

Sevara Global Refund Policy

SECTION 8 - PRODUCT GUARANTEES, RETURNS AND INVENTORY RE-PURCHASE

8.1 - Order Cancellation and Satisfaction Guarantee

Federal and state laws require a Brand Partner (BPs) to notify their retail customers that they have three business days (5 business days for Alaska residents. Saturday is a business day, Sunday and legal holidays are not business days) within which to cancel their purchase and receive a full refund upon return of the products in substantially as good condition as when they were delivered. BPs shall verbally inform their customers of this right, shall provide them with TWO copies of a retail receipt at the time of the sale, and shall point out this cancellation right stated on the receipt.

In addition, Sevara Global offers a **100% money back guarantee on products returned within 30 days from the date of sale**. BPs and Customers may use up to 50% of their initial product order and still be eligible to receive a full refund, as long as the remaining products are in Restockable/Resalable condition (see Definition of "Restockable/Resaleable" in section 8.2). Refunds will be reduced accordingly when more than 50% of the product has been used. Shipping, handling, and processing costs are not refundable. Products shipped directly to the customer by the company must be returned to the Company and a refund will be issued to the customer by the Company. Products delivered to the customer by a BP must be returned to the selling BP, and it shall be the responsibility of the BP to issue the refund to his/her customer. This product satisfaction guarantee does not apply to products damaged by abuse or misuse. BPs shall disclose the terms of the warrant to his/her customers at the time of sale and shall also point out this warranty information on the sales receipt and product literature.

If a BP returns more than \$300 for a refund in any 12 consecutive month period, the request will constitute the BP's voluntary cancellation of his/her BP Agreement, the refund will be processed as an inventory repurchase, and the BP's Sevara Global business will be cancelled.

BPs and Customers who have elected to receive an Auto-Purchase Order (APO) and wish to change or cancel their profile **must contact BP Support at least 3 business days prior to the scheduled automatic processing date**.

8.2 - Return of Inventory and Sales Aids by BPs Upon Cancellation

Upon cancellation of a BP Agreement, the BP may return products and Sales Tools that he/she personally purchased from Sevara Global (purchases from other BPs or Third parties are not subject to refund) that are in Restockable/Resalable (see Definition of "Restockable/Resalable" below) condition so long as the products and Sales Tools were purchased within one year prior

to the date of cancellation. Upon receipt of Restockable/Resalable products and sales aids, the BP will be reimbursed 90% of the net cost of the original purchase price. Neither shipping, handling, and processing charges incurred by a BP when the products, or sales aids were purchased, nor return shipping fees, will be refunded. If the purchases were made through a credit card, the refund will be credited back to the same account. If a BP was paid a commission based on a product(s) that he or she purchased, and such product(s) is subsequently returned for a refund, the commission that was paid based on that product purchase will be deducted from the amount of the refund.

Products and Sales Tools shall be deemed “Restockable/Resalable” if each of the following elements is satisfied: **1** they are unopened and unused; **2** packaging and labeling has not been altered or damaged; and **3** it is returned to Sevara Global within one year from the date of purchase. Any merchandise that is clearly identified at the time of sale as nonreturnable, discontinued, or as a seasonal item, shall not be resalable. **Virtual Starter Kits and Replicated Website fees are not refundable except as required by applicable state law.**

8.2.1 - Montana Residents

A Montana resident may cancel his or her BP Agreement within 15 days from the date of enrollment, and may return his or her Starter Kit for a full refund within such time period.

8.3 - Procedures for All Returns

The following procedures apply to all returns for refund, repurchase, or exchange:

All merchandise must be returned by the BP or customer who purchased it directly from Sevara Global.

- A BP or Customer must contact BP Support prior to the return of product to obtain a return merchandise authorization(RMA) number from the Company. This RMA number must be written on each carton returned. All returned merchandise must be in restockable, resalable condition in order to receive a refunded.
- All returns must be shipped to the Sevara Global Distribution Center, pre-paid. Sevara Global does not accept collect packages. The risk of loss in shipping for returned product shall be on the BP or Customer. If the returned product is not received by the Company’s Distribution Center, it is the responsibility of the BP or Customer to trace the shipment.
- If a BP is returning merchandise to Sevara Global that was returned to him or her by a personal retail customer, the product must be received by Sevara Global within ten (10) days from the date on which the retail customer returned the merchandise to the BP, and must be accompanied by the sales receipt the BP gave to the customer at the time of sale.

No refund or replacement of product will be made if the conditions of these rules are not met. Sevara Global will issue a refund within 20 business days of receipt of the returned merchandise.

8.4 - Exchanges for Damaged Shipments or Incorrect Shipment.

The Company will exchange Product if the Product is damaged in shipment, incorrectly sent due to a Company error, or of substandard quality. However, when an exchange is not feasible, the Company will refund the amount of the returned Product. If Product is damaged or defective, a BP should contact the Company within ten (10 days of receipt of the order). The Company will issue a call tag for the Product and immediately send a replacement order once it has inspected the returned merchandise and verified that the order is damaged or defective.