



Policies and Procedures

Return Policy



RETURN POLICY

O-Life offers a 30 Day 100% money-back guarantee for the First Time Purchase Distributor/Customer for any reason. When making a retail sale, a Distributor shall verbally disclose the Customer's rights to cancel and get the full refund within 30 days. The rights are also printed on the pre-printed sales invoice provided by the Company, which must be completed and delivered to the Customer upon making the sale. The sales invoice is available to be downloaded by Distributor's the back office. All subsequent products will be subject to a 10% restocking fee if the return is within 30 days and a 30% restocking fee if the return is over 30 days up to maximum of 90 days. The product has to be in marketable condition (unopened, and unaltered). Distributor will be responsible for all shipping or courier costs for the return of Product unless otherwise prohibited by law. Distributor will also be responsible for any damage or loss that occurs to the returned product during shipping. If the Product arrives at the Company damaged, the Company has the right to reject the shipment. O-Life will not accept partial Product returns. All returns must be accompanied by an RMA (Returned Merchandise Authorized) number from the company. Any returned merchandise that is not accompanied by a proper RMA number will be treated as unauthorized returns which O-Life has the right to refuse and disregard, therefore no refund will be issued. You may request a RMA number via our customer services at 909-394-3000 or email at contact@o-life.com. RMA number must be printed legibly on the packaging in which it arrives in. O-Life reserves the right to refuse any delivery which does not meet these requirements. For Will Call orders, O-Life will hold the products up to 30 days from the date of purchase. To ensure your security, if the products are not picked up within this timeframe, O-Life will cancel the order and issue a refund through the original form of payment.

Exceptions to the refund policies may be extended by the Company in instances in which Distributor misconduct, misrepresentation, or other extenuating circumstances may require. Any previously commission that was paid to the Distributor and his or her Sponsor for the Product returned by the Distributor or Customer may be charge-backed from the respective Sponsor Distributor's account or withheld from present or future commission payments.

Regular Customers Purchase from Distributor:

Any Distributor who resells product to the ultimate consumer is responsible for paying out any refunds based on returns. The Distributor is expected to conduct their business in a manner consistent with the company Policies and Procedures, including strict adherence to the company refund policy. Any violation of this policy will be immediate



grounds for suspension or termination of Distributorship rights. If the Customer is not satisfied with the product within 30 days of purchase, he/she may return the product to the Distributor and asked for a full refund or for an exchange. The Distributor shall honor his or her Customer's timely request even if it made after any cooling off period required by law has expired. A request is timely if made within 30 days after the date of sale to the Customer. Distributor providing the refund can submit for a refund reimbursement providing that i) the product is returned to O-Life by the Distributor through whom the purchase was made ii) O-Life has to receive the product within 10 days of the return date to the Distributor iii) The return is accompanied by a copy of the original retail sales receipt with the name, address, and telephone number of the customer, the unused portion of the product in its original container, and a signed statement from the retail customer identifying the reason for the return. Proper shipping cartons and packing materials are to be used in packaging the return product for replacement and the Distributor is responsible for the shipping costs of the return.

Any Commission that was paid to the Distributor and his or her Sponsor for the Product returned by the Customer may be charge-backed from the respective Sponsor Distributor's account or withheld from present or future Commission payments.

Damaged Product:

The Company will exchange Product if the Product is damaged in shipment, incorrectly sent due to a Company error, or of substandard quality. If you received a damaged or defective item, please contact the Company with the order number and the product condition within 7 days of delivery to obtain an authorization for returns. If the return is authorized, we will provide you with an RMA (Return Merchandise Authorization) number and the instruction for sending the damaged or defective item to the Company. The damaged/defective items must be returned to us securely packaged and wrapped. After we received the returned item(s), we will examine and test the defective item(s). If we find the defect described in your message, we will ship you a replacement for the defective item(s) immediately via regular air mail only. Otherwise, the original item will be shipped back to you. Shipping cost of the returned damaged/defective product will be compensated only if the Company approves the return. No compensation for shipping costs will be provided for other methods of shipment except regular air mail. If the package was returned by a shipment method other than regular air mail, the company reserves the right to decide on the amount of shipping refund provided based on the cost of a regular air mail shipment. Please note that all return requests will take approximately 2 weeks to process to verify the condition before sending out a replacement or authorizing a refund. If the Product cannot be exchanged, the Company will refund the amount of the returned Product.

**Buy-back:**

The Company will buy back unused Product sold to a Distributor who voluntarily terminates the Contract. Such buy-back should still comply with the return policy in this contract.

Exchange:

The company will accept product exchange within 7 days from the date of purchase with prior authorization only.

Sales & Demo Kit:

The Company does not provide a refund for any sales aids, promotional materials, sales kits or any other marketing materials purchased. There is no financial benefit related to the purchase of these materials.

WELCOME TO O-LIFE!!!

O-Life looks forward to a long and successful future with each and every one of you. Welcome to the team.