



PURVII

# REFUND & EXCHANGE POLICY

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## RETURN PROCEDURE

- All returns must be approved through PURVII customer support.
- Be sure the RMA number is visibly displayed on the outside of the package.
- Return the package via UPS or USPS if possible, which allows the package to be tracked. If it is necessary to mail your return, always insure your package. Packages returned via regular mail that cannot be tracked are not the responsibility of PURVII.

## MEMBER PRODUCT-EXCHANGE POLICY

A Member may return products to PURVII or If you are not a PURVII Member, contact the PURVII Member Support Department. To receive an exchange, you must return the product with a copy of the invoice. Empty bottles or containers will not be accepted. Products must be exchanged within 30 days of the original ship date. There is a \$7 processing fee on all exchanges. The Member is responsible for the shipping cost on the returned product both ways. All exchanges must be in commercially salable condition.

## MEMBER PRODUCT REFUND POLICY

Members may exchange products or seek a refund within 30 days of purchase. A Member who is resigning his or her Member position and has notified PURVII corporate offices in writing of the resignation may return currently marketable inventory that has been shipped to them in the past 30 days for a refund equal to 90% of the original purchase price, less any commissions or bonuses paid to the resigning Member and/or their upline on these purchases.

Products shall not be considered “currently marketable” if returned after the products’ commercially reasonable usable or shelf life period has passed; nor shall products be considered “currently marketable” if the company clearly discloses to Members prior to purchase that the products are seasonal, discontinued, or special promotion products (includes Show Specials) and are not subject to the repurchase obligation. The eligibility for refund or exchange is determined by the condition of the product upon check-in at the PURVII distribution center.

## CUSTOMER RETURNS AND EXCHANGES

- Customer returns: If you purchased and received product directly through a Member representative, you are considered a customer. Contact the Member representative directly within 30 days of purchase for your return.
- If you purchased directly through PURVII must be returned within 30 days of purchase date.

## DAMAGED SHIPMENTS

- Whenever possible, note any damage when signing for shipment.
- Keep all packing materials so they may be inspected.
- Upon receipt of any damaged shipment, notify the PURVII Member Service Department immediately (within 48 hours).
- You may then be instructed to contact the carrier if a freight claim or freight inspection is needed.