

REFUNDS & RETURNS POLICY

CUSTOMER REFUNDS AND PRODUCT RETURN

US Consultants; If for any reason a Heart & Body Naturals product does not meet your expectations, simply return it within 30 days of purchase for a 100% refund of the product price, excluding shipping and handling. Product that is in resalable condition (i.e., unused, unopened, not expired) can be returned within twelve (12) months of purchase for a 90% refund of the product price, excluding shipping. Shipping costs associated with returning product are the responsibility of the Customer/Consultant returning the product. Any commissions and bonuses paid on the sale of returned product will be reclaimed from the Consultant(s).

A. All returns, whether by a Customer, or Consultant, must be made as follows:

- I. Obtain Return Merchandise Authorization ("RMA") from Heart & Body Naturals by submitting a return ticket request to support@hbnaturals.com or call Customer Service at (513) 274-2110.
- II. Ship items to the address provided by Heart & Body Naturals Customer Service when you are given the RMA in your ticket response or during your phone call;
- III. Provide a copy of the invoice with the returned products or service. Such invoice must reference the RMA;
- IV. All returns must be shipped to Heart & Body Naturals pre-paid, as Heart & Body Naturals does not accept shipping collect packages. If returned product is not received at Heart & Body Naturals Distribution Center, it is the responsibility of the Customer or Consultant to trace the shipment before product credit will be applied.

B. The return of \$500 or more of products accompanied by a request for a refund within a calendar year, by a Consultant, may constitute grounds for involuntary termination.

C. For international orders, it is highly recommended that personal information (name, address, phone number and email) be verified before order submission as once the shipment is in the care of the US Postal Service, we cannot, by regulation, make changes nor can we guarantee delivery. It is important to become familiar with Customs policies for your specific country before ordering. Customs regulations differ by country and not knowing regulations can result in your order incurring high import duties, delivery being delayed, product being destroyed, or returned. Please check with your Customs office to see if your country permits the shipment of the products you are planning to order, and whether any additional licenses or permits are needed.

By placing an international order you agree to the following:

- Customers and Product Consultants acknowledge that if their International order is confiscated, lost, delayed, or destroyed that there is a no-refund policy on all International orders.
- International packages are \$9.99 USD to ship. Additional costs may be incurred if the cost to ship exceeds the \$9.99 rate.
- Customers and Product Consultants acknowledge responsibility of, and agree to abide by, their country's import laws and restrictions, and agree to assume total responsibility for confiscated, lost, delayed, or destroyed shipments due to import restrictions, etc.
- **It is the responsibility of the Customer and Consultant to provide accurate International shipping information.**
- In the event the customer decides to **change the shipping address** originally included with the online order, a **new order must be submitted** as Green Organics LLC, is not responsible for replacing/reimbursing misrouted packages to customers after a change of address.
- Customers and Consultants are responsible for all import taxes and/or customs duties, shipping fees including any and all expenses for lost, damaged, spoiled, stolen, delayed, redirected, and re-routed shipments.

D. Any commissions and bonuses paid on the sale of returned product will be reclaimed from the upline/Sponsor.