

RETURNS, REFUNDS, EXCHANGES, AND CANCELLATIONS POLICY

Returns, Refunds, and Exchanges. The Company will refund the purchase price of Product or exchange it pursuant to the following:

1. If the Independent Representative (and/or his or her Preferred Customer who ordered directly from the Company) is not completely satisfied with their First Product Purchase, he or she may send back to the Company, at their own expense, the unused portion (unopened sealed boxes or bottles only, that are in a re-saleable condition) of their First Product Purchase within ninety (90) days of the original purchase date. The Company will refund 100% of the purchase price (less original shipping and handling charges listed on the First Product Purchase receipt). Product that is opened, or packaging that is not intact (damaged or otherwise) will not qualify for refund. If the First Product Purchase is returned after the ninety (90) day period, no refund will be given. Any subsequent order(s) placed (following the first order) made by the Independent Representative or Preferred Customer will carry a rolling thirty (30) day 100% refund of the purchase price of any returned box(es) in an unopened, sealed, and re-saleable condition which qualify for a pro-rata refund from the rolling thirty (30) day order date of any refund request(s) received. There are no refunds (including shipping and tax) for any food products – such as pancake and waffle mix.
2. Retail Sales. Any product sales that are transacted person-to-person (without the use of any electronic or e-commerce portal) by any registered Independent Representative or Preferred Customer member, where permitted by governing Laws, will be subject to Valentus’s “retail sales customer buy-back policy.” This policy makes provision for the return of any retail product sales made by the registered Valentus member, person to person, should a refund not be provided directly by the Valentus member who transacted the retail sale. Provision for a product return back to Valentus, Inc. (USA) for up to ninety (90) days from the original date of sale, with proof of a retail receipt provided by the registered Valentus member, will be permitted. Product returned must be in an unopened, sealed, and re-saleable condition, and will be subject to a 10% restocking fee. Product that is opened, or packaging that is not intact (damaged or otherwise) will not qualify for refund. There are no refunds (including shipping and tax) for any food products – such as pancake and waffle mix.
3. Any Commissions paid to the Independent Representative and his or her Upline for the Product returned by the Independent Representative or Customer will be deducted from the respective Upline Independent Representatives’ accounts or withheld from present or future Commission payments. An Independent Representative agrees that he or she will not rely on existing Downline Organization Volume at the close of a Commissions period, as returns may cause changes to his or her Title, Rank, and/or Commissions payout. If an Independent Representative returns more than fifty percent (50%) of the products of a single order, any commissions or business volume associated with the returned order will be retracted from the Independent Representative’s total.
4. Valentus offers a 90-day return policy on the initial enrollment order and a 30-day return policy on subsequent orders. Valentus will not accept any returns that do not have an assigned RMA number. In order to take advantage of our return policy, you must notify Valentus Customer Support of your intention to return products at the following email address: support@valentus.com. In addition to notifying Customer Support of your intention to return products, you must provide a list of the unopened products you will be returning, along with your name, Valentus account ID number, and the order number in which you received the products. If you do not provide adequate account information, this may delay the return process. At the time you provide all required information to our Customer Support Team, you will be provided with the RMA number necessary to process your return. Please include the RMA number with your returned products.

All shipping or courier costs for the return of Product will be borne solely by the Independent Representative (and/or his or her Preferred Customer who ordered directly from the Company) unless otherwise prohibited by law. Any damage or loss that occurs to returned Product during shipping will be the responsibility of the Independent Representative/Preferred Customer.

For all registered Independent Representatives, registered Preferred Customers, or registered Retail Customers (all of whom have agreed electronically to Valentus's terms of use and governing Policies and Procedures), returns will be accepted at the following locations:

USA registrants:

Valentus Returns, 3900 West 53rd Street, Sioux Falls, SD USA 57106

International orders fulfilled through Landmark Global/ Canada:

Valentus Returns, Unit 115, 104-1015 Columbia Street, New Westminster, BC V3M-6V3

International orders fulfilled through the Hamburg, Germany warehouse:

Fulfillment Mail Marketing GmbH, Max-Planck-Straße 8, 25335 Elmshorn, Germany

International orders fulfilled through Monta:

Valentus Inc. Papland 16 4206 CL Gorinchem

International orders fulfilled through the UK fulfillment center:

Valentus C/O Access Fulfillment, Unit1a/1b Learoyd Rd, Mountfield Rd Ind Est, New Romney, Kent, TN28 8XU, United Kingdom

Return procedure:

- i) Write Independent Representative or Preferred Customer ID in the return address on the box
- ii) Provide Full Name and Independent Representative or Preferred Customer ID inside the box and the reason for return
- iii) Obtain a tracking number to ensure package is received in a timely manner.

5. Valentus Order Cancellation Policy

Under most circumstances, an order cannot be canceled after submission. To determine if your order is eligible for cancellation, you will need to contact Valentus Customer Support by sending an email to the email address support@valentus.com. Upon receiving your request, Valentus staff will assess where the order is in the fulfillment process. If the order has been processed by the shipping system there will be no way to cancel the order at that time. If Valentus is unable to cancel the order due to its status within the fulfillment status, but you no longer wish to keep the order you may utilize the Valentus Refund & Return Policy to return the order for refund or exchange. Please refer to the Valentus Refund & Return Policy within these policies and procedures, or reach out to Valentus Customer Support for instructions regarding the return of your order.

Loyalty Program or Autoship orders may be canceled before the member-selected processing date, by members themselves. This can be accomplished by the member signing into their Valentus back office and entering the "Autoships" tab, then clicking on the cancel button. Loyalty Program or Autoship orders may also be canceled by contacting support@valentus.com, before the member-selected processing date. If your Autoship order has already been processed for the month, you may reach out to the email address support@valentus.com to determine eligibility for cancellation. Upon receiving your request, Valentus staff will assess where the order is in the fulfillment process. If the order has already been processed through the shipping system before the cancellation request, that order cannot be canceled and subsequently must adhere to the Valentus Refund & Return Policy of Valentus. If Valentus is unable to cancel the order due to its status within the fulfillment status, but you no longer wish to keep the order you may utilize the Valentus Refund & Return Policy to return the

order for refund or exchange. Please refer to the Valentus Refund & Return Policy within these policies and procedures, or reach out to Valentus Customer Support for instructions regarding the return of your order. 5. The Company will exchange Product if the Product is damaged in shipment, incorrectly sent due to a Company error, or of substandard quality. However, when an exchange is not feasible, the Company will refund the amount of the returned Product. If Product is damaged or defective, an Independent Representative should contact the Company within ten (10) days of receipt of the order.

