



## REFUNDS & RETURNS POLICY

02-01-2017

### **Refunds and Product Return;**

If for any reason a Heart & Body Naturals product does not meet your expectations, simply return it within three (3) months 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 at <http://hbnaturals.helponclick.com/>.
- II. Ship items to the address provided by Heart & Body Naturals Customer Service when you are given the RMA in your ticket response;
- 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. With international orders, it is highly recommended to double check the personal information (name, address, phone number and email) before submitting the order, as once the shipment is in the care of the US post office, it is out of our hands and it is impossible to make changes and we are not responsible for missed deliveries, lost or returned packages.

D. The Customer or Consultant, acknowledge responsibility of, and agree to abide by your country's import laws and restrictions and agree to assume total responsibility for confiscated, lost, delayed, or destroyed shipments due to import restrictions, confiscations delayed inspections etc. We request that if in doubt, you contact your customs office and ask about import regulations and restrictions before placing your order.

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