

## RETURN/REFUND & EXCHANGE POLICY

**The Return & Refund Policy** allows to return any commercially resalable products purchased directly from the Company. Products sold as part of a Business Kit will be refunded on the discounted price paid.

<p><b>Return &amp; Refund Policy for Distributors</b></p>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e0f2f1;"> <th style="padding: 5px;">Period</th> <th style="padding: 5px;">Refund of the purchase price</th> <th style="padding: 5px;">Refund prepaid VAT or other tax</th> <th style="padding: 5px;">Refund initial delivery costs**</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;"><b>Order cancelled*</b> within 14 days after the date of delivery</td> <td style="padding: 5px;">100%</td> <td style="padding: 5px;">×</td> <td style="padding: 5px;">×</td> </tr> <tr> <td style="padding: 5px;"><b>Order cancelled</b> within 1 month after the date of delivery</td> <td style="padding: 5px;">100%</td> <td style="padding: 5px;">×</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;"><b>Order cancelled</b> within 1 year after the purchase date</td> <td style="padding: 5px;">90%</td> <td style="padding: 5px;">×</td> <td style="padding: 5px;"></td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 5px;">*The order may be cancelled entirely or partially. **It does not include the supplementary costs for express deliver. The initial delivery costs are only refunded in the event of a completely cancelled order.</p>	Period	Refund of the purchase price	Refund prepaid VAT or other tax	Refund initial delivery costs**	<b>Order cancelled*</b> within 14 days after the date of delivery	100%	×	×	<b>Order cancelled</b> within 1 month after the date of delivery	100%	×		<b>Order cancelled</b> within 1 year after the purchase date	90%	×		<p><b><u>Process for obtaining Refund:</u></b></p> <div style="margin-bottom: 20px;"> <p>Contact your local Nu Skin Office (by phone, fax or email) within established periods and inform them of your decision to <b>CANCEL</b> the order. You will then receive a reference number.</p> </div> <div style="margin-bottom: 20px;"> <p>Send the products to be returned to the Company <b>no later than 14 days from the date on which you cancelled your order</b>. Note that shipping fees will need to be paid by you.</p> </div> <div style="margin-bottom: 20px;"> <p>Add the reference number you received + your Nu Skin ID number in the box.</p> </div> <div> <p>The Company will refund you as soon as possible, and in any event no later than 14 days, after:</p> <ul style="list-style-type: none"> <li>it has received the returned products, or</li> <li>you have supplied evidence of having sent back the products.</li> </ul> </div>
Period	Refund of the purchase price	Refund prepaid VAT or other tax	Refund initial delivery costs**															
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<p><b>Return &amp; Refund Policy for Customers</b></p>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e0f2f1;"> <th style="padding: 5px;">Period</th> <th style="padding: 5px;">Refund of the purchase price</th> <th style="padding: 5px;">Refund prepaid VAT or other tax</th> <th style="padding: 5px;">Refund initial delivery costs**</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;"><b>Order cancelled*</b> within 14 days after the date of delivery</td> <td style="padding: 5px;">100%</td> <td style="padding: 5px;">×</td> <td style="padding: 5px;">×</td> </tr> <tr> <td style="padding: 5px;"><b>Order cancelled</b> within 3 months after the purchase date</td> <td style="padding: 5px;">100%</td> <td style="padding: 5px;">×</td> <td style="padding: 5px;"></td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 5px;">*The order may be cancelled entirely or partially. **It does not include the supplementary costs for express deliver. The initial delivery costs are only refunded in the event of a completely cancelled order.</p>	Period	Refund of the purchase price	Refund prepaid VAT or other tax	Refund initial delivery costs**	<b>Order cancelled*</b> within 14 days after the date of delivery	100%	×	×	<b>Order cancelled</b> within 3 months after the purchase date	100%	×						
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<b>Order cancelled</b> within 3 months after the purchase date	100%	×																

**The Exchange Policy** allows to exchange any products purchased directly from the Company that were incorrectly sent or defective.

<p><b>Exchange Policy</b></p>	<p><b><u>Process for obtaining Exchange:</u></b></p> <div style="margin-bottom: 10px;"> <p>Contact your local Nu Skin Office (by phone, fax or email) <b>within 3 months</b> of the purchase date and inform them of your decision to <b>EXCHANGE</b> the order. You will then receive a reference number.</p> </div> <div style="margin-bottom: 10px;"> <p>Send the products to be exchanged to the Company <b>no later than 14 days from the date on which you cancelled your order</b>.</p> </div> <div style="margin-bottom: 10px;"> <p>Add the reference number you received + your Nu Skin ID number in the box.</p> </div> <div> <p>The Company will exchange the products as soon as it has received them (and within 14 days at the latest). If the exchange is not feasible, the Company may provide:</p> <ul style="list-style-type: none"> <li>a credit to be used to purchase other products, or</li> <li>a full refund of the purchased price.</li> </ul> </div>
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