

**VIVRI USA, LLC.
PRODUCT RETURN POLICY**

PRODUCT GUARANTEES, RETURNS AND REPURCHASE OF STOCK

1.1 Customer Product Satisfaction Guarantee

Distributor or VIVRI Independent Leader, hereafter referred to as “Leader”, must notify their Customers that a 90-day money-back guarantee is offered on all VIVRI USA products sold to Customers. Customers not completely satisfied may return the purchased products to their Leader or VIVRI USA for a replacement or full refund within 90 days from the Customer purchase date. Shipping fees are non-refundable. Promotional products and gift items may not be available for replacement, and may, at VIVRI’s USA discretion, be exchanged for an item of equal value. The product guarantee applies only to orders placed through a VIVRI USA authorized sales channel. Refunds and exchanges may be obtained by contacting VIVRI’s USA Contact Center.

In addition, Leaders must inform their Customers verbally about this right, and shall provide them with two copies of a sales receipt at the time of the sale and must indicate this right of cancellation on the receipt.

1.2 Independent Consultant Return Policy

Leaders may return any products purchased within the past year for a 100% refund, provided such product or Business Aids are in re-saleable condition (see definition of “Re-saleable” in Section 1.4).

If there are product returns, VIVRI USA will adjust the bonuses of the Leaders to reflect the effects of such return.

Exchanged products, unlike returned products, will not result in a reduction of volume or other sales benefits.

Single product returns are subject to the return policy applicable to Customers.

1.3 Commission and Bonus Clawback

All overrides, bonuses, commissions, incentives, campaigns, promotional benefits, or other remuneration (collectively “remuneration”) that has been paid to a Leader and their upline based on their Team Volume (as measured in Business Value) associated with products that are subsequently returned will be deducted from the Leader and those upline Leaders who received remuneration based on such volume. Valid Customer product replacements and/or exchanges do not create a deduction. Deductions may take place in the month in which the refund is given and continuing every pay period thereafter until the commission is recovered. All remuneration that has been paid to a Leader, based on the volume associated with products that are subsequently returned, and any amounts due to VIVRI USA from the Leader for any other reason, are subject to deduction from the refund or repurchase amount. Overrides, bonuses and all benefits previously paid or earned on the returned marketable

products by the Leader's upline will be deducted from such upline's subsequent commissions.

1.4 Re-Saleable

Products and Business Aids shall be deemed re-saleable if each of the following elements is satisfied: 1) they are unopened and unused; 2) packaging and labeling has not been altered or damaged; 3) they are in a condition such that it is a commercially reasonable practice within the trade to sell the merchandise at full price; 4) it is returned to VIVRI USA prior to its expiration date and within one year from the date of purchase; 5) the product contains current VIVRI USA labeling. Any merchandise that is clearly identified at the time of sale as non-returnable, discontinued, or as a seasonal item shall not be re-saleable.