

# REFUND POLICY

We realize that things can change. Just as customers may decide they no longer want a product after their initial purchase, individuals who sign up as a Nu Skin Brand Affiliate may decide that the business opportunity just isn't for them. The primary purpose of Nu Skin Enterprises Canada, 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, then the following refund policy will apply to retail customers, members and Brand Affiliates:

## Customers

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

If a Brand Affiliate's customer purchases a Nu Skin product directly from Nu Skin, then unless otherwise required by applicable law or a specific product guarantee, Nu Skin will provide the retail customer with a 100% refund on the returned product (i) if the product is returned within 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.

## Members

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

- (a) 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.
- (b) 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.

## Brand Affiliates

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

- (a) 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.
- (b) 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.
- (c) 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.

## 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.