



**Thank you for choosing Isagenix!**

We are committed to providing you with the highest-quality products you can find! However, if you are not 100% satisfied with a product for any reason, you may be eligible to return the product for a refund. Isagenix will accept returns under its Satisfaction Guarantee when the products were purchased directly from Isagenix. Refunds are issued for the full amount paid at the time of purchase, less shipping.

## **PRODUCT RETURN & REFUND POLICY**

### **For Purchases Directly from Isagenix**

You have 30 days from the date of purchase to initiate a return of (a) your initial order of product; (b) product you are trying for the first time – this applies to any product you have not previously ordered; or (c) your first Autoship order.

Isagenix may consider accepting additional returns on a case-by-case basis, but reserves the right to deny any refund and/or cancel the Position of anyone who abuses the satisfaction guarantee.

The following items are non-refundable, except as required by law: membership fees, shipping fees, administration fees, literature and sales aids, seasonal, discounted or promotional items, and products that are not purchased directly from Isagenix (except as provided below for Retail Customers).

### **For Associates – Products Sold to Retail Customers**

If your Retail Customer (a person to whom you sold Isagenix products in person) wants to return products purchased directly from you, follow this procedure:

- A. Create a sales slip for the product refund, including the date and price paid by the Retail Customer, and write “refund” across the face of the order.
- B. Refund the money directly to your Retail Customer and have them sign the sales slip as proof of return.
- C. Contact Isagenix to obtain a Return Merchandise Authorization (RMA) number and instructions for returning the product. You will also be required to provide a copy of the signed refund sales slip.

If eligible, Isagenix will issue a replacement for the returned products within 30 days of the product being logged as returned by our distribution center. Isagenix reserves the right to reject repetitive returns or replacements.

### **How to Initiate a Product Return**

To initiate a return and request for refund, please email [Returns@IsagenixCorp.com](mailto>Returns@IsagenixCorp.com), or call us at (877) 877-8111 to receive your Return Merchandise Authorization (RMA). When contacting us, please have your Isagenix Member ID or invoice number available. Isagenix reserves the right to decline a refund if a RMA was not issued prior to returning the product(s).

## **ISAGENIX PRODUCT RETURN & REFUND POLICY AND INVENTORY BUY-BACK POLICY – UNITED STATES**

If eligible for a refund, Isagenix will credit the original form of payment within 30 days of the product being logged as returned by our distribution center. Any BV/PV associated with the product(s) will be reversed and deducted from an Associate making a return and may be reversed and deducted from the Support Team, making the transaction revenue neutral for all parties.

Please Note: Although Isagenix will promptly begin the refund process, it may take up to 30 days or longer for refunds to be processed by the responsible financial institutions.

### **Receipt of Damaged or Defective Products**

If you received a damaged or defective product, please contact Isagenix Customer Care at (877) 877-8111 right away. Provided you contact us within 30 days, we will replace those products at no charge in lieu of a refund.

## **INVENTORY BUY-BACK POLICY**

### **For Associates – Buy Back Policy (Account Cancellation/Termination)**

To protect Isagenix Independent Associates who cancel their account and who have accumulated more Isagenix products than they can sell or use within a reasonable time, Isagenix will buy back, on reasonably commercial terms currently marketable inventory purchased by that Associate within the 12 month period immediately prior to the cancellation date, subject to the terms and conditions of this policy.

Isagenix will accept returns of product inventory as long as the products:

- Are in good, resalable condition. Products for return must have been purchased less than one (1) year before the date of return. (In the states of Georgia, Louisiana, Massachusetts and Wyoming, there is no time limitation on the return, but the products returned must be in good, salable condition.)
- Are in their original packaging, unopened, with seals and labels intact.
- Show a printed expiration date on the label (if applicable) that is three or more months after the date of return.

The resigning Associate is responsible for the cost of shipping the returned products to Isagenix. Products that are within three months of expiration, discontinued or announced as being discontinued, or were sold as seasonal, promotional or discounted items are not eligible for Buy Back. Membership and administrative fees, literature and sales aids are non-refundable, unless required by law.

The repurchase price will be the amount actually paid by the Associate for the products being returned, less any consideration received by the Associate for purchase of the products being returned. In jurisdictions that require a different Buy-Back Policy, Isagenix will conform to that jurisdiction's policy.

All bonuses, compensation, BV, PV, and recognition or advancement received as a result of the original purchases will be reversed and deducted from the Associate and deducted from the Associate's Support Team. As a courtesy, we ask that you notify your Sponsor of your intention to cancel.

## **ISAGENIX PRODUCT RETURN & REFUND POLICY AND INVENTORY BUY-BACK POLICY – UNITED STATES**

This policy does not apply to Associates who, for the purpose of qualifying for an incentive, bonus or some other benefit, have falsely represented that the inventory for which they are attempting to obtain a refund has been previously consumed or sold.

If eligible for a refund, Isagenix will credit the original form of payment within 30 days of the product being logged as returned by our distribution center. Your account will be closed once the refund is issued.

By submitting a request for buy back, the Associate waives and cancels all present and future commission rights and any other rights he/she may have as an Associate.

### **How to Initiate a Return of Inventory**

If you wish to return product under the Buy Back Policy please email [Returns@IsagenixCorp.com](mailto>Returns@IsagenixCorp.com) or call us at (877) 877-8111 for instructions and to obtain an Isagenix Buy Back form.