

# JUSURU® RETURN POLICY

Effective February 1, 2016

We stand behind our goods and services and want you to be satisfied with them. We'll always do our best to take care of our Customers and Independent Representatives (iReps)—our philosophy is to work with you fairly and reasonably; we hope you will be fair and reasonable with us, as well. Our intent is to build trust with you and create a relationship for the long term. Standing behind what we sell is a big part of that.

## JUSURU INTERNATIONAL OFFERS A 90-DAY MONEY-BACK GUARANTEE

Terms and conditions apply.

### RETAIL AND WHOLESALE CUSTOMERS

#### What is the return policy for new Retail and Wholesale Customers?

Jusuru International offers a 90-Day Money-Back Guarantee to all new Retail and Wholesale Customers for Liquid BioCell® products<sup>1</sup> purchased within their first 90 days as a Customer. If our Customers are dissatisfied with their purchase for any reason, they may return the empty bottles or unused portion to Jusuru or to the iRep from whom it was purchased, within 90 days of the initial purchase date, for a full refund of the purchase price. Our iReps are bound by their iRep Agreement to honor this guarantee. (Empty bottle money-back guarantee does not apply to Tria™ products. Refunds will be issued for unused product only.)

#### What is the return policy for existing Retail and Wholesale Customers?

If an existing Retail or Wholesale Customer is not completely satisfied with any Liquid BioCell® product purchased, they may return the empty bottles or unused portion within thirty (30) days of the original purchase date and Jusuru will refund 100% of the purchase price, less shipping and handling. (Empty bottle money-back guarantee does not apply to Tria™ products. Refunds will be issued for unused product only.)

#### How should the product be returned?

The product can be returned directly to Jusuru or through the Customer's iRep, who will return it to Jusuru within ten (10) days. The Customer is responsible for shipping costs.

The return must be accompanied by:

- The name, address and telephone number of the Customer and the reason for the return
- A copy of the original sales receipt
- The empty containers and unused portion of the Jusuru product in its original container

#### When will the refund be received?

If the product was purchased from Jusuru International, the refund will be issued in like-kind payment and may take up to 30 days to process. This means that if paid by credit card, the refund will be made to that credit card or if paid by electronic check, it will be refunded to the same checking account.

#### How will a refund be received if purchased directly from an iRep's inventory?

If the product was purchased directly from an iRep's personal inventory, the iRep will refund you directly.

#### Notes:

1. The 90-day return policy excludes Bulk Orders and Equine products; our 30-day return policy applies.
2. Other terms and conditions can apply. We handle returns on a case-by-case basis.



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