



## **RETURN AND REFUND POLICY**

**Update Aug 12, 2017**

Vida Divina offers a one hundred percent (100%) ninety-day (90) money back guarantee for all Customers. If a Customer purchased a product or service and is not satisfied with the product or service, the Customer may request a refund from their Independent Affiliate.

If you purchased products directly from Vida Divina and are not 100% satisfied with our products, you may return the items for a refund if neither you nor we have terminated the Agreement and the products or services were purchased within twelve (12) months and remain in resalable condition. The refund shall be ninety percent (90%) of the purchase price. Shipping and handling charges incurred will not be refunded.

### **Return Process**

- A. All returns, whether by a Customer, or Affiliate, must be made as follows:
  - I. Obtain Return Merchandise Authorization (“RMA”) from Vida Divina;
  - II. Ship items to the address provided by Vida Divina Customer service when you are given your RMA.
  - III. Provide a copy of the invoice with the returned products or service. Such invoice must reference the RMA and include the reason for the return.
  - IV. Ship back product in manufacturer’s box exactly as it was delivered.



- B. All returns must be shipped to Vida Divina pre-paid, as Vida Divina does not accept shipping collect packages. Vida Divina recommends shipping returned product by UPS or FedEx with tracking and insurance as risk of loss or damage in shipping of the returned product shall be borne solely by the Customer or Affiliate. If returned product is not received at Vida Divina Distribution Center, it is the responsibility of the Customer or Affiliate to trace the shipment and no credit will be applied.
  
- C. The return of \$500 or more of products accompanied by a request for a refund within a calendar year, by an Affiliate, may constitute grounds for involuntary termination.