



Returns and Cancellations

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Returns:

We offer a 30 Day Money Back Promise. We understand that our smart products aren't for everyone. If you are unsatisfied with any of our products, please notify our Customer Support Team via email (support@revitalu.com) or contact us 1-469-270-5533 in the U.S. or at 020-359-81467 in the U.K.

In order to receive a refund:

- (i) Submit your notice of return within 30 days of the purchase date,
- (ii) Return the remainder of the product (Smart Coffee, Smart Caps, Smart Cocoa), used or unused, to the corresponding mailing address below. Please make sure to include your name, telephone number and Customer ID/Influencer ID with your return, so we know who to refund.
- (iii) Once we receive and verify your return, a refund will be issued for the purchase price, minus shipping charges.

Note: We do not provide a paid return label. Please do not send product to 4760 Preston Rd. These items will not be processed.

Mailing Address:

revital U International, US
14401 Sovereign Road
Suite 101
Fort Worth, TX
76155

revital U Returns Dept.
9 The Glebe
Albrighton
Wolverhampton, Shropshire
WV7 3EF

When contacting our Support Team, please include:

- 1) Your Full Name
- 2) Order Number or Influencer ID
- 3) Question or Concern
- 4) The best way to reach you

Cancellations:

Both customers and Influencers can cancel their orders in their respective accounts. To cancel monthly orders:

For Customers:

Please log into your revital U account, using your email and password.

Once you're in, go to ACCOUNT and click on MONTHLY ORDERS under the drop down menu. Locate the order you wish to change, go under VIEW and click on EDIT, which will take you to a screen to make your changes. When you've completed your changes make sure to scroll to the bottom of the box and select SAVE to complete the request.

If you have problems, you can also email your request to support@revitalu.com.

For Influencers:

Brand Influencers have 30-days to ask for a pro-rated refund on the unused portion of the first 50 digital credits that come with enrollment. If any commissions have been paid out or you have used the first 50 digital credits, no refund will be provided.

Unless otherwise specified by law, BIs have the right to cancel a 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, appropriate setoffs.

Please log into your U Office, go to the tool bar on the left hand side and locate the MONTHLY ORDERS tab to go into your orders.

Once you locate the order you wish to change, under VIEW you will select the EDIT link, which will take you to a screen to make your changes. When you have completed your changes, make sure to scroll to the bottom of the box and select SAVE to complete the request.

If you have problems, you can also email your request to support@revitalu.com.

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