

# RETURN/REFUND & EXCHANGE POLICY

The **Return & Refund Policy** allows to return any commercially resalable products purchased directly from the Company. Products sold as part of a Business Kit will be refunded on the discounted price paid.

Return & Refund Policy for <b>Brand Affiliate</b>	Period	Refund of the purchase price	Refund prepaid VAT or other tax	Refund initial delivery costs**
	<b>Order cancelled*</b> within 14 days after the date of delivery	100%	×	×
	<b>Order cancelled</b> within 1 month after the date of delivery	100%	×	
	<b>Order cancelled</b> within 1 year after the purchase date	90%	×	

\*The order may be cancelled entirely or partially.

\*\*It does not include the supplementary costs for express deliver. The initial delivery costs are only refunded in the event of a completely cancelled order.

Return & Refund Policy for <b>Customers</b>	Period	Refund of the purchase price	Refund prepaid VAT or other tax	Refund initial delivery costs**
	<b>Order cancelled*</b> within 14 days after the date of delivery	100%	×	×
	<b>Order cancelled</b> within 3 months after the purchase date	100%	×	

\*The order may be cancelled entirely or partially.

\*\*It does not include the supplementary costs for express deliver. The initial delivery costs are only refunded in the event of a completely cancelled order.

**The Exchange Policy** allows to exchange any products purchased directly from the Company that were incorrectly sent or defective.

**Process for obtaining Refund:**

Contact your local Nu Skin Office (by phone, fax or email) within established periods and inform them of your decision to **CANCEL** the order. You will then receive a reference number.

Send the products to be returned to the Company **no later than 14 days from the date on which you cancelled your order**. Note that shipping fees will need to be paid by you.

Add the reference number you received + your Nu Skin ID number in the box.

The Company will refund you as soon as possible, and in any event no later than 14 days, after:

- it has received the returned products, or
- you have supplied evidence of having sent back the products.

**Process for obtaining Exchange:**

Contact your local Nu Skin Office (by phone, fax or email) **within 3 months** of the purchase date and inform them of your decision to **EXCHANGE** the order. You will then receive a reference number.

Send the products to be exchanged to the Company **no later than 14 days from the date on which you cancelled your order**.

Add the reference number you received + your Nu Skin ID number in the box.

The Company will exchange the products as soon as it has received them (and within 14 days at the latest). If the exchange is not feasible, the Company may provide:

- a credit to be used to purchase other products, or
- a full refund of the purchased price.