

# Initial Order Money Back Guarantee & Return Policies

LifeWave's Initial Order Money Back Guarantee (MBG) makes it possible to place your first LifeWave order completely risk-free.



Refunds of all subsequent customer or distributor orders will be processed according to LifeWave's Return policy.



## CUSTOMER

Initial Order MBG

- ◆ 90 days hassle-free trial

We offer a no-questions-asked 90-day MBG on **Customers'** initial LW orders.\*

- ◆ Request your refund within 90 days of the order's original ship date
- ◆ Contact Customer Service (by phone or email) to request your refund
- ◆ Receive a full refund of your order invoice (excluding shipping costs)

*\*Initial order = a new Retail or Preferred Customer's first ever LifeWave order*



## DISTRIBUTOR

Initial Order MBG

- ◆ Risk-free 30 day trial

New **Distributors'** initial order\* qualifies for our risk-free 30-day MBG.

- ◆ Request your refund within 30 days of the order's original ship date
- ◆ Contact Customer Service (by phone or email) to request your refund and obtain an Return Merchandise Authorization (RMA) number
- ◆ Return all used and unused product with your RMA number (see FAQs)
- ◆ Receive a full refund of your order invoice (excluding shipping costs)

*\*Initial order = a new distributor's first ever LifeWave order*



## RETURN POLICY

- ◆ Not a first-time buyer?

You can still return unopened product for a full refund.

- ◆ Request your refund within 30 days of original ship date
- ◆ Make the request through Customer Service (by phone or email) to obtain RMA number
- ◆ Using your RMA number, return unopened, unexpired, undamaged items to LifeWave
- ◆ Receive full refund of invoice (excluding shipping costs)
- ◆ RMA product must be received by LW within 12 months of purchase date



**Q1:** What would void the MBG for a LW customer?

**A1:** The money back guarantee can be voided if the following occur:

- 1) Customer has multiple accounts
- 2) Duplicate orders were made
- 3) Refund is requested after 90 days from original ship date

**Q2:** Do I have to send back any of the unused product and/or packaging?

**A2:** No, this is a hassle-free money back guarantee. You are not required to return anything for a full refund (excluding shipping costs) of your initial order.

**Q3:** If I am purchasing for the second time, but it is a different product than my very first or initial order, can I receive a full refund?

**A3:** While subsequent orders are not eligible for the 90-day money back guarantee, they may be eligible for a refund as part of LifeWave's return policy with different requirements (please see return policy below).

**Q4:** Will returned product volume value be deducted from the sponsoring distributor?

**A4:** Yes.

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*Disclaimer: LifeWave maintains the right to accept or deny any refund request, at its sole discretion, for any reason it deems necessary. All requests are reviewed and approved on a case-by-case basis; previous results do not determine future approval.*

*For full details and specifics on promotional items, exchanges, and damaged/lost orders please refer to the full policies and procedures document located in the member resource section.*



**Q1:** What would void the MBG for a LW distributor?

**A1:** The money back guarantee can be voided if the following occur:

- Distributor has multiple accounts
- Distributor has previously ordered as a customer
- Refund is requested after 30 days from original ship date
- Distributor fails to send back opened packaging and unopened products (as per the terms of the policy)
- Distributor attempts to defraud or manipulate the MBG

**Q2:** Do I have to send back any of the unused product and/or packaging?

**A2:** With the money back guarantee (MBG) for distributors, members can use up to one sleeve of each product type that is included in their order and/or enrollment kit. Any additional sleeves, beyond one of each type contained in their order and/or enrollment kit, must be returned in a resalable (unexpired, unopened, undamaged) condition. Empty packaging or partially used sleeves must also be returned. If these requirements are not met, the MBG is void.

**Q3:** To receive a full refund (excluding shipping costs) on an initial or first ever LW order as a distributor, do I need an RMA?

**A3:** Yes, an RMA is required to receive a full refund as part of the MBG for a distributor. Contact customer service prior to the 30-day mark (following the ship date) to receive this number prior to sending your return to LifeWave. Clearly print the RMA number on the outside of the box for faster processing.

**Q4:** If I am purchasing for the second time, but it is a different product than in my very first or initial order, can I receive a full refund?

**A4:** No, all subsequent orders are not eligible for the 30-day money back guarantee; however, it is eligible for a refund as part of our return policy with different requirements (see return policy below).

**Q5:** When is the refund issued?

**A5:** The refund will be issued after the required product & packaging is received and processed by LifeWave.

**Q6:** Will returned product volume value be deducted from the sponsoring distributor?

**A6:** Yes.

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**Q1:** What would make an order ineligible for a full refund?

**A1:** The money back guarantee can be voided if the following occur:

- Returned product is in non-resalable condition (expired, opened, damaged)
- Failure to include RMA number on the outside package
- Failure to initiate refund request within required timeline (30 days from ship date)
- RMA product not returned to LW within 12 months of purchase date
- Product is part of a promotional offer that does not allow for returns
- Having multiple LW accounts
- Customer or member attempts to defraud or manipulate the policies and procedures of LifeWave

**Q2:** Do I have to send back any of the unused product and/or packaging?

**A2:** Yes, any product that a customer or member would like refunded must be sent back in a resalable (unexpired, unopened, undamaged) condition.

**Q3:** To receive a full refund (excluding shipping costs) on an order, do I need an RMA?

**A3:** Yes, an RMA is one of the requirements to receive a full refund. Contact customer service prior to the 30-day mark (following the ship date) to receive this number prior to sending back to LifeWave. Clearly print the RMA number on the outside of the box for faster processing.

**Q4:** When is the refund issued?

**A4:** The refund will be issued after the product is received and processed by LifeWave.

**Q5:** Will returned product volume value be deducted from the sponsoring distributor?

**A5:** Yes.

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