

ViSalus Product Return Policy:

Vi (UK) stands by the quality of its products. If a product is not to a Customer's satisfaction, Vi (UK) will accept a return of the product, subject to the following guidelines:

1. Products damaged in transit will be exchanged at no additional cost to the Customer;
2. Products not meeting our Customer's satisfaction may be returned within thirty (30) days of delivery for a full refund, less the cost of postage and packing. Refunds for the return of individual products within Challenge Kits will be based on the listed wholesale price of the individual product at the time of purchase.
3. Returns of all saleable products made more than fifteen (15) but less than thirty (30) days from the delivery date will be eligible for a refund less a 10% restocking fee;
4. Returns of all saleable products made more than thirty (30) days from the delivery date will be eligible for product credit towards other ViSalus products less a 10% restocking fee;
5. Packages returned after three (3) unsuccessful deliveries (i.e., due to Customer relocation, incomplete/incorrect address information, etc.) may be subject to additional postage and packing fees to have the product resent;
6. Commissions of any type that are paid to VIPs on products that are ultimately returned to Vi (UK) for refund will be deducted from future commission payments

of the affected Promoter. Such deductions relating to the return of individual products within a Challenge Kit shall be based on the BV of those individual products at the time of purchase; and

7. Returns of more than £300 within on (1) year will result in the termination of a Promoter's account.

Vi (UK) Executive Product Pack / STAR Promoter System and Basic Kit Return Policy:

A VIP who cancels their Promotership within thirty (30) days of enrolment may return the Basic Kit, Executive, or Star Product Pack ("Promoter Packs") in saleable condition for a refund. Refunds for the return of individual products within Promoter Packs will be based on the listed wholesale price at the time of purchase. If Promoter returns product component(s) of a Promoter Pack which amount to more than 50% of the combined wholesale value of all individual products in the Promoter Pack, the corresponding commission of the entire Promoter Pack will be deducted from future commission payments. If a VIP cancels their Promotership within thirty-one (31) to sixty (60) days of enrolment, the same basic terms apply, however, a product credit (subject to a 10% restocking fee) will be granted instead of a refund.

Return Procedure:

A Return Pre-Authorisation Number is necessary for a return to be processed. The Customer or VIP is required to contact Vi (UK) to obtain a Pre-Authorisation Number. Refunds cannot be processed without this number. When returning an order, make sure the Vi (UK) invoice is included in the box. If a package is returned without a Return Pre-Authorisation Number, the information will be documented and the Customer or VIP will be required to call and provide further information as to why the package was returned. Unauthorised credits will not be issued when a package is returned.