



Product Returns Policies and Procedures

RETAIL ORDERS

Retail Returns:

Retail Customers may return product within thirty (30) days of purchase and receive a 100% refund of the product price, or replacement if not totally satisfied. Please be aware orders beyond the 30-day period are subject to a 10% restocking fee. Also note assisted order fees and all shipping costs to and from the customer are the responsibility of the customer. The 10% restocking fee is based on the product purchase price including applicable taxes.

Product Purchased from an Independent Distributor:

If an Independent Distributor sells product directly to a Retail Customer rather than having the Retail Customer order directly from Revii, then any returns must be made to you, the Independent Distributor, who sold the product.

Buyer's Right to Cancel:

Federal law empowers a buyer to cancel certain sales without penalty prior to midnight of the third business day after the transaction. This *Cooling-Off* period covers Retail Customer sales of \$25.00 or more that occur away from the seller's main office. In addition, the Independent Distributors must orally inform the buyer of the three-day right to cancel at the time the buyer signs the contract of sale or purchases the goods.

Independent Distributor's Responsibility:

If a Retail Customer mails, delivers, or notifies an Independent Distributor of a desire to cancel prior to midnight on the third business day after ordering or purchasing products, it must be honored by the Independent Distributor. If the buyer has taken delivery of goods, they must be returned with the notice unused. Within ten (10) business days after receiving the notice, the Independent Distributor must refund all payments made under the contract or sale.



DISTRIBUTOR ORDERS

Defective Products:

If you receive product that is in any way defective, we will gladly replace it at no cost. If you, the Independent Distributor, receive a defective product, simply contact Revii within ninety (90) days of purchase for an exchange or credit.

Unopened Products:

Unopened products may be returned within thirty (30) days of purchase. All returns received unopened are subject to a 10% restocking fee. Please note: assisted order fees and all shipping costs to and from the customer are the responsibility of the customer. Refunds will be credited within fifteen (15) business days. The 10% restocking fee is based on the product purchase price including applicable taxes.

Shipment Damage or Order Errors:

It is very important to us that you receive what you ordered, that orders are filled accurately and are in good condition upon receipt. If you did not receive the items you ordered or your product was damaged in shipment, we will make every attempt to correct the situation. Please report this to Revii's Customer Service Department Toll Free at 800-442-0993 or 763-493-7770 (locally) within seven (7) business days after the delivery of your order.

Product damage in shipment will be replaced at no cost. You may be asked to return the damaged product or container at Revii's expense.

Refused Delivery:

If delivery of an order is refused, the return is subject to a 10% re-stocking fee. Assisted order fees and all shipping costs to and from the customer are the responsibility of the customer. The 10% restocking fee is based on the product purchase price including applicable taxes.

Termination Returns:

We expect you have sampled or purchased our products before becoming an Independent Distributor, and have decided you like the Revii products.

Distributors returning unopened, qualifying Independent Distributor Kit orders will be subject to a 10% restocking charge of the product price plus applicable taxes. Assisted order fees and all shipping costs to and from the customer are the responsibility of the customer. These orders may be returned within thirty (30) business days of receipt for refund. After the applicable time has passed, any refunds will be made at Revii's sole discretion. We do not accept returns of individual items contained in qualifying Independent Distributor orders unless the items are defective. Refunds will be issued within fifteen (15) business days. Returning an Independent Distributor Kit constitutes a cancellation of Distributorship with Revii.



If you are returning your initial qualifying Independent Distributor Kit, we will interpret this as resigning your Independent Distributorship and your account will be closed. You will be reverted to a Retail Customer for future purchases and are not eligible for membership for six (6) months.

PRODUCT RETURNS PROCEDURE

Returns Procedure Guidelines:

To enable prompt and efficient processing of your return, you must obtain prior authorization before returning product. Authorization can be obtained by calling Revii's Customer Service Department Toll Free at 800-442-0993 or 763-493-7770 (locally). You will be provided with a Return Material Authorization number (RMA). **Returned packages will not be accepted if the RMA number is not present and readable on the outside of your package.**

Once an RMA has been obtained, product must be returned within 30 days or the RMA will automatically cancel and no refund will be allowed.

Product Return Address:

Revii Inc.
Customer Returns Dept, RMA # *(insert your RMA number)*
9060 Zachary Lane North #104
Maple Grove, MN 55369

NOTE: Revii reserves the right to refuse a refund or return if it suspects fraud, abuse or breach of any of the Policies and Procedures. The Revii Return Policy is subject to any applicable local and/or state regulations.