



PRODUCT GUARANTEES, RETURNS AND INVENTORY REPURCHASE (US)

Retail Products

Cooling Off Period

Retail purchases may be canceled within seven business days after the sale for a full refund, including standard shipping (not expedited shipping), consistent with the cancellation notice on the order form. Amega will not reimburse the Customer for return shipping. All Retail purchase cancellations must be handled through the BA.

When a BA receives an order from a Retail Customer who cancels or requests a refund within this period, the BA must promptly refund the Customer's money. If the purchase was made online through the Business Associate's replicated website, the Customer may call Amega Worldwide Customer Support to make arrangements for return of the product (see return/exchange procedures).

Business Associates must orally inform Customers of this cooling off policy and ensure that the date of the order or purchase is entered on the order form. All Retail Customers must be provided with two copies of an official Amega sales receipt at the time of the sale. The back of the receipt provides the Customer with written notice of his or her rights to cancel the sales agreement.

Guarantee

Amega Worldwide offers a 30-day unconditional money back guarantee on Retail purchases, beginning on the date of courier-verified delivery. This guarantee applies to Retail purchases or the first shipment of product under the Preferred Customer Program.

When a BA receives an order from a Retail Customer who requests a refund within the 30-day period, the BA must promptly refund the Customer's money. If the purchase was made online through the Business Associate's replicated website, the Customer may call Amega Worldwide Customer Support to make arrangements for return of the product (see return/exchange procedures).

Exchanges

- a. **Damaged Products** - Retail customers can exchange damaged products within 60 days from the date that the product was shipped to them. Retail customers who wish to exchange damaged items must first contact the corporate office and obtain an RMA number which must be prominently displayed on the package in which the item(s) are being returned. Packages without an RMA number will be refused by AMEGA. Once the item(s) has been received by AMEGA, a replacement will be shipped to the retail customer at no additional cost.
- b. **Unused Products** - Retail customers can exchange their unused products (must be in good order and condition) for products of same value or higher by topping up the difference within 60 days from the date of purchase. Only unused products purchased through Amega Worldwide by the retail customer can exercise the exchange. Products that were purchased from another country office or stockist cannot be exchanged by the North America corporate office. Products which are suspected to be used or tampered with require a minimum of one week for management assessment and approval.
- c. **Used Products** - Retail customers can exchange their used products (must be in good order and condition) for products of same value or higher by topping up the difference within 60 days from the date of purchase. A 20% restocking fee will be assessed on all used products that are returned for exchange. Only products purchased from the respective office by the retail customer can exercise the exchange. Products that were purchased from another country office or stockist cannot be exchanged by the North America corporate office. Products which are suspected to be used or tampered with require a minimum of one week for management assessment and approval.
- d. Purchases that were made from a stockist or an Amega Country Office other than Amega Worldwide must be exchanged through the originating stockist or Amega Country Office.



Live Life Energized!

Products returned under this policy will be replaced for the exact same product only and all standard shipping (not expedited shipping) will be paid by Amega.

Incorrect Order

Amega Worldwide will exchange any product that is the result of an incorrect order fulfillment. Customers have seven days, beginning on the date of courier-verified delivery to contact Amega and arrange for this exchange.

When a BA receives an order from a Retail Customer who requests an exchange under this policy, the BA must promptly exchange the product. If the purchase was made online through the Business Associate's replicated website, the Customer may call Amega Worldwide Customer Support to make arrangements for exchange of the product (see return/exchange procedures).

Products returned under this policy will be replaced for the exact same product only and all standard shipping (not expedited shipping) will be paid by Amega.

Refused Shipments

If a Customer refuses shipment of an order and they were not instructed to do so by Amega Customer Support, a 25% restocking fee shall apply. Amega will not refund or reimburse any shipping costs.

Commission Adjustments

Any commissions that were earned on Retail Sales or Preferred Customer orders will be deducted from the Business Associate's account. If the commissions have already been paid, the value of those commissions will be deducted from the Business Associate's next commission release.

Resalable Items

Both consumable and non-consumable products as well as Sales aids shall be considered "resalable" if each of the following elements is satisfied:

- 1) they are unopened and unused
- 2) packaging and labeling has not been altered or damaged
- 3) they are in a condition such that it is a commercially reasonable practice within the trade to sell the merchandise at full price

Any merchandise that is clearly identified at the time of sale as nonreturnable, discontinued, or as a seasonal item, or any consumable item that has passed the expiration date shall not be resaleable.

Returned products that are not resaleable carry a 20% restocking fee.