



## SHIPPING AND RETURN POLICY

### SATISFACTION GUARANTEE

We want you to be fully satisfied with every item you purchase from Elevacity!

#### **RETURN OF PRODUCT FOR RETAIL CUSTOMERS (Online Purchase):**

If a registered Retail Customer is not completely satisfied with the Product(s) they purchased, they may request a refund or exchange within 30 days from the date of purchase by returning the unused portion of the product and a copy of the Retail Sales Receipt to the return address listed below. If the Retail Customer purchased the Product on an Independent Elepreneur's website, then, they are considered a Retail Customer. The refund or exchange amount is based upon the retail price, sales tax (if applicable) and shipping costs. Refunded shipping costs are calculated as the lesser of 5% retail value of the items returned, but no less than the current standard flat shipping rate.

#### **RETURN OF PRODUCT FOR RETAIL CUSTOMERS (In-Person Direct from Independent Elepreneur) :**

A Retail Customer is entitled to a refund on any product purchased in the last 30 days. Distributors must refund a Retail Customer's money if immediately asked to do so. After issuing a refund to a Retail Customer, Independent Elepreneurs must return the unused portion of the product along with a copy of the Retail Sales Receipt and a completed copy of the Return Merchandise Authorization Form "RMA" in order to receive a replacement for the Product from Elevacity. RMA forms are available online by logging in to your Independent Elepreneur back-office website. Independent Elepreneurs must request the replacement Product within 30 days of the refund. If a Retail Customer calls Customer Service to request a refund for product sold by an Independent Elepreneur, Elevacity will notify the appropriate Independent Elepreneur. If the Independent Elepreneur fails to refund the Retail Customer within 10 days, then they are in violation of these policies.

#### **RETURN OF PRODUCT-ELEPRENEURS:**

If you are not 100% satisfied with our Products, you may request to return them for a refund if neither you nor we have terminated the Agreement and the Products were purchased within thirty (30) days and are in resalable condition. The refund shall be 90% of the purchase price. There will be a 10% restocking fee applied.

NOTE: The Seventy Percent Rule will also be applied as noted in Section 9.9 of our Policies and Procedures..Shipping and Handling charges incurred by you when the Products were purchased will not be refunded. You are also responsible for return shipping charges.

**RETURN OF PRODUCT UPON TERMINATION:**

If you voluntarily terminate the Agreement, you may return Currently Marketable Products in your inventory for a refund. You may only return Products that you personally purchased from us for resale (purchases from third parties are not subject to refund). “Currently Marketable” means that the Products are returned within twelve (12) months from the date of purchase and are in resalable condition; however, Products shall not be considered Currently Marketable if returned for repurchase after the Products’ commercially reasonable usable or shelf life period has passed; nor shall Products be considered Currently Marketable if we clearly disclose to you prior to purchase that the Products are seasonal , discontinued, or special promotion Products and are not subject to the repurchase obligation. Upon receipt of Currently Marketable Products, we will reimburse you 90% of the net cost of the original purchase price(s) or as otherwise required by law. There will be a 10% restocking fee applied.

Note: The Seventy Percent Rule will be applied as explained in Section 9.9 of our Policies and Procedures. Shipping and handling charges incurred by you when the Products were purchased will not be refunded.

**REFUSED PRODUCTS:**

If you order Products and then refuse delivery, your order is subject to the restocking fee and other procedures for returns herein, and we may charge you for the return shipping costs.

**REFUND PROCEDURES:**

To receive a refund, you must comply with the following:

1. Obtain a Return Merchandise Authorization (RMA) number by calling the Customer Service Department at 1-800-518-0284. This RMA number must be written on each carton returned. No returns will be accepted if the shipping carton does not have an RMA written on the exterior of the carton. RMA numbers are valid for 30 days from the date of issue.

2. 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:

**ELEVACITY SHIPPING**  
**1700 COIT RD SUITE 100**  
**PLANO, TEXAS**  
**75075**

All returns must be shipped to Elevacity Shipping prepaid. Elevacity Shipping does not accept shipping collect packages. The risk of loss in shipping for returned Product shall be borne by you. If returned Product is not received at the address noted above, it is your responsibility to trace the shipment.

**CANCELLATION NOTICE:**

You must give your Customer two copies of an official Elevacity sales receipt (one to keep and one to send). The sales receipt should be dated and show your name and address. The sales receipt must be in the same language that is used in the sales presentation. The cancellation notice appears on the sales receipt and must be given verbally by you when making a retail sale to a Customer. You must comply with its terms.

**NO REFUNDS ON SPECIAL PRICING:**

The Company will not issue refunds on special pricing for events such as annual conventions, training events, designated item number, or special conferences. Note: Multiple products designated with one item code must be returned as purchased for refund consideration. Partial packages will not be considered complete.

**SHIPPING POLICY**

Elevacity Ships all tangible items via UPSP priority mail complete with a tracking number to ensure timely delivery. USPS Priority Mail typically takes 2-5 business days, while international orders may take up to 10 days. Elevacity is not to be held accountable for delays in USPS shipping. Elevacity offers a 30-day satisfaction guarantee on all initial subscriptions purchased by Independent Elepreneurs, including administrative fees. All subsequent fees are non-refundable. The digital nature of the service and the immediacy of the benefits make any possibility for a longer refund period commercially impractical