



## **US Returns and Cancellation FAQ**

## What Should U Know About Returns

If you are unsatisfied with any of our products, please submit a ticket or contact us at 1-469-270-5533.

In order to receive a refund for your first order\*:

- (i) Submit your notice of return within 30 days of the purchase date,
- (ii) Receive an RMA (Return Merchandise Authorization) number from customer support
- (iii) Return the remainder of the product, to the address included in the email with the RMA number
- (iv) Once we receive and verify your return, a refund will be issued for the purchase price, minus shipping charges. Please note that this can take up to a week.

When submitting a ticket, please include:

- 1) Your Full Name
- 2) Order Number and Customer Number
- 3) Reason you are returning the order

\*Only your first order is eligible for 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 30 days. Please note that changes cannot be made on the day the order is set to process." "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 Influencers 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, including product, Revital U 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 BI's date of purchase at not less than ninety percent (90%) of the BI's original net cost less shipping fees and appropriate setoffs.

In order 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.

