



## **US Customers Returns and Cancellation FAQ**

## What Should U Know on 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:

- (i) Submit your notice of return within 30 days of the purchase date,
- (ii) Return the remainder of the product, used or unused, to the corresponding mailing address below,
- (iii) 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

Mailing Address:

Revital U Returns Department  
c/o Amware Logistics  
3609 Pipestone Rd.  
Dallas, TX 75212

## What Should U Know about Cancelling a Monthly Order

The monthly order program requires you to enroll and agree to receive a minimum of 2 months of non-refundable orders. This program can be cancelled at any time after the first 2 months of shipments. If you request a cancellation before the second order is processed, you will still be billed, and the product will be sent out.

As long as the monthly order is not being processed, you have the ability to cancel it from your Website.

When log into your website, just go to the MONTHLY ORDERS Tab located in the drop down menu below your name in the upper right hand corner. On this screen please click on 'Edit / Skip a month' hyperlink. From here you will be able to change the status of your monthly order from active to skip a month, hold or cancel.

If you need further assistance, please submit a ticket.

