

## **Lifebrook's Satisfaction Guarantee**

Lifebrook is the answer you've been looking for to help you minimize the symptoms of aging. We are committed to providing you with the highest-quality products you can find. However, if you are not 100% satisfied with our products, you may be eligible to return the product for a refund. Lifebrook will accept returns under its Satisfaction Guarantee when the products were purchased directly from Lifebrook. If you do love what you see and feel – and we're confident that you will – we'll even reward you for sharing your discoveries and results with others.

## **PRODUCT RETURN & REFUND POLICY**

### **For Purchases Directly from Lifebrook (Retail Customers/Preferred Customers)**

You have 30 days from the date of purchase to initiate a return of (a) your initial order of product; (b) product you are trying for the first time – this applies to any product you have not previously ordered; or (c) your first Autoship order. The customer is responsible for the cost of returning the product.

Lifebrook may consider accepting additional returns on a case-by-case basis but reserves the right to deny any refund and/or cancel the position of anyone who abuses the satisfaction guarantee.

The following items are non-refundable, except as required by law: membership fees, shipping fees, administration fees, literature and sales aids, seasonal, discounted or promotional items, and products that are not purchased directly from Lifebrook (except as provided below for Retail Customers).

### **For Advocates – Products Sold to Retail Customers**

If your Retail Customer (a person to whom you sold Lifebrook products in person) wants to return products purchased directly from you, follow this procedure:

- A. Create a sales slip for the product refund, including the date and price paid by the Retail Customer, and write "refund" across the face of the order.
- B. Refund the money directly to your Retail Customer and have them sign the sales slip as proof of return.
- C. Contact Lifebrook to obtain a Return Merchandise Authorization (RMA) number and instructions for returning the product. You will also be required to provide a copy of the signed refund sales slip

If eligible, Lifebrook will issue a replacement for the returned products within 30 days of the product being logged as returned by our distribution center. Lifebrook reserves the right to reject repetitive returns or replacements.

Effective Date: June 1<sup>st</sup>, 2017

## **How to Initiate a Product Return**

To initiate a return and request for refund, please email **CustomerService@lifebrook.com**, or call us at **(888) 758-2705** to receive your Return Merchandise Authorization (RMA). When contacting us, please have your Lifebrook Member ID and order number available. Lifebrook reserves the right to decline a refund if a RMA was not issued prior to returning the product(s).

If eligible for a refund, Lifebrook will credit the original form of payment within 30 days of the product being logged as returned by our distribution center. Any BV/PV associated with the product(s) will be reversed and deducted from an Advocate making a return and may be reversed and deducted from the Support Team, making the transaction revenue neutral for all parties.

Please Note: Although Lifebrook will promptly begin the refund process, it may take up to 30 days or longer for refunds to be processed by the responsible financial institutions.

## **Receipt of Damaged or Defective Products**

If you received a damaged or defective product, please contact Lifebrook Customer Service at **(888) 758-2705** right away. Provided you contact us within 30 days, we will replace those products at no charge in lieu of a refund.

## **INVENTORY BUY-BACK POLICY**

### **For Advocates – Buy Back Policy (Account Cancellation/Termination)**

If the Advocate has purchased products for inventory purposes or mandatory sales aids while the Advocate IA agreement was in effect, all products in a resalable condition then in possession of the Advocate, which have been purchased within 12 months of cancellation, shall be repurchased. The repurchase shall be at a price of not less than ninety percent (90%) of the original net cost to the participant returning such goods, taking into account any sales made by or through such participant prior to notification to the Company of the election to cancel. The resigning Advocate is responsible for the cost of shipping the returned products to Lifebrook. Products that are within three months of expiration, discontinued or announced as being discontinued, or were sold as seasonal, promotional or discounted items are not eligible for Buy Back. Membership and administrative fees, literature and sales aids are non-refundable, unless required by law. **Buyback is 12 months in Massachusetts, Maryland, Montana, Georgia, Louisiana, Wyoming, Texas, Oklahoma, Idaho, Utah, Washington and Puerto Rico.** In addition, the Company will honor statutory mandated buyback requirements of every jurisdiction. A Montana resident may cancel his or her Agreement within 15 days from the date of enrollment and may return his or her starter kit for a full refund within such time period.

Lifebrook shall be entitled to repayment of any commission previously paid on a sale of product/service if the product/service purchase is cancelled or reversed or a refund paid for a terminated purchase. The Company shall recover the commission by adjustment on the next month's IA check payment. In the event that no commission is available for adjustment in the following month, the IA who has received the commission shall repay the commission paid on the "reversed sale" within 30 days of the Company's notice to repay.

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This policy does not apply to Advocates who, for the purpose of qualifying for an incentive, bonus or some other benefit, have falsely represented that the inventory for which they are attempting to obtain a refund has been previously consumed or sold.

If eligible for a refund, Lifebrook will credit the original form of payment within 30 days of the product being logged as returned by our distribution center. Your account will be closed once the refund is issued.

By submitting a request for buy back, the Advocate waives and cancels all present and future commission rights and any other rights he/she may have as an Advocate.

### **How to Initiate a Return of Inventory**

If you wish to return product under the Buy Back Policy please email **CustomerService@lifebrook.com** or call us at **(888) 758-2705** for instructions and to obtain an Lifebrook Buy Back form.