

## Health Product Guarantees, Returns, Procedures for Returns and BuyBack Policy

### Money Back Guarantee

Thirty (30) Day Return Policy - 100% unconditional, 30-day, money-back guarantee to all Retail Customers (less shipping if applicable). If for any reason a Retail Customer is dissatisfied with any YOR product, he/she may return the product to the Distributor from whom the product was purchased, or to YOR if purchased directly from YOR Health Website, within thirty (30) days from the date of purchase for a replacement, exchange, or full refund of the purchase price. Please refer to the "Retail Customer Return Policy" section for further details.

### Retail Customer Return Policy

Retail Customer who purchased directly from a Distributor

If the Retail Customer requests a refund within thirty (30) days of purchase, the Distributor who sold the product to the Retail Customer must immediately refund the Retail Customer's purchase price, once the product is returned with original receipt. (Retail Customers must return merchandise to the Distributor who sold it to them; YOR will not accept returned merchandise directly from Retail Customers who did not purchase via YOR Health Website.) The Distributor, in turn, should complete a Dissatisfied Consumer Product Return Form and forward the form along with the original YOR sales receipt and returned merchandise to YOR. YOR will then replace the returned merchandise with like product and ship it to the Distributor at the Distributor's expense.

- All retail customers must be provided with an official YOR Sales Receipt at the time of the sale.

Registered Retail Customer who purchased directly from Yor Health Website

If the Retail Customer requests a refund within the 30 Days of Purchase, the Customer must call YOR Customer Support to obtain a Return Merchandise Authorization Number (RMA#).

- The Customer is responsible for returning, and insuring the return of the product to YOR (Refer to "Procedure for All Returns" for further details).

After receiving the returned merchandise, YOR will refund the order within 10 business days.

- Only one refund per product will be given for opened containers.

This limitation does not apply to unopened bottles.

- YOR reserves the right to adjust the appropriate sales volume from Upline Distributor's group volume.
- YOR reserves the right to refuse sale to and/or terminate any customer who may show abuse of YOR's 100% unconditional, Thirty (30) day, money-back guarantee.
- YOR reserves the right to reject repetitive returns or replacements.

### Procedure for all Returns (applies only to RRCs who purchased products thru YOR Health Website)

To receive a refund, exchange, or replacement on product purchased from YOR Health Website, a Retail/Select Customer or Distributor must:

- Call YOR Customer Care for a RMA# and return shipping address. Customers and Distributors must call within thirty (30) days to receive a RMA#.
- The RMA # is required on all returns and must be clearly marked on the outside of the return package.
- The product(s) to be returned must be postmarked within thirty (30) days of the date of purchase.
- Return the product with the original order confirmation or packing slip to YOR.
- Products shipped must be packaged in a manner that prevents damage to the product in transit.
- YOR recommends the sender to insure and track all returns, as YOR is not liable for items lost in transit.