



## SATISFACTION GUARANTEE

### **4Life offers a 30-day money back satisfaction guarantee on the purchase price of our products.**

Since 1998, 4Life has committed to providing one-of-a-kind products to people all over the world. We strive to be exemplars in innovation, and each of our science-backed products undergoes strenuous testing for purity, efficacy, and quality. Your satisfaction is important to us.

That's why we offer a 30-day money back guarantee on the purchase price of our products. We are The Immune System Company™, and we stand by our promise to support your health and wellness with exceptional products.

### **4LIFE RETURN POLICY**

#### **Product Guarantee**

- 4Life offers a 100% 30-day money back satisfaction guarantee (less shipping charges) to all retail customers and Preferred Customers.
- If a retail customer purchased a product from a distributor, the retail customer must return the product to that distributor for a refund or replacement.
- If a retail customer or Preferred Customer purchased the product directly from the company, they should return the product directly to the company.
- If a distributor is unsatisfied with any 4Life product purchased for personal use, the distributor may return the product within 30-days from the date of purchase for a 100% refund or a replacement (less shipping charges).
- This guarantee is limited to \$300 in any 12-month period. If a distributor wishes to return merchandise exceeding \$300 in any 12-month period, the return will be deemed an inventory repurchase and the company shall repurchase the inventory pursuant to the terms in the "Return of Inventory and Sales Aids by Distributors" section of the 4Life Policies and Procedures, and the Distributor Agreement shall be canceled.

#### **Products Returned by Retail Customers**

If a retail customer returns a product to the distributor from whom it was purchased, the distributor may return it to the company for a refund or replacement (the distributor returning the product is responsible for all shipping charges).

#### **Distributors Returning Inventory and Sales Aids**

- Upon cancellation of a Distributor Agreement, the distributor may return inventory and sales aids purchased within one year from the date of cancellation for a refund if he or she is unable to sell or use the merchandise.

- A distributor may only return products and sales aids he or she personally purchased from the company under his or her Identification Number, and which are in resalable condition.
- Upon receipt of the products and sales aids, the distributor will be reimbursed 90% of the net cost of the original purchase price(s), less shipping charges. If the purchases were made through a credit card, the refund will be credited back to the same account.
- The company shall deduct from the reimbursement paid to the distributor any commissions, bonuses, rebates, or other incentives received by the distributor which were associated with the merchandise that is returned.

### **Procedure for All Returns**

- All merchandise must be returned by the distributor or customer who purchased it directly from 4Life.
- All products to be returned must have a Return Authorization Number which will be obtained by calling the Customer Service department. This Return Authorization Number must be written on each carton returned.
- The return must be accompanied by:
  - A copy of the original dated retail sales receipt (if product was returned to the distributor by a retail customer).
  - The unused portion of the product in its original container. Proper shipping carton(s) and packing materials are to be used in packaging the product(s) being returned for replacement.
- All returns must be shipped to 4Life with shipping pre-paid. 4Life does not accept shipping-collect packages. It is the sole responsibility of the distributor to trace, insure, or otherwise confirm that the company has received the shipment.
- If a distributor is returning merchandise to 4Life that was returned to him or her by a personal retail customer, the product must be received by 4Life within 10 days from the date on which the retail customer returned the merchandise to the distributor, and must be accompanied by the sales receipt the distributor gave to the customer at the time of the sale. No refund or replacement of product will be made if the conditions of these rules are not met.

