

# We Love Noni Return Policy

This Return Policy is valid together with the Policy Manual, Privacy Policy and contractual terms of the We Love Noni Partner Agreement.

## 1. 90-day money-back guarantee

If the Consumer or WLN Partner is not satisfied with the product purchased (first time purchase of the product), they have the option to return it within 90 days of purchase and receive a 100% refund of the purchase price, reduced by the shipping costs.

The return must be initiated by the Customer or the WLN Partner on whose account the products were ordered.

We Love Noni reserves the right to reject any quantity of returned product that cannot be consumed within 90 days. The 90-day money-back guarantee applies only to the first purchase made on the given ID number per product type. Repeated returns of the same product will be refused. Original product containers must be returned to We Love Noni for a refund to be issued. Customer is responsible for return shipping charges.

Shipping charges, handling fees, and customs fees are nonrefundable, unless We Love Noni made a shipping error.

The conditions of the refund are:

- Products received within 90 days of the order date will receive 100% cash back, less original shipping
- We Love Noni reserves the right to refuse returns from a WLN Partners' organization who requests to return more than twice within a rolling twelve-month period.
- Original product containers must be returned to We Love Noni for refund to be issued.
- Promotional and certain specialty items may have more restricted conditions for returns. Contact Sales Support for details.
- All sales of digital media are final.

## 2. Right of withdrawal

Consumers may request the cancellation of their order without giving any reason within 14 days of the delivery of the product. If a Consumer cancels the order, the costs of delivery and return shall be borne by the Consumer. Consumers must clearly indicate that they wish to cancel their order.

Consumers may request the cancellation by email. In order to meet the cancellation deadline, the Consumer must send his/her request for cancellation before the cancellation deadline. The written



cancellation request must include the following: the address of the Consumer, the quantity of the product, the date of the order, the order number. In any case, if the Consumer has accepted the product at the time of delivery, it must be returned by the Consumer without delay and within 14 days of the date of the request for cancellation.

### 3. Taking back the products

Returned products must be in saleable condition. A product is no longer considered saleable if:

1. The product is out of warranty, i.e. the expiry date on the packaging has passed.
2. The product has been opened.

Unless We Love Noni made a shipping error, any shipping costs occurred in returning the product to We Love Noni will be borne by the Consumer or WLN Partner.

In the event of a delivery error, it is the responsibility of the Consumer or WLN Partner to review the order and report any discrepancy within 14 days of the receipt of the order. We Love Noni endeavours to deliver products that are of good quality and saleable, however, products may be damaged in transit. The acceptance of a damaged parcel must be refused to avoid incurring additional transport costs. The courier must complete a damage protocol with the addressee, and the addressee must submit it electronically to We Love Noni within 5 working days. If the damaged goods are delivered and accepted, the Consumer or WLN Partner must immediately notify We Love Noni of the fact of the damage and request information on further steps to be taken. Products may only be returned by the Consumer or WLN Partner who purchased the product.

Shipping charges, handling fees, and customs fees are non-refundable unless **We Love Noni made an error originally. Only the Customer or WLN Partner under whose ID number the order was placed can initiate the return.**

### 4. Refused orders

If an order is refused, the return shipping costs will be deducted from the refund amount. Questions regarding whether a purchase qualifies to be returned under these policies should be directed to Sales Support.

### 5. Recalculation of the upline commission

All refunds that We Love Noni pays for returned products will affect future commissions already paid or to be paid to the upline. If the commissions have already been paid, the amount paid for the returned products will be deducted from the next commission of the upline. If the commission to the upline has not been paid yet, the purchase of the returned product will be declared as if it has not been made. Consequently, no commission is paid on this purchase.

