

**The Return/Refund Policy applies to U.S. Customers and Distributors 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 Select Customers (SC) (less shipping and handling if applicable). If for any reason an SC is dissatisfied with any YOR product, he/she may return the product to YOR 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.

### **Select Customer Return Policy**

- The Thirty (30) Day Money Back Guarantee applies to any consumable item an SC purchases for the first time.
  - Please note that this 100% refund (less shipping and handling) does not apply once the SC places his/her second order of like products.
- 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.
- Membership Fees are non-refundable after the 3<sup>rd</sup> business day of the SC enrollment date. You the buyer may cancel this transaction at any time prior to midnight of the third business day after the date of this transaction for a full refund.
- If an SC elects to cancel his/her membership within thirty (30) days from the date of his/her enrollment, YOR will refund 100% of the price of all consumable products purchased that was part of the SC’s initial order (excluding shipping and handling).
- Additional unused, unopened and resalable products purchased by an SC wishing to leave the company may be covered by our BuyBack Policy listed below.
- The canceling SC must return the product(s) to YOR, along with the Return Merchandise Authorization Number (RMA #).
- After YOR receives the returned merchandise, YOR will refund the order within 10 Business Days.
- YOR reserves the right to refuse sale to and/or terminate any SC membership 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

- To receive a refund, exchange, or replacement on product purchased from the YOR Health Website, a Retail/Select Customer or Distributor must:
  - Call YOR Customer Care for a RMA# and return shipping address. Customers and Distributors 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.

### **BuyBack Policy**

- The BuyBack policy is meant to protect individuals who want to cancel their lifetime membership and who believe they had mistakenly purchased more product than they could consume.
- SCs are only eligible for YOR's BuyBack policy on their most recent order. Since SCs are not allowed to resell products, there should be no reason for SCs to stock more products than they can consume.
- The request for a BuyBack must be made within one year of the products' original purchase date. Reimbursement will be made for the value of the original order less 10% for restocking, freight, rebates, bonuses and personal discounts. YOR reserves the right to not repurchase products or issue refunds on products that have been opened and consumed.
- The repurchase price of the last order placed (if in resalable condition) will be not less than 90 percent of the original net cost you paid. Net cost does not include shipping and handling or administrative fee.
- Items are deemed resalable or reusable if they are returned within one year of the date of purchase, and are unused/unopened and in their original packaging. Items that have been discontinued, or are within six (6) months of expiring, are not considered to be resalable. Items that do not have current labels are deemed not resalable. Any damages to the product, as the result of mispackaging or improper shipping for the return shipment, shall be your sole responsibility and considered non-resalable.
- Literature sales are final and are non-refundable.
- All BuyBack returns need to follow Procedure for all Returns.
- BuyBack Policies Controlled by Specific State Law: In some states there is a statute or regulation that provides for a different BuyBack Policy. YOR will conform to all such laws.
  - **In Georgia:** We will repurchase all unencumbered products, sales aids, literature, and promotional items which are in a reasonably resalable or reusable condition and which were acquired by the participant from YOR. The repurchase shall be at a price not less than 90 percent of the original net cost to the participant of the goods being returned. For purposes of this paragraph, "original net cost" means the amount actually paid by the participant for the goods, less any consideration received by the participant for purchase of the goods that is attributable to the specific goods now being returned. Goods shall be deemed "resalable or reusable" if the goods are in an unused, commercially resalable condition at the time the goods are returned to YOR. Goods which are no longer marketed by YOR shall be deemed "resalable or reusable" if the goods are in an unused, commercially

resalable condition and are returned to YOR within one year from the date YOR discontinued marketing the goods; provided, however, that goods which are no longer marketed shall not be deemed not “resalable or reusable” if the goods are sold to participants as non-returnable, discontinued, or seasonal items and the non-returnable, discontinued, or seasonal nature of the goods was clearly disclosed to the participant seeking to return the goods prior to the purchase of the goods by the participant.

- **In Maryland, Oklahoma, Idaho and Texas:** On written request from the purchaser, and not later than the first anniversary of the purchaser’s date of purchase, all unencumbered products that are in an unused, commercially resalable condition at a price not less than ninety percent (90%) of the amount actually paid by the purchaser for the products being returned, less any consideration received by the purchaser for purchase of the products being returned. A product that is no longer marketed by YOR is considered resalable if the product is otherwise in an unused, commercially resalable condition and is returned to the seller not later than the first anniversary of the purchaser’s date of purchase, except that the product is not considered resalable if before the purchaser purchased the product it was clearly disclosed to the purchaser that the product was sold as a non-returnable, discontinued, seasonal, or special promotion item.
- **In Massachusetts and Wyoming:** We will repurchase all unencumbered products in a resalable condition then in the possession of the participant. The repurchase shall be at a price of not less than ninety percent (90%) of the original net cost to the participant returning such goods, taking into account any sales made by or through such participant prior to notification to YOR of the election to cancel.
- **In Louisiana:** We will i) repurchase all or part of any product that are in a resalable condition at 85% of the original net cost to you, and ii) repay 85% of the original net cost of any services provided to you, and iii) refund ninety percent (90%) of any other consideration you paid to us in order to participate in the marketing program.
- **In Montana:** Montana residents who cancel their membership within 15 days are entitled to a 100% refund of any consideration given to participate.