

## **Customers and Preferred Customers**

If for any reason you wish to return your product, we gladly offer a 30-day return policy to all Retail and Preferred Customers. If a Retail or Preferred Customer is dissatisfied with any product for any reason, you may return the item in good and marketable condition, along with the original invoice, to CelVitali International within 45 days of the purchase. Provided that the product is returned unused, unopened, and not damaged, you will receive a refund of the purchase price less shipping and handling. The Customer is responsible for the cost of shipping.

Retail or Preferred Customers are required to contact CelVitali International to obtain a Return Merchandise Authorization Number. This number must be written on the outside of the shipping box. If a package is returned without a Number, the refund may be delayed or refused.

For additional information or assistance in processing a return, please contact the Member from whom the product was originally purchased, or CelVitali International Support Department at [support@icelvitali.com](mailto:support@icelvitali.com).

## **Members**

A Member who terminates his or her business relationship with the company may return any inventory or sales aids for a refund (shipping fees are not refundable). Members may only return inventory or sales aids that he or she personally purchased from CelVitali International (purchases from others are not subject to refund). Any returned inventory or sales aids must be in unused, marketable condition. Sales aids and inventory are only available for a refund if the item(s) were purchased by the Members within 45 days prior to the date of cancellation. Upon Company's receipt of the unused, marketable sales aids and/or inventory, the Member will be reimbursed ninety percent (90%) of the original purchase price(s). Shipping charges are not refundable. The refund amount will be provided back via check.

**NOTE: Inventory that has been certified as sold pursuant to the 70% Rule is NOT subject to any refund.**

## **Member Return Procedure**

The Return Merchandise Authorization Number must be written on the outside of the return shipping box and a completed Return Authorization form must be included in the return package. A refund will be processed within 10 business days following the receipt of an authorized return. All refunds will be in U.S. Dollars. If a package is returned without a Return Merchandise Authorization Number, the refund may be refused or delayed.

For additional information or assistance in processing a return, please contact the member from whom the product was originally purchased, or the CelVitali International Support Department at [support@icelvitali.com](mailto:support@icelvitali.com).