



## Returns and Cancellations

Returns .....	3
Cancellations .....	3

## Returns:

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We offer a 30-day money back guarantee. We understand that our product isn't for everyone. If you are unsatisfied with any of our products, please notify our corporate office via email to [support@revitalu.com](mailto:support@revitalu.com) or contact us 1-469-270-5533 for the U.S. or at 020-359-81467 for 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 (tub of Coffee), 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 International, UK  
9 The Glebe  
Albrighton  
West Midlands 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:

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Both Customers and Influencers can cancel their orders in their respective accounts. To cancel Preferred/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 PREFERRED 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](mailto:support@revitalu.com).

**For Influencers:**

Please log into your U Office, go to the tool bar on the left hand side and locate the PREFERRED MANAGER 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](mailto:support@revitalu.com).

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