



# ELEPRENEURS

## SHIPPING AND RETURN POLICY

### SATISFACTION GUARANTEE

We want you to be fully satisfied with every item you purchase from Elepreneur and Elevacity!

#### **RETURN OF PRODUCT UPON TERMINATION:**

If you voluntarily terminate the Agreement, you may return Currently Marketable Products in your inventory for a refund. You may only return Products that you personally purchased from us for resale (purchases from third parties are not subject to refund). “Currently Marketable” means that the Products are returned within twelve (12) months from the date of purchase and are in resalable condition; however, Products shall not be considered Currently Marketable if returned for repurchase after the Products’ commercially reasonable usable or shelf life period has passed; nor shall Products be considered Currently Marketable if we clearly disclose to you prior to purchase that the Products are seasonal, discontinued, or special promotion Products and are not subject to the repurchase obligation. Upon receipt of Currently Marketable Products, we will reimburse you 90% of the net cost of the original purchase price(s) or as otherwise required by law. There will be a 10% restocking fee applied.

Note: The Seventy Percent Rule will be applied as explained in Section 9.9 of our Policies and Procedures. Shipping and handling charges incurred by you when the Products were purchased will not be refunded.

#### **RETURN OF DISTRIBUTOR KIT UPON TERMINATION:**

If your Agreement is cancelled or terminated for any reason, you may return the Distributor Kit for a refund if:

- (a) it is unopened, undamaged, and in resalable condition;
- (b) you personally purchased it from us and
- (c) you return it to Elepreneurs within 365 days from the date of purchase (some states allow a longer refund period. Elepreneurs will comply with state refund laws where applicable).

Upon receipt of the Distributor Kit, we will reimburse you 90% of the net cost of the original purchase price(s). Neither original nor return shipping and handling charges will be refunded.

#### **NO REFUND FOR SALES TOOLS:**

We will not refund Sales Tools other than the Distributor Kit as described herein.

**RETURN OF PRODUCT-NO TERMINATION:**

If you are not 100% satisfied with our Products, you may return them for a refund if neither you nor we have terminated the Agreement and the Products were purchased within ninety (90) days and are in resalable condition. The refund shall be 90% of the purchase price. There will be a 10% restocking fee applied.

NOTE: The Seventy Percent Rule will also be applied as noted in Section 9. of our Policies and Procedures. Shipping and Handling charges incurred by you when the Products were purchased will not be refunded. You are also responsible for return shipping charges.

**REFUSED PRODUCTS:**

If you order Products and then refuse delivery, your order is subject to the restocking fee and other procedures for returns herein, and we may charge you for the return shipping costs.

**REFUND PROCEDURES:**

To receive a refund, you must comply with the following:

1. Obtain a Return Merchandise Authorization (RMA) number by calling the Customer Service Department at 1-800-518-0284. This RMA number must be written on each carton returned. No returns will be accepted if the shipping carton does not have an RMA written on the exterior of the carton. RMA numbers are valid for 30 days from the date of issue.
2. Proper shipping carton(s) and packing materials are to be used in packaging the Product(s) being returned for replacement. All returns must be shipped to:

Elevacity  
Attn: Shipping  
1700 Coit Rd., Suite 100  
Plano, Texas 75075

All returns must be shipped to Elevacity Shipping prepaid. Elepreneurs and Elevacity Shipping does not accept shipping collect packages. The risk of loss in shipping for returned Product shall be borne by you. If returned Product is not received at the address noted above, it is your responsibility to trace the shipment.

If you are sending Product that was returned to you by your Retail Customer, the Product must be received by us within ten (10) days from the date on which your Retail Customer returned the Product to you and it must be accompanied by a copy of the sales receipt you gave to the Customer at the time of the sale. Sales receipt can be located in the Elepreneur back office.

**REFUNDS TO CUSTOMERS:**

If you resell Product directly to your Customer, you must provide the Customer a full refund of all monies paid if the Customer returns the Product to you within thirty (30) days of the sales transaction. We will replace to you the same product when the unused portion of the product along with the signed sales receipt.

Elepreneurs will not refund Associates for retail customer returns.

**CANCELLATION NOTICE:**

You must give your Customer two copies of an official Elevacity sales receipt (one to keep and one to send). The sales receipt should be dated and show your name and address. The sales receipt must be in the same language that is used in the sales presentation. The cancellation notice appears on the sales receipt and must be given verbally by you when making a retail sale to a Customer. You must comply with its terms.

**No Refunds on Special Pricing:**

The Company will not issue refunds on special pricing for events such as annual conventions, training events, designated item number, or special conferences. Note: Multiple products designated with one item code must be returned as purchased for refund consideration. Partial packages will not be considered complete.