

CUSTOMER REFUND / RETURN POLICY

Refund Policy

You may request a refund of any amounts charged by contacting customer service support@vipglobalstars.com. If for any reason you are not completely satisfied with any VIP Global products purchased directly from VIP Global Stars via our website, you may request a refund within 30 days from the date of purchase for a full refund or exchange. Refunds and exchanges will be made to the credit card with which the product was purchased. You will need the following to make your request for refund:

- Proof of Purchase
- Unused portion of the product or empty product containers

Your refund includes only the cost of the product. It does not include the costs of shipping.

Return Policy

Before any product is returned to VIP Global Stars, the promoter or customer must contact customer support to obtain a *Return Merchandise Authorization* ("RMA") number. Any package received without this information on the outside of the box may be refused and may result in a refund not issuing.

Smart Ship Cancellation

Please email support to cancel or modify your Smart Ship at any time at support@vipglobalstars.com, without penalty. You can also modify or cancel your order at any time at www.vipglobalstars.com. By selecting the "Smart Ship" option on the website, you are giving VIP Global Stars authorization to enroll you in the automatic shipping program. VIP Global Stars will ship your products directly to you. You are also authorizing VIP Global Stars to charge your credit card for the products you have ordered on a monthly basis. You may cancel at any time without obligation and without penalty by emailing support@vipglobalstars.com or canceling the order on the vipglobalstars.com portal. All Smart Ship cancellations must be performed or delivered to VIP Global Stars within 3 business days of the next shipment to guarantee cancellation of that shipment.

Affiliate Refund Policy

Please reference VIP Global Stars Policies and Procedures for the Refund Policy regarding Affiliates.