

## RETURNS

### INITIAL ORDER (anyone's first-ever purchase with BeneYOU)

If a Customer or Associate is dissatisfied for any reason, BeneYOU will refund 100% of the purchase price of returned product (from initial order only); Customer/Associate just pays for return shipping. This includes product that has been opened, unopened, partially used, etc.

### 2nd ORDER AND BEYOND

Customer/Associate may return any product that is unopened and re-sellable, subject to a 10% re-stocking fee. Customer/Associate pays for return and replacement shipping, and BeneYOU will refund 90% of the purchase price.

## EXCHANGES

### BeneYOU'S ERROR

If we sent an incorrect product/doesn't match invoice, simply call us and we'll replace the product, including paying for shipping both ways.

### CONSUMER CHANGES MIND

If, before opening the product\*, you change your mind and want a different product, call us to coordinate the exchange. Customer/Associate pays return shipping and replacement shipping.

\*2nd order and beyond

### DAMAGED PACKAGING

If the packaging AND product are damaged in shipping, we'll replace it at no charge. Simply email a picture and explain the damage to Support@BeneYOU.com. They'll call you to finalize the exchange.

If the box is damaged BUT the products are undamaged, we encourage you to use them — no harm, no foul! But if you must exchange the product, simply pay to ship it back and we'll replace it.

Note: For return or exchange of any bulk or fundraising orders, please call Support (number below).

**For all returns and exchanges, please call US: 855-750-9937 or Canada: 855-753-0343 for a return materials authorization ("RMA") number.**