



## RETURN AND REFUND POLICY

Updated: 06-05-19

### Product Satisfaction Guarantee\*

Product may be returned within 30 days after the original date of purchase (order date) for a 90% refund of the purchase price (10% restocking fee).

\* Shipping costs associated with returning product are the responsibility of the customer/Brand Partner returning the product. Any commissions and bonuses earned on the returned products will be deducted from the refund amount on all return transactions. Returned product may impact bonuses and commissions paid to the upline/sponsor. Brand Partner must be in good standing.

A. All returns, whether by a Customer, or Brand Partner, must be made as follows:

- I. Obtain Return Merchandise Authorization ("RMA") from Vasayo;
- II. Ship items to the address provided by Vasayo Customer service when you are given our RMA.
- III. Provide a copy of the invoice with the returned products or service. Such invoice must reference the RMA and include the reason for the return.

B. All returns must be shipped to Vasayo pre-paid, as Vasayo does not accept shipping collect packages. Vasayo recommends shipping returned product via UPS or FedEx with tracking and insurance, as risk of loss or damage in shipping of the returned product shall be borne solely by the Customer or Brand Partner. If returned product is not received at the Vasayo Distribution Center, it is the responsibility of the Customer or Brand Partner to trace the shipment, and no credit will be applied.

C. The return of \$500 or more of products accompanied by a request for a refund within a calendar year, by a Brand Partner, may constitute grounds for involuntary termination.

**Cancellation Policy:** If a Brand Partner or Customer wishes to cancel an order, please call customer service at 801-415-9888. We can only cancel orders before it ships. If an order has already shipped, please refer to the return policy.