

## APPENDIX B – REFUND POLICY

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### 30-Day Trial & Return Policy:

If you are not satisfied with your eXfuze product purchase, eXfuze will refund your purchase price or replace the product for orders placed within 30-days of your initial product order.

#### To Receive Proper Credit Please Follow These Guidelines:

1. Only product purchases made within 30-days of your initial order date are eligible for refund.
2. To request a refund you must contact Customer Service within 30 calendar days of your initial purchase date.
3. Shipping charges are non-refundable.
4. All products must be returned to an eXfuze LLLP designated distribution center as indicated by Customer Service.

#### For Refunds Exceeding 2 cases:

- a. All products in excess of 2 cases returned, must be in resalable condition.
  - b. All products in excess of 2 cases are subject to a 10% administration fee.
5. Obtain a Return Merchandise Authorization Number (RMA#) from the eXfuze Customer Service Department.
  6. Returns must be received within 10 business days of RMA issuance.
  7. Return the product by a traceable means of delivery with the RMA# to eXfuze LLLP's distribution center in the United States indicated on the label of delivery of product.
  8. Use proper shipping carton(s) and packaging materials to return product at purchaser's risk and expense, send by traceable means delivery.
  9. Refunds will be processed within 10 business days of receipt of product.

When purchases are made directly from an Independent Marketing Consultant's on-hand inventory the Distributor must uphold this Customer 30-Day Money Back Guarantee.

This return policy applies to orders made by Preferred Customers, Retail Customers direct from an eXfuze Independent Distributor and purchases by eXfuze Independent Distributors for personal use. Personal use for an EID is defined as a two (2) bottle order in any 28-Day period. Non-personal use orders as an Independent Distributors are subject to Section 7 – Subsection 7.2 – Return of Inventory and Sales Aids by EIDs of the eXfuze Policies and Procedures.