



## **US Returns and Cancellation FAQ**

## What Should U Know About Returns

If you are not 100% satisfied with your order, please contact our customer support team by submitting a ticket or calling us at 1 (833) 467-3848.

To receive a refund for your order:

- Submit your notice of return within 30 days of the purchase date,
- Receive an RMA (Return Merchandise Authorization) number from Customer Support.
- Return the remainder of the product, to the address included in the email with the RMA number. Return shipping charges are responsibility of the customer.
- The first order is covered under our 100% 30-Day Money Back guarantee. Once we receive and verify your return, a refund will be issued for the purchase price, minus shipping charges.
- Refunds, excluding your first order, will be issued for the purchase price, minus shipping charges and a 20% restocking fee.

When submitting a ticket, please include:

1. Your Full Name
2. Order Number and Customer Number
3. Reason you are requesting a refund

## What Should U Know about Canceling a Monthly Order

The monthly options allow you to purchase products at a lower price and automatically receive new product every 28 days. Please note that changes cannot be made on the day the order has processed. "If you need assistance with your subscription, please submit a ticket.

## What Should U Know about Canceling Your Account

Unless otherwise specified by law, Brand Partners (BP) have the right to cancel their enrollment and product purchase within three (3) days from the date of enrollment and receive full refund.

Products that are currently marketable inventory includes: product, R U Health & Wellness LLC produced promotional materials and sales aids. For purposes hereof, "reasonable commercial terms" shall mean the repurchase of currently marketable inventory which is still in its original packaging and purchased within twelve (12) months from the BP's date of purchase at not less than ninety percent (90%) of the BP's original net cost less shipping fees and appropriate setoffs.

To process your cancellation, please submit a ticket from your Virtual Office letting us know that you are requesting a cancellation of your account. If you are entitled to a refund or are going to be returning product, please include this information with your ticket.