

# LIFEPHARM GLOBAL NETWORK RETURN POLICY

## Returns by Retail Customers

LifePharm Global Network (LPGN) offers, through its Independent Business Owners (IBOs), a 30-day money-back guarantee to all Retail Customers who purchase a LifePharm product through an authorized channel (the "Retail Customer Guarantee"). Every IBO is bound to honor the Retail Customer Guarantee. If, for any reason, a Retail Customer is dissatisfied with any LPGN product, the Retail Customer may return the unused portion of the product to the IBO from whom it was purchased within 30 days for a full refund of the purchase price. The Retail Customer Guarantee applies to any Retail Customer purchase and is limited to one open container. Unless prohibited by law, the Retail Customer Guarantee applies only to sales made to Retail Customers by IBOs and to purchases made by Retail Customers directly from LPGN's official website.

## Replacement of Customer Products

If an IBO is returning merchandise to LifePharm Global Network that was returned to him or her by a personal Retail Customer, the product must be received by LifePharm Global Network within 10 days from the date on which the Retail Customer returned the merchandise to the IBO and must be accompanied by the signed Retail Customer Order Form the IBO gave to the customer at the time of the sale. LifePharm Global Network may replace returned product a maximum of three (3) times.

## Return of Inventory for Refund with Cancellation of Distributorship

Request for return of inventory by an IBO for any reason, other than a damage claim, will be treated as a request to voluntarily cancel that distributorship. If an IBO desires to cancel his/her distributorship, he/she may qualify for a refund of unopened, resalable inventory with current labels, less all commissions and rebates paid to such IBO and less a 10 percent restocking fee, provided the products are currently stocked and sold by LPGN, and are returned within one year of the initial purchase date, with freight and insurance prepaid.

## Procedures for All Returns

The following procedures apply to all returns for refund or exchange:

- The IBO who purchased it OR WHOSE CUSTOMER MADE THE PURCHASE must return all merchandise to LifePharm Global Network.
- All products to be returned must have a Return Merchandise Authorization (RMA) Number, which is obtained by calling the IBO Services Department. This RMA Number must be written clearly on each package returned. The RMA Number is valid only for 10 business days after issue.
- Proper shipping carton(s) and packing materials are to be used in packaging the product(s) being returned for replacement, and the economical means of shipping with trackable service is suggested. All returns must be shipped to LifePharm Global Network shipping pre-paid. LifePharm Global Network does not accept shipping collect packages. The risk of loss in shipping for returned product shall be on the IBO. If returned product is not received by the Company's Distribution Center, it is the responsibility of the IBO to trace the shipment.

No refund or replacement of product will be made if the conditions of these rules are not met. Packages with larger quantities (over 10 bottles) must be returned within 30 days of purchase, and include any unopened and unprocessed promotional materials such as brochures, business cards and etc.

## Refused Products

If you order products and then refuse delivery, your order is subject to the 10 percent restocking fee and other procedures for returns Herein. You also will be charged for the return shipping costs.