

REFUND AND EXCHANGE POLICY

Product Refunds and Exchanges

1.1 Refund Policy

The primary purpose of Nu Skin Enterprises Singapore Pte. Ltd. (“**Nu Skin**”) and its Brand Affiliates is to sell high quality products to customers. If a customer or Brand Affiliate desires to return a Nu Skin product, then the following refund policy will apply to Nu Skin retail customers, Members and Brand Affiliates:

Retail Customers

If a retail customer purchases a Nu Skin product directly from Nu Skin, then unless otherwise required by applicable law or a specific product guarantee, Nu Skin will provide the retail customer with a 100% refund on the returned product if: (i) the product is returned at the cost of the retail customer within 90 days from the purchase date; and (ii) the product is unopened and resalable.

Members

Nu Skin will provide a Member with a 100% refund of the purchase price of the product sold by Nu Skin to the Member directly if: (i) the product is returned at the cost of the Member within 90 days from the purchase date; and (ii) the product is unopened and resalable.

Brand Affiliates

Nu Skin will provide a Brand Affiliate a refund as follows:

(a) 100% of the purchase price of the product (less applicable bonus) if: (i) the product is returned at the cost of the Brand Affiliate within 90 days from the purchase date; and (ii) the product is unopened and resalable.

(b) 90% of the purchase price of the product (less applicable bonus) if: (i) the product is returned at the cost of the Brand Affiliate after expiry of the above 90 days period and within 12 months from the purchase date; and (ii) the product is unopened and resalable.

For further details including the refund policy for Business Support Materials, please refer to Section 4 of Chapter 2 of the [Policies and Procedures](#).