



## RETURNS & REFUND POLICY

While we hope that you're always delighted with your order, we understand that there are occasions you may want to return products. NUMENOW, INC. offers you a thirty (30) day, full money-back satisfaction guarantee (less shipping/handling and enrollment fees) on all products sold in the USA.

Simply return the purchased product in its original packaging, within thirty (30) days from original purchase date for a refund. If you're Outside of North America, NumeNOW offers a three (3) day, full money-back satisfaction guarantee (less shipping/handling and enrollment fees) on all products.

Please notify us immediately about any incomplete shipments or damaged product. For your convenience and a faster service, we kindly ask you that all returns have a Return Merchandise Authorization Ticket Number (RMA) and an RMA number issued through Customer Service Personal. You need to print clearly the RMA # on the outside of the returned shipping box.

Notice to our Current NumeNOW INC. Distributors, you are responsible for returning product within fourteen (14) days of receipt of the RMA or the product may not be eligible for return and/or refund.

**NOTE:** If product is returned without an RMA and a visible RMA number on the shipping box, the package may be refused or the refund may be delayed. Any and all shipping or courier costs for the return of products will be the sole responsibility of the Distributor. It is recommended that a tracking number is assigned to package and insurable courier be used for shipping.

NumeNOW, may take up to Eight (8) business days from the receipt of the returned product to process any return and/or refund. Any and all commissions and bonuses previously paid out on a returned product will be decommissioned upon the product return and refund.

Please contact Customer Service to initiate the RMA process at 800-216-0457.

Cancellation Policy of Monthly Auto-Ship Orders may be cancelled at any time by submitting a written notice at least seven (8) business days prior to the next scheduled processing date. If not cancelled within 8 days, the product must be returned in the original packaging and shipped back at the distributor's expense. Also, a 15% administrative fee will be charged.

To cancel an Auto-Ship Order please call us Customer Service at (704) 794-2548.

### **NOTE:**

If you cancel your auto-ship after your payment has been processed, you will be subject to a 15% administrative fee deducted from your refund.

If a package is returned due to incorrect shipping information provided to us, you will be subject to all reshipping fees.

If you refuse or return a package you will be subject to a 15% restocking fee.