

## **G. GUARANTEE POLICY**

### **G.1 Customer Returns:**

Reliv offers and requires each Reliv Distributor to offer a 100% unconditional 30-day money-back guarantee to all retail customers. Every Reliv Distributor is required to honor this guarantee. If your retail customer is dissatisfied with a Reliv product for any reason, the customer may return the product to you; or to the company if the customer purchased directly from Reliv within 30 days of the purchase date. As the Reliv Distributor, you are responsible for ensuring the amount of product you retail to a customer is an amount reasonably consumed personally by the retail customer in that 30-day period.

Returns on sales made by you, the Distributor, direct to the customer should be refunded by you. Reliv will replace the returned product to you if, within 30 days after the product is returned to you, Reliv receives the following:

- a) A signed Customer Request for Refund form with a statement from the retail customer identifying the reasons for return;
- b) A copy of the original signed Retail Customer Sales Receipt form; and
- c) The unused portion of the product including cans.

Reliv requires this documentation to be completed and submitted with the unused product before processing a replacement to Distributors on customer returns. Reliv reserves the right to request additional documentation and/or to contact the customer directly to substantiate the retail sale and subsequent refund. The Reliv Distributor should retain proof of payment as well as proof of refund. Reliv will not refund the purchase price to any Reliv Distributor on customer returns.

Returns on sales made through Reliv direct to your customer will be refunded directly to the customer. This refund will include the original retail purchase price plus any applicable taxes and will be processed after Reliv receives the unused portion of the product.

### **G.2 Quality of Product:**

Reliv will replace any product within 60 days of purchase for reasons of substandard quality. Prior written request to the Reliv home office is required before any exchange will be made. The following procedures must be completed before a refund or replacement will be issued:

- a) A written replacement request must be submitted, stating the reason for the request and accompanied by proof of payment and a copy of the Purchase Order form or packing slip. Product returned without prior authorization will be returned to the Distributor.
- b) Reliv will instruct you where to ship the product for inspection. Upon receipt and verification of the product, Reliv will send a replacement.

### **G.3 Termination Returns:**

Reliv will repurchase from a Distributor who terminates his or her Distributorship all products that were purchased from Reliv within the 12 months immediately preceding the Distributor's termination date for the purchase price paid. A Distributor will not receive a refund of the original shipping and handling charges. The amount refunded will be less any discounts or commissions you received relating to the purchase of the products, subject to the following terms:

- a) You must submit to Reliv a written request terminating the Distributorship, including a request for refund, and accompanied by proof of payment and a copy of the Purchase Order form or packing slip for the product to be returned.
- b) Reliv reserves the right to offer the upline of the terminating Distributor the opportunity to purchase the products directly for a period not to exceed two weeks.

- c) If the upline does not purchase the goods, the Distributor shall return the products to the location specified by Reliv.
- d) All products to be repurchased must be unopened and in reasonably resalable and reusable condition. Reliv reserves the right to inspect all returned product and to determine whether such product is in reasonably resalable and reusable condition. With respect to consumable products:
  - 1) Any product which, at the time it is returned is beyond the indicated or established period of shelf-life for the product will not be deemed in reasonably resalable or reusable condition; and
  - 2) In general, any consumable product which was purchased more than 90 days prior to the time it is returned will be carefully inspected to determine whether the product is fresh and in resalable condition. No refund will be paid unless the product is determined by Reliv to be in such condition.
- e) Terminating Distributors have two weeks from the date of notification of termination, or in the event Reliv offers the Distributor's upline the opportunity to purchase the products two weeks from the end of such offer period, to return the products to Reliv for a refund.
- f) Reliv will repurchase un-opened Sales Aids returned to Reliv in reasonably resalable or reusable condition at the Distributor's cost.
- g) Reliv shall have the right to recover from Distributors upline to a terminating Distributor all commissions paid to such upline Distributors with respect to product repurchased by Reliv from the terminating Distributors. Reliv shall be entitled to recover such commissions by deducting the amounts from commissions that become due after the date of repurchase from the terminating Distributor.

The terminating Distributor will be responsible for all shipping expenses incurred in returning the product to Reliv. Upon receipt and inspection of the products returned, Reliv will make a refund payment. Any products returned which are not found to be in resalable or reusable condition will be destroyed.

#### **G.4 Buyer's Right to Cancel:**

Provincial law allows a buyer to cancel certain sales without penalty within ten (10) days after the transaction. The Reliv Retail Sales Receipt contains all legally required notices. It must be signed by the buyer and Distributor and a copy given to the buyer on every sale. In addition, the Distributor must insert the date of the sale and cancellation date on the notice and orally inform the buyer of the ten day right to cancel at the time the buyer signs the contract of sale or purchases the goods.

#### **G.5 Distributor's Responsibility:**

If a customer mails or delivers to you a valid notice of cancellation prior to midnight on the tenth business day after ordering or purchasing the product, it must be honored. If the buyer has received any products, they must be returned with the notice in substantially as good condition as when delivered. Within 10 business days after receiving the notice, you must refund all payments made under the contract of sale.