



## REFUND POLICIES FOR CUSTOMERS

### **SATISFACTION GUARANTEED**

XELLISS North America offers a one hundred percent (100%) thirty (30) day money back guarantee for all Customers. If a Customer purchased a product or service and is not satisfied with the product or service, the Customer may request a refund from their Distributor.

#### Return Process

A. All returns must be made as follows:

- I. To initiate a return, you must send email to [support\\_us@natura4ever.com](mailto:support_us@natura4ever.com);
- II. Ship items to the address provided by Company Customer Service when you are given your return authorization.
- III. Provide a copy of the invoice with the returned products or service. Such invoice must reference the return authorization and include the reason for the return.
- IV. Ship back product in manufacturer's box exactly as it was delivered.

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