

**The Return/Refund Policy applies to U.S. Customers and Independent Representatives only. Due to various international laws and regulations, we are unable to process refunds for international orders.**

### **Money Back Guarantee**

Thirty (30) Day Return Policy - 100% unconditional, 30-day, money-back guarantee to all Retail Customers (less shipping and handling if applicable). If for any reason a Retail Customer is dissatisfied with any YOR product, he/she may return the product to the Independent Representative from whom the product was purchased, or to YOR if purchased directly from YOR Health Website, within thirty (30) days from the date of purchase for a replacement, exchange, or full refund of the purchase price. Please refer to the “Retail Customer Return Policy” section for further details.

\*The Thirty (30) Day Money Back Guarantee applies to any consumable item any customer purchases for the first time (limited to one open container per product).

### **Retail Customer Return Policy**

#### **Retail Customer who purchased directly from a Independent Representative:**

If the Retail Customer requests a refund within thirty (30) days of purchase, the Independent Representative who sold the product to the Retail Customer must immediately refund the Retail Customer’s purchase price, once the product is returned with original receipt.

- Retail Customers must return merchandise to the Independent Representative who sold it to them; YOR will not accept returned merchandise directly from Retail Customers who did not purchase via YOR Health Website.
- The Independent Representative, in turn, should complete a Dissatisfied Consumer Product Return Form and forward the form along with the original YOR sales receipt and returned merchandise to YOR. YOR will then replace the returned merchandise with like product and ship it to the Independent Representative at the Independent Representative’s expense.
- All retail customers must be provided with 2 official YOR Sales Receipt at the time of the sale. One sales receipt is for the retail customer’s records, and the 2<sup>nd</sup> to be given to the Independent Representative along with the products if a refund is requested. (The YOR Sales Receipt is available for download in the Independent Representative Admin under the “Company” section)

#### **Registered Retail Customer (RRC) who purchased directly from YOR Health Website:**

If an RRC requests a refund within the 30 Days of Purchase, the RRC must call YOR Customer Care to obtain a Return Merchandise Authorization Number (RMA#).

- The RRC is responsible for returning, and insuring the return of the product to YOR (Refer to “Procedure for All Returns” for further details).

- After receiving the returned merchandise, YOR will refund the order within 10 business days.
- Only one refund per product will be given for opened containers.  
**Ex. 1:** If your order consists of 3 YOR SuperGreens, only 1 canister of YOR SuperGreens may be returned used/opened. The remaining 2 YOR SuperGreens will be refunded provided that they are unopened and in re-sellable condition.  
  
**Ex. 2:** If you have already requested a refund for an opened YOR SuperGreens, you will not be able to get a refund for any further purchases of YOR SuperGreens.
  - This limitation does not apply to unopened bottles/canisters.
- YOR reserves the right to adjust the appropriate sales volume from Upline Independent Representative's group volume.
- YOR reserves the right to refuse sale to and/or terminate any customer who may show abuse of YOR's 100% unconditional, Thirty (30) day, money-back guarantee.
- YOR reserves the right to reject repetitive returns or replacements.
- Packages returned without an RMA # will be charged an additional administrative processing fee of \$20 per order.
  - The processing of refunds or exchanges for returned packages with no RMA # may be delayed
- Customers may be subject to shipping charges for any package that was undeliverable and returned to YOR. Reasons for packages being unable to be delivered include, but are not limited to:
  - Apartment # required for delivery
  - Consignee requested package to be returned to shipper
  - Correct consignee name required for delivery
  - Customer unavailable to Sign
  - Incomplete address
  - Incorrect street # provided
  - Multiple errors in address -unable to resolve
  - Package not picked up by receiver at UPS facility
  - PO Box delivery unavailable
  - Receiver cancelled order
  - Receiver did not want
  - Receiver has moved
  - Service area inaccessible due to special event
  - The receiver is deceased
  - Undeliverable-address requires security clearance

**Procedure for all Returns (applies only to RRCs who purchased products thru YOR Health Website)**

- To receive a refund, exchange, or replacement on product purchased from the YOR Health Website, the RRC must:
  - Call YOR Customer Care for a RMA# and return shipping address. Customers and Independent Representatives must call within thirty (30) days to receive a RMA#.
    - The RMA # **is required on all returns** and must be clearly marked on the outside of the return package.
    - Returns **without** an RMA # clearly marked on the package may be returned to the shipper and/or **will not** be processed for a refund.
    - The product(s) to be returned must be postmarked within thirty (30) days of the date of purchase.
  - After YOR receives the returned merchandise, YOR will refund the order within 10 Business Days.
  - Return the product with the original order confirmation or packing slip to YOR.
    - Products shipped must be packaged in a manner that prevents damage to the product in transit.
    - YOR recommends the sender to insure and track all returns, as YOR is not liable for items lost in transit.