



RETURN AND REFUND POLICY

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POLICY AND PROCESS

Product Satisfaction Guarantee

If for any reason a Vasayo product does not meet your expectations, simply return it within twelve (12) months of purchase for a 90% refund of the product price, excluding shipping.

*Product must be resalable condition (i.e., unused, unopened, not expired). A 10% restocking fee is applied on product returns. Shipping costs associated with returning product are the responsibility of the customer/Brand Partner returning the product. Any commissions and bonuses paid on the sale of returned product will be reclaimed from the upline/Sponsor.

- A. All returns, whether by a Customer, or Brand Partner, must be made as follows:
 - I. Obtain Return Merchandise Authorization ("RMA") from Vasayo;
 - II. Ship items to the address provided by Vasayo Customer service when you are given our RMA.
 - III. Provide a copy of the invoice with the returned products or service. Such invoice must reference the RMA and include the reason for the return.
 - IV. Ship back product in manufacturer's box exactly as it was delivered.
- B. All returns must be shipped to Vasayo pre-paid, as Vasayo does not accept shipping collect packages. Vasayo recommends shipping returned product by UPS or FedEx with tracking and insurance as risk of loss or damage in shipping of the returned product shall be borne solely by the Customer, or Brand Partner. If returned product is not received at Vasayo Distribution Center, it is the responsibility of the Customer, or Brand Partner to trace the shipment and no credit will be applied.
- C. The return of \$500 or more of products accompanied by a request for a refund within a calendar year, by a Brand Partner, may constitute grounds for involuntary termination.