

The background of the page is a dark teal color with a faint, semi-transparent image of a globe in the center. The globe is surrounded by several shipping boxes of various sizes, some with labels and barcodes, suggesting a global shipping and logistics theme.

elevAcity™

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# SHIPPING & RETURN POLICY

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OCTOBER 2018

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### **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.

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## 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.