

WEST L!VE 2024 Refund Policy

During the Nu Skin West L!VE 2024 Event (July 25 – 27, 2024), all refunds and replacements must be handled onsite in the Product Room at the Salt Palace. There will be an assigned Returns/Problem Resolution area designated for this purpose.

Once Nu Skin West L!VE 2024 has concluded, replacements will no longer be available, only refunds. In order to see if you qualify for a refund after the event, please check the guidelines below and then follow the recommended steps.

The primary purpose of Nu Skin Enterprises United States, Inc. (Nu Skin) and its brand affiliates is to sell high quality products to customers. If a customer or Brand Affiliate desires to return a Nu Skin product purchased at L!VE 2024, then the following refund policy will apply to retail customers, Members and Brand Affiliates:

Customers

If a Brand Affiliate's customer purchases a Nu Skin product directly from Nu Skin during L!VE 2024, then unless otherwise required by applicable law or a specific product guarantee, Nu Skin will provide the retail customer with a one hundred percent (100%) refund on the returned product (i) if the product is returned within thirty (30) days from the purchase date, and (ii) regardless of whether the product has been used, is re-stockable or resalable.

The customer is responsible for the cost of returning the product and must contact the local market call center to process the return. A Nu Skin product purchased during L!VE 2024 may only be replaced onsite during L!VE West 2024 event (July 25 – 27, 2024).

Members

Nu Skin will provide a Brand Affiliate's Member a refund as follows:

1. One hundred percent (100%) of the purchase price of the product sold by Nu Skin to the Member if the returned product is unopened and resalable and returned at the Member's own cost within thirty (30) days from the order date.
2. Ninety percent (90%) of the purchase price of the product sold by Nu Skin to the Member if the returned product is unopened and resalable and returned at the Member's own cost within twelve (12) months from the order date.

The Member must contact the local market call center to process the return. A Nu Skin product purchased during L!VE 2024 may only be replaced onsite during L!VE West 2024 event (July 25 – 27, 2024).

Brand Affiliates

Nu Skin will provide a Brand Affiliate a refund as follows:

1. One hundred percent (100%) of the purchase price of the product sold by Nu Skin to the Brand Affiliate if the returned product is unopened and resalable and returned at the Brand Affiliate's own cost within thirty (30) days from the order date.
2. Ninety percent (90%) of the purchase price of the product sold by Nu Skin to the Brand Affiliate if the returned product is unopened and resalable and returned at the Brand Affiliate's own cost within twelve (12) months from the order date.
3. You may only return the products you personally purchased from Nu Skin. Nu Skin does not refund the original shipping

costs on products that you return. In order for Nu Skin to correctly back out the applicable bonuses on returned products, you must keep the sales order number from the invoice. You must also provide the sales order number to Nu Skin at the time you request a refund. You may also return individual products that are purchased as part of a kit or package. The form of the refund will be based on the original form of payment such as a bank transfer or a credit card charge.

The Brand Affiliate must contact the local market call center to process the return. A Nu Skin product purchased during LIVE 2024 may only be replaced onsite during LIVE West 2024 event (July 25 – 27, 2024).

Additional Details

For further details regarding Nu Skin's return and refund policy please see the Policies and Procedures at Chapter 2, Sections 4 and 5, which can be found [here](#).