



RETAIL CUSTOMER RETURN AND REFUND POLICY

Updated Nov. 20, 2018

Retail Customer Returns & Refunds

If a Customer purchased a product directly from an Independent Affiliate and is not satisfied with the product, the Customer may request a refund from the Independent Affiliate they made the purchase from. Independent Affiliates are required to offer a one hundred percent (100%) ninety (90) day money back guarantee to all Customers on products that are unopened and in resalable condition. Vida Divina is not responsible for any refunds where a Customer purchased product from an Independent Affiliate.

If a Customer purchased a product or service directly from Vida Divina, through a local office or from an Independent Affiliate's website, where Vida Divina collected funds for the purchase, then Vida Divina will provide the refund if the refund is requested within ninety (90) days of the purchase date and is returned unopened and in resalable condition. Vida Divina is not responsible for refunding any shipping costs incurred on any returns or refunds.

Vida Divina is not responsible for refunds on any Customer orders that were lost or damaged by customs or by any shipping providers. Customers may request a refund from their country customs office and directly from the shipping provider.

Return Process

A. All returns, must be made as follows:

- I. Obtain Return Merchandise Authorization ("RMA") from Vida Divina;
- II. Ship items to the following address:

Vida Divina Worldwide
Returns Department
1700 Miliken Ave.
Ontario, CA 91761

III. Provide a copy of the invoice with the returned products or service. Such invoice must reference the RMA and include the reason for the return.

IV. Ship back product in manufacturer's box exactly as it was delivered.

B. All fees associated with shipping are to be paid by the Customer, as Vida Divina does not accept shipping collect packages. Vida Divina recommends shipping returned product by UPS or FedEx with tracking and insurance as risk of loss or damage in shipping of the returned product shall be borne solely by the Customer or Affiliate. If returned product is not received at Vida Divina Distribution Center, it is the responsibility of the Customer to track the shipment and no credit will be applied.