign the sales slip as proof or receipt of refund.
- Contact Vivalize to obtain a Product Return Authorization number (PRA) along with instructions for returning the product. You will also be asked to provide a copy of the signed refund sales slip.

If eligible, Vivalize will issue a replacement order for the returned product(s) within 30 days of the product(s) being logged as returned by our fulfillment centre.

Vivalize reserves the right to reject repetitive returns or replacements.

### **How to proceed with a Product(s) Return**

To initiate your return and request for refund, please email [support@Vivalize.com](mailto:support@Vivalize.com) to receive your Product Return Authorization (PRA) or download our PRA form from our website in which case, you will need to call our Support line to obtain a PRA number.

When contacting us please be ready to provide your Vivalize ID and/or Invoice number available.

Vivalize reserves the right to decline a refund if a PRA was not issued prior to returning the product(s).

If eligible for a refund, Vivalize will credit the original form of payment within 30 days of the product being logged as returned by our shipping centre.

Once product is received and inspected, Vivalize will determine if you are eligible for a refund and automatically apply the refund to your credit card or the original method of payment, within 30 days of the product being logged as returned by our fulfillment centre.

Please note that depending on your credit card company, it may take an additional 2-10 business days after your credit is applied, for the credit to post to your account.

Any Sales Volume (SV) or Personal Volume (PV) associated with the product(s) will be reversed and deducted from the Associate making the return and may be reversed and deducted from the upline team, making the transaction neutral for everyone.

### **Receipt of damaged or defective product(s)**

If you received damaged or defective product(s) please contact Vivalize at [support@Vivalize.com](mailto:support@Vivalize.com). Provided you contact us **within 30 days** from the date of purchase, we will replace the product(s) at no charge instead of a refund.

### **Termination - Cancellation – Inventory Buy-Back Policy**

In order to protect our Vivalize Associates that have decided to cancel their account and have accumulated more Vivalize product(s) that is estimated they could sell within a reasonable amount of time, Vivalize has committed to buy-back, on reasonable

commercial terms, currently marketable inventory purchased by an Associate, within a 12-month period immediately prior to the cancellation date, subject to the terms and conditions of its policy.

Vivalize will accept the return of product(s), providing that the following conditions are met:

- Product(s) are in good resalable condition and purchased less than one year from the date of return. However, for the States of Georgia, Louisiana, Massachusetts and Wyoming, there is no time limitations on the return of product(s) providing the product(s) are in good resalable condition.
- The product(s) must be in their original packaging, unopened with seals and labels intact.
- Show a printed expiration date on the label (when applicable), that is three or more months after the date of return.

The resigning Associate is responsible for the cost of shipping the product back to Vivalize. Product(s) that are within 3 months of expiration, discontinued or that have been announced would be discontinued, or were sold as seasonal, promotional or discontinued items, are not eligible for buy-back.

Membership and administrative fees, literature and sales aids are not eligible for refund unless required by law.

The buy-back purchase price will be the amount that was paid originally by the Associate for the product(s) being returned.

Vivalize will conform with any different buy-back policy that would be required by certain jurisdictions.

All compensation, bonuses, Sales Volume (SV) or Personal Volume (PV) and any recognition or advancement deriving from the original purchases, will be deducted from the Associate and the Associate's upline support team.

We would suggest that you give proper notice to your enrolling sponsor, of your decision to resign and cancel your membership.

By submitting a request for buy-back, the Associate waives and cancels all present and future commission rights he/she may have.

If you wish to return product(s) under Vivalize buy-back policy, please contact [support@Vivalize.com](mailto:support@Vivalize.com) to obtain a Vivalize BUY-BACK form and applicable instructions.