

ViSalus Product Return Policy

ViSalus stands behind all of its product offerings and will accept a return of products that are not to our customer's satisfaction including products which the customer cannot utilize due to medical reasons. Returns are subject to the following guidelines:

1. Exchanges for the same product will be made for products that may have been damaged in transit;
2. Products may be returned within thirty (30) days of delivery for a full refund, less postage and handling, subject to the restocking fees described below;
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 due to unsuccessful deliveries (i.e., three (3) delivery attempts, Customer moved, Customer gave incorrect or incomplete address) may be subject

to additional shipping and handling charges to have the product resent;

6. Commissions of any type that are paid to Promoters on products that are ultimately returned to ViSalus for refund will be deducted from future Commission payments; and
7. Returns of more than \$300.00 within one (1) year will result in termination of Promoter's account.

ViSalus ESS and Business Opportunity Return Policy:

A VIP who cancels their Promotership within 30 days of enrollment may return unused products from the Executive System which are unopened and in resalable condition. A refund will be issued for the value of the Business Opportunity (\$49) and the value of unused and saleable products up to \$450. If the value of the returned product exceeds 50% of the product value originally received, the Fast Start Bonus received by Promoters on said sale will be deducted from future commissions owed to those same Promoters.

If a VIP cancels their Promotership within their first year but more than 30 days after their enrollment date, the same guidelines apply however returned, saleable products will result in a product credit equal to the discounted value of those products

(up to \$450) rather than a refund and will be subject to a restocking fee.

Return Procedure:

A Return Pre-Authorization Number is necessary for a return to be processed. The Customer or the Promoter is required to contact ViSalus to obtain a return pre-authorization number. This number must be written on the Refund Authorization Form that is to be sent back to ViSalus with the returned product in order for the return to be processed. If a package is returned without a return pre-authorization number, the information will be documented and the Customer or Promoter will be required to call and provide further information as to why the package was returned. Unauthorized credits will not be issued when a packaged is returned.