

# RETURNS AND REFUND POLICY

The primary purpose of 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 Nu Skin retail customers, Members and Brand Affiliates in the Pacific Region:

## **Retail Customers**

If a retail 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 if: (i) the product is returned at the cost of the retail customer within 30 days from the purchase date; and (ii) regardless of whether the product has been used, is restockable or resalable.

## **Members**

Nu Skin will provide a Member with a 90% refund of the purchase price of the product sold by Nu Skin to the Member directly if: (i) the product is returned at the cost of the Member within 12 months from the purchase date; and (ii) the product is unopened and resalable.

## **Brand Affiliates**

Nu Skin will provide a Brand Affiliate a 90% refund of the purchase price of the product (less applicable bonus) if: (i) the product is returned at the cost of the Brand Affiliate within 12 months from the purchase date; and (ii) the product is unopened and resalable.

For further details including the refund policy for Business Support Materials, please refer to Section 4 of Chapter 2 of the [Policies and Procedures](#).

03/2026