

NU SKIN RETURN, REFUND & EXCHANGE POLICY

India

1. INTRODUCTION

At Nu Skin, we strive to provide you with the highest quality products that you can incorporate into your daily routine with confidence. We warrant that the products supplied by us will conform with the specifications provided and agree to remedy any non-conformity, if any. This document outlines Nu Skin's comprehensive policies regarding product returns, refunds, and exchanges.

The products sold by Nu Skin are covered by our manufacturer's warranty. If the product fails to meet the specifications provided or has any defects, you may be eligible for a return or exchange, subject to the terms and conditions outlined in this policy.

2. DEFINITIONS AND APPLICABILITY

Our refund policy applies exclusively to products that are unopened and in resalable condition. For the purposes of this policy:

- "Direct Seller" means a person appointed by Nu Skin on a principal-to-principal basis to undertake sale, distribution and marketing of products and services of Nu Skin.
- "Refund" refers to paying back the money collected on the sales of products being returned.
- "Return Merchandise Authorization (RMA)" refers to the approval number that must be obtained before shipping any return.

3. 30-DAY MONEY-BACK GUARANTEE

All unopened, resalable Nu Skin Products and Nu Skin Business Support Materials are eligible for a 100% refund if returned within 30 days of the order date, an 80% refund if returned within 31-60 days of the order date (20% restocking fee), or a 75% refund if returned within 61-90 days of the order date (a 25% restocking fee), in each case less applicable Bonuses or rebates paid on such product purchases. You may only return the Nu Skin Products or Nu Skin Business Support Materials you personally purchased from Nu Skin. You are not entitled to a refund of original shipping costs on Nu Skin Products or Nu Skin Business Support Materials that you return. For Nu Skin to correctly back out the applicable Bonuses on returned Nu Skin Products, you must keep the sales order number from the invoice. You must provide the sales order number at the time you request a refund. See Section 2.4 of the Nu Skin India Policies & Procedures for more information.

4. COOLING OFF PERIOD FOR NEW DIRECT SELLERS

You are provided with a 30-day cooling-off period from the date you enter into the Nu Skin India Direct Seller Agreement. "The Withdrawal Period/Cooling Off Period" means the period during which you can resign/terminate this Agreement and seek a full refund for any purchases made during this period under the terms of Nu Skin's refund policy.