

RETURN MERCHANDISE AUTHORISATION FORM

Please include this bottom portion of the form with your return.

ACTION DESIRED (CHECK BOX):

- | | | |
|--|--|--|
| <input type="checkbox"/> Damaged merchandise | <input type="checkbox"/> Allergic reaction (Please describe below) | <input type="checkbox"/> Incorrect products received |
| <input type="checkbox"/> Returning products for a refund | <input type="checkbox"/> Unsatisfied with product | <input type="checkbox"/> Changed mind and wants refund |

Reason for the Return: _____

Detail Actions on how to process your return: _____

Mandatory ID #: _____

Name: _____

Phone: _____ Email: _____

- In accordance with previously stated policy, no refunds are given or offered after thirty days from the date product is received by the customer.
- All requests for an RMA (Return Merchandise Authorisation) must be received by email to Youngevity. Request for an RMA via facsimile or letter will not receive a response from Youngevity.
- All items returned for credit or refund must be disclosed at the time an RMA is issued. Any item returned to Youngevity that was not disclosed at the time the RMA was issued are not eligible for a credit or refund.
- Only one RMA will be issued per invoice.
- It is the responsibility of the customer to ensure that products are returned on or before the Product Due Date. Youngevity is not responsible for delays in the delivery of product returned caused by the New Zealand/Australia Post, or any other courier service public or private.
- It is advised that when product is returned to Youngevity the customer use a carrier that will provide proof of delivery to the customer. Youngevity is not liable for packages lost in transit or not received.
- Youngevity will not accept packages sent to Youngevity "Postage Due". Youngevity will not issue a "Carrier Pickup" for any RMA.
- After Youngevity receives returned merchandise, a credit will be issued within 7 - 14 business days.
- Credits will be issued for product amount only. Credits will not be issued for shipping and handling.

- You must be a registered Customer or Associate of Youngevity.
- There is a minimum purchase of \$160NZD and \$150AUD to use AutoShip.
- New/First time AutoShips will generate the month after they are received/entered. You will need to place a normal order for the current month.
- You can only edit monthly AutoShips online; otherwise you will need to contact customer service.
- AutoShips can only be paid for with Credit Card which will be billed against your set AutoShip frequency. Youngevity New Zealand does not accept any other payment method for AutoShip.
- Freight is free for \$160NZD and \$150AUD or more for Australia and New Zealand. (excl. Trays of cans, Bloomin Minerals, Washing Powder and CEO Paks.)
- You can hold/suspend your AutoShip for up to 2 months at any time. (You would not qualify for any Quick Start Bonus during this time).
- All changes to your AutoShip must be sent by email to nzsupport@youngevity.com or changed in your profile on Youngevity.com. This includes address, credit card numbers/expiry, additions, deletions, holding or cancellation. Any order not authorised for payment will be cancelled for that month. Please inform us of any credit card changes as soon as possible to avoid cancellations.
- Any changes to your AutoShip must be made at least 4 business days prior to it generating items, this includes cancellation. Changes made later than stated prior will take effect the following month.
- Youngevity New Zealand is not responsible for delays in the delivery of an AutoShip request caused by any courier public or private.
- Company processing fees will be deducted from all refunds issued for AutoShips.
- No individual orders can be sent with AutoShips.