



elevAcity™

SHIPPING & RETURN POLICY

OCTOBER 2018

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 the Hemplevate 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. A 10% restocking fee may apply.

RETURN OF PRODUCT FOR RETAIL CUSTOMERS (In-Person Direct from Independent Elepreneurs):

A Retail Customer is entitled to a refund on any product purchased in the last 30 days. Elepreneurs must refund a Retail Customer's money if immediately asked to do so. After issuing a refund to a Retail Customer, the Elepreneur 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 ("RMA") form in order to receive a replacement for the Product from Elevacity (N.I.) Ltd. RMA forms are available online by logging in to your Independent Elepreneur back-office website. The Elepreneur must request the replacement Product within 30 days of the refund. If a Retail Customer calls Customer Service to request a refund for a product sold by an Independent Elepreneur, Elevacity (N.I.) Ltd. 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 70% Rule will also be applied as noted in our Policies & 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 70% Rule will be applied as explained in Part 9 of our Policies & 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 10% restocking fee and other procedures for returns herein, and we may charge you for the return shipping costs.

DAMAGES/INCORRECT ITEMS/SHORTAGES:

We ask that you inspect the parcel on arrival for any damages, and if you received incorrect product(s) or are missing product(s). Report this within seven (7) days of receipt to Customer Service at 1-800-518-0284. Our Customer Service team will provide you with an RMA number that you will write on the outside of your return shipment for any damaged and/or incorrect items. Upon return, Elevacity will correct, replace, or refund the item at no additional cost to you.

REFUND PROCEDURES:

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

1. Obtain an 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 Road, 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, 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 UPS complete with a tracking number to ensure timely delivery. UPS typically takes 3–5 business days. Elevacity is not to be held accountable for delays in UPS shipping. All subsequent fees are non-refundable. Products shipping to APO/DPO and FPO addresses will be shipped by USPS and can take anywhere from 5–12 business days.

PLEASE NOTE: Orders that include Industrial Hemp as an ingestible ingredient cannot be shipped to Alabama, Idaho, Indiana, Nebraska, South Dakota, West Virginia, and PO boxes associated with APO/DPO and FPO. We will continue to monitor and update everyone as changes in state regulations occur and adjust the states we ship to accordingly!

SHIPPING RATES:

Domestic shipping rates will be charged at a rate of \$10.50 per order.

ORDER TRACKING:

Once your order has been placed and shipped, the tracking information will be available on the website or received by email. You will also receive an email advising you on the status of your order. Please contact us if you have any questions.

WHERE DO YOU SHIP TO?

Elevacity Global, LLC now ships to the U.S., Canada, Australia, and New Zealand. Except where official written permission is granted by Elepreneurs International Business Development Group (IBDG), shipping of Elevacity Global products to destinations outside the U.S., Canada, Australia, and New Zealand is prohibited.

CAN I SHIP ELEVACITY'S PRODUCTS INTO ANOTHER COUNTRY?

Not without written permission from Elepreneurs International Business Development Group (IBDG). It's not uncommon for products legally sold and distributed in one market to be regulated or even prohibited in another. In fact, it's common for unregistered products arriving at a country's border to be stopped or seized by Customs authorities; consequently, neither Elepreneurs nor Elevacity Global accepts any responsibility for products shipped to destinations outside of the USA, Canada, Australia, and New Zealand.

CAN I USE FREIGHT-FORWARDING SERVICE?

The use of freight and postal forwarding services to accommodate the export of products into other countries outside of the USA is prohibited; moreover, it often results in Customs seizures, high taxes and/or duties, and other more serious complications.

ARE THE INGREDIENTS IN ELEVACITY GLOBAL PRODUCTS LEGAL FOR USE IN MY HOME COUNTRY?

All countries have unique laws and regulations governing the sale and distribution of products within their borders. Many countries limit, restrict, or even prohibit ingredients that are freely available in another. For example, a recent "Psychoactive Substances" legislation has been passed in a number of countries governing how, when, and where a large set of ingredients can be used. Because a small number of these listed ingredients are legally included in our USA formulations, some of our products are not legal for import into other countries.

HOW LONG DOES SHIPPING TAKE WITHIN THE USA?

We ship using UPS, which can take up to 3–5 days to arrive. APO/DPO and FPO locations can take anywhere from 5–12 days depending on the location and is shipped using USPS.

HOW LONG DOES INTERNATIONAL SHIPPING TAKE?

International shipping currently takes between 5–14 days, though we can't make any guarantees in cases of inclement weather delays. Customs is the #1 reason for any delays you might experience. International shipping only occurs when written consent and approval has been obtained by IBDG, which holds all exclusive rights to ship internationally.

WHAT HAPPENS IF MY PACKAGE IS SEIZED?

If your product is shipped into a country permitted by Elevacity Global (currently the U.S., Canada, Australia, and New Zealand) the package should not be seized. It is very important that you make sure you are shipping to a permitted country. If not, the ingredients may not be scheduled in your country. If ingredients are not scheduled, it is extremely unlikely your package will be seized. In the event your order does get seized with Customs, unfortunately, we are not able to offer a refund if it was shipped to a country not permitted by the company. International shipping outside of our permitted countries is prohibited without expressed consent by IBDG and a violation of our policies.

MY COUNTRY HAS HIGH IMPORT TAXES. CAN YOU REDUCE THE LISTED VALUE OF THE CONTENTS?

We are unable to reduce the value of your order, nor can we change the description or mark it as a gift. This applies to all international and domestic orders of any value.

I NEED TO CHANGE THE ADDRESS OF AN ORDER I JUST PLACED, CAN I DO THIS?

Send us an email at support@elevacity.com or call Customer Service as quickly as possible at 1-800-518-0284. If your order has not shipped we can change the address for you.

WHAT IS YOUR RETURNS POLICY?

We offer a 30-day, no-questions-asked, money-back guarantee for all unopened products (less a 10% restocking fee). Please see our detailed Shipping & Return Policy located on our website at www.elevacity.com and/or located in the box it was received. Please be advised return postage is not covered by Elevacity Global, LLC or Elepreneurs, LLC.

FOR ADDITIONAL QUESTIONS

Email us at support@elevacity.com or contact us at 1-800-518-0284 and we'll be happy to assist you.