

Product Return Policy - Forever Living.com, LLC

The following time periods shall apply except where modified by local law.

FLP warrants satisfaction and guarantees its products are free from defects and substantially conform to product specifications. For all FLP products exclusive of literature and promotional products, this warranty and guarantee shall be for a period ending thirty (30) days from date of purchase.

Retail/Preferred Customers:

- Retail/Preferred Customers are guaranteed 100% product satisfaction. Within thirty (30) days from the date of purchase, a Retail/Preferred Customer may
 1. Obtain a new replacement for any defective product; or
 2. Cancel the purchase, return the product, and obtain a full refund of the purchase price, excluding shipping.
- In all cases, proper notice, proof of purchase and timely return of the product is required to be given to the source of purchase. FLP reserves the right to reject repetitive returns.
- When FLP products are acquired by Retail/Preferred Customers from or through the Company's Webstore, and subsequently returned for refund, the Profit and Bonus which was disbursed will be charged back to the FBO(s) who benefited from the sale.
- When FLP products are acquired from or through an FBO, that FBO is the primary party responsible for customer satisfaction by exchanging the product or refunding the money. In the event there is a dispute, FLP will determine the facts and resolve the issue. If cash is disbursed by FLP, the same will be charged back to the FBO(s) who benefited from the product sale.

Refund and Buy Back Procedure for the FBO:

- During the respective stated periods of warranty and guarantee, FLP will provide a new replacement of the same such product in exchange for a defective product or for one that has been returned to an FBO by a Retail Customer for lack of satisfaction. Such replacement shall be subject to validation of presented proof of timely purchase. Such purchase must have been by the FBO returning the product. In addition, for replacements of products to an FBO for product returns

by Retail Customers, a proof of sale to the Retail Customer and written proof of cancellation along with a signed receipt for return of funds as well as the return of product or empty containers will be required. Repetitive returns of product by the same parties may be rejected.

- FLP shall buy back any unsold, salable FLP product, except literature, that has been purchased within the previous twelve (12) months from any FBO who terminates his/her Forever Business. Such buy back will be accomplished by the terminating FBO first giving written notice to FLP of intent to terminate the Forever Business and forgo all rights and privileges relating thereto. The terminating FBO must return all products for which a refund is being claimed, along with proof of purchase, to FLP.
- If the product returned by a terminating FBO was purchased at Preferred Customer Price, the Preferred Customer Profit will be deducted from the FBO to whom it was paid. If the product returned is greater than 1cc, all Bonuses and Case Credits received by the terminating FBO's upline for the products returned will be deducted from the upline. If the Case Credits were used for any level move-ups of the FBO or upline, those move-ups may be recalculated after deducting the Case Credits to determine if the move-ups should remain in force.
- If a terminating FBO returns any Combination Pak, and it is missing some product, the refund and the deductions from the upline will be calculated as if the entire Combo Pak was returned, and then the price of the missing components will be deducted from the refund issued.
- After verification of the facts, the FBO will receive a refund check from FLP in the amount equal to the FBO's cost of the products being returned, less the bonuses personally received and the cost of handling, freight and any other appropriate setoffs.
- After recouping any costs or damages resulting from the terminated FBO's adverse conduct, if any, FLP will remove the FBO from the FLP Marketing Plan, and his/her entire downline organization will move up directly under the terminating FBO's Sponsor in the current generation sequence.
- The "Buy Back Rule" is designed to impose upon the Sponsor and the Company the obligation to ensure that the FBO is buying products wisely. The Sponsor should make every effort to provide recommended guidelines to the FBO so that he/she purchases only as much product as is required to meet immediate sales needs. Products previously certified as having been sold, consumed, or utilized shall not be subject to repurchase under the "Buy Back Rule."

