



# IT WORKS! REFUNDS AND RETURNS POLICY

## TABLE OF CONTENTS

### **UNITED STATES**

---

ENGLISH 1

---

SPANISH 3

---

### **CANADA**

---

ENGLISH 5

---

FRENCH 7

---

### **AUSTRALIA/NEW ZEALAND**

---

ENGLISH 9

---

### **EUROPE**

---

ENGLISH 11

---

FRENCH 13

---

### **JAPAN NFR**

---

ENGLISH 16

---

JAPANESE 17

---

### **PHILIPPINES**

---

ENGLISH 19

---

### **MEXICO**

---

ENGLISH 21

---

SPANISH 23

---



## IT WORKS! REFUNDS AND RETURNS POLICY UNITED STATES

The It Works! Refunds and Returns Policy applies to Loyal and Retail Customers, and Distributors in certain instances (henceforth "Customers"). These terms apply to the It Works! products, apparel, merchandise, and printed business materials.

1. It Works! products produce different results for different people, and It Works! does not guarantee specific results nor offer a money back guarantee. Customers should follow the directions with each product received.
2. Loyal Customers can utilize the Self-Service Returns process located in the Loyal Customer portal to generate a shipping label. Distributors can utilize the Self-Service Returns process located in eSuite to generate a shipping label.
3. The Customer is responsible for all return shipping costs. Original shipping charges incurred on your order are not refundable.
4. To receive a refund, all returned items must be post-marked within thirty (30) days of the original ship date. Product must be in an unopened and/or "new" condition. Returned apparel must be in unaltered, unwashed, and unworn condition with the original tags attached/packaging included. A traceable shipping method must be used if the Self-Service returns process is not utilized. It Works! is not liable for the shipping costs of returned items or any return shipments that may be lost in the return shipping process.
5. All items sold at It Works! events must be returned or exchanged at the time and place of the event, during store hours, and are not eligible for return or exchange outside the event.
6. Distributors may only return product for product credit unless they are cancelling their Distributorship.
7. To exchange product and apparel items Customers can call Customer Support, or Loyal Customers and Distributors can log in to their online accounts and submit a support ticket, within thirty (30) days of delivery to specify which item(s) they would like to return or purchase in exchange. Exchange orders should be placed prior to Customers returning their original items for a refund to ensure that the desired replacement item(s) and/or size(s) is in stock and available.
8. Within sixty (60) days after cancellation or termination of the Distributor Agreement, the Distributor may return their starter kit and any products and sales aids purchased by Distributor for a refund, provided that the products or sales aids were purchased within one year from the date of cancellation or termination. The returned items must be in resalable condition as defined in the Distributor Agreement.
9. To receive a replacement on incomplete, broken, damaged, or defective items, the Customer must report the matter within thirty (30) days from the date of delivery and the incomplete or defective item must be made available for inspection if requested.
10. Refused orders are defined as orders that are refused upon delivery, marked return to sender, are undeliverable, or that have an insufficient address. A refused order is assigned a \$15 refusal fee that is deducted from the refund. Refusal fees are applied to orders to offset return shipping costs and return processing charges. Refused orders could take up to ninety (90) days to reach the Returns Processing Center and are not guaranteed a refund.
11. Returning an order to It Works! will not automatically cancel monthly autoship orders. Autoship orders can be cancelled through the Customer's online account at [www.itworks.com](http://www.itworks.com) by submitting a ticket, or by calling the local Customer Support number. All autoship changes must be completed at least two (2) business days prior to the next autoship process date.
12. If only a portion of a stocked package (several products grouped under one item name/number) is returned, the full value of the item(s) kept will be deducted from the refund on the return order and all Bonus Volume (BV) for the item(s) returned will be deducted.
13. Once the returned order is received and inspected at the Returns Processing Center (usually within 10 business days), a refund will be processed to the credit card used to purchase the order. Depending on the credit card



908 Riverside Dr. • Palmetto. FL 34221

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company, it may take an additional 2-10 business days after a refund is applied for monies to post to the Customer's account.

14. All returns must be accompanied with the original, or a copy of the original, packing slip.
15. If an item is returned that is not eligible for refund, you will be notified by Customer Support.
16. All printed business materials must still be in resalable condition, complete, unopened and in the original packaging in order to process a return and/or refund.
17. No returns will be accepted or refunds processed for personalized or customized items.
18. For additional information specific to Distributors please see the It Works! Policies & Procedures and the It Works! Distributor Terms & Conditions.
19. For additional information specific to Loyal Customers please see the It Works! Loyal Customer Terms & Conditions.

**PRODUCTS AND APPAREL MUST BE RETURNED TO:**

IT WORKS MARKETING, INC.  
4505 Newpoint Place, Suite 200  
Lawrenceville, GA 30043

**For Customer Support:**

<https://itworks.com/contactus>

SEPTEMBER 2021

## IT WORKS! POLÍTICA DE REEMBOLSOS Y DEVOLUCIONES ESTADOS UNIDOS

La Política de Reembolsos y Devoluciones de It Works! se aplica tanto a Clientes Leales y Minoristas como a Distribuidores en ciertos casos (en lo sucesivo, «Clientes»). Las presentes condiciones se aplican a los productos, la ropa, los productos y los materiales comerciales impresos.

1. Los productos de It Works! tienen resultados diferentes para diferentes personas, e It Works! no garantiza resultados específicos ni ofrece una garantía de reembolso en efectivo. Los Clientes deben seguir las instrucciones de cada producto recibido.
2. Clientes Leales pueden utilizar el proceso de Autoservicio de Devolución situado en el portal de Cliente Leal para generar una etiqueta de envío. Distribuidores pueden utilizar el proceso de Autoservicio de Devolución situado en eSuite para generar una etiqueta de envío.
3. El Cliente es responsable de todos los gastos de envío de devoluciones. Los gastos de envío originales incurridos en tu pedido no son reembolsables.
4. Para recibir un reembolso, todos los artículos devueltos deben tener el sello postal dentro de los treinta (30) días posteriores a la fecha de envío original. El producto debe estar sin abrir y/o como "nuevo". La ropa devuelta debe estar inalterada, sin lavar y sin usar, con las etiquetas originales adjuntas/paquete incluido. Se debe utilizar un método de envío rastreable si no se utiliza el proceso de devolución de autoservicio. It Works! no es responsable de los costos de envío de los artículos devueltos o cualquier envío de devolución que pueda perderse en el proceso de envío de devolución.
5. Todos los artículos vendidos en los eventos de It Works! deben devolverse o cambiarse en el momento y lugar del evento, durante el horario de atención, y no son elegibles para devolución o cambio fuera del evento.
6. Los Distribuidores únicamente podrán devolver productos a cambio de crédito de producto, a no ser que deseen cancelar su acuerdo de Distribución.
7. Para intercambiar productos y prendas de vestir, los Clientes pueden llamar a Atención al Cliente, o los Clientes leales y Distribuidores pueden iniciar sesión en sus cuentas en línea y enviar un ticket de soporte, dentro de los treinta (30) días posteriores a la entrega para especificar qué artículo(s) les gustaría devolver o comprar a cambio. Los pedidos de cambio deben realizarse antes de que los Clientes devuelvan sus artículos originales para obtener un reembolso y asegurarse de que los artículos y/o tamaños de reemplazo deseados estén en stock y disponibles.
8. Dentro de los sesenta (60) días después de la cancelación o terminación del Contrato del Distribuidor, el Distribuidor puede devolver su kit de inicio y cualquier producto y ayuda de ventas comprada por el Distribuidor para obtener un reembolso, siempre que los productos o ayudas de venta se hayan comprado dentro de un año desde la fecha de cancelación o terminación. Los artículos devueltos deben estar en condiciones de reventa como se define en el Contrato de Distribuidor.
9. Para recibir un reemplazo de artículos incompletos, rotos, dañados o defectuosos, el Cliente debe informar el problema dentro de los treinta (30) días a partir de la fecha de entrega y el artículo incompleto o defectuoso debe estar disponible para inspección si así se solicita.
10. Los pedidos rechazados son aquellos que se rechazan en el momento de la entrega, se marcan para devolver al remitente, no pueden ser entregados o tienen una dirección incompleta. A cada pedido rechazado se asigna una cuota de rechazo de 15 \$ que se deducirá del reembolso. Las tasas de rechazo se aplican a los pedidos para compensar los gastos de envío de devolución y los gastos de procesamiento de las devoluciones. Los pedidos rechazados podrían tardar hasta noventa (90) días en llegar al Centro de Procesamiento de Devoluciones y no tienen garantía de reembolso.
11. La devolución de un pedido de It Works! no cancelará automáticamente los pedidos de autoenvío mensual. Los pedidos de autoenvío mensual se pueden cancelar a través de la página en línea del Cliente en [www.itworks.com](http://www.itworks.com), abriendo un ticket de soporte o llamando al número local de Atención al Cliente. Todos los cambios de autoenvío deben ser completados por lo menos dos (2) días hábiles antes de la fecha del próximo proceso de autoenvío.

12. Si se devuelve solo una parte de un paquete surtido (varios productos agrupados bajo un nombre/número de artículo), el valor total de los artículos guardados se deducirá del reembolso del pedido de devolución y se deducirá todo el Bonus Volume (BV) por los artículos devueltos.
13. Una vez que el pedido devuelto sea recibido e inspeccionado por el Centro de Procesamiento de Devoluciones (generalmente dentro de un plazo de 10 días hábiles), se procesará un reembolso en la tarjeta de crédito utilizada en la compra del pedido. Dependiendo de la compañía de la tarjeta de crédito, este proceso puede durar entre 2-10 días hábiles adicionales una vez que se haya reembolsado el dinero en la cuenta del Cliente.
14. Todas las devoluciones deben ir acompañadas del original o de una copia de la etiqueta del paquete original.
15. Si se devuelve un producto que no reúna las condiciones para dar derecho a reembolso, así se lo notificará Atención al Cliente.
16. Todos los materiales comerciales todavía deben estar en condiciones de reventa, completos, por abrir y en el embalaje original para procesar una devolución y/o un reembolso.
17. No se aceptarán devoluciones ni reembolsos procesados de artículos personalizados o customizados.
18. Para obtener información adicional específica para Distribuidores, consulte las Políticas y Procedimientos de It Works! y los Términos y Condiciones de It Works! para Distribuidores.
19. Para obtener información adicional específica para Clientes Leales consulte los Términos y Condiciones de It Works! para Clientes Leales.

**LOS PRODUCTOS SE DEBEN DEVOLVER A:**

IT WORKS MARKETING, INC.  
4505 Newpoint Place, Suite 200  
Lawrenceville, GA 30043

**Para la Atención al Cliente:**

<https://itworks.com/contactus>

## **IT WORKS! REFUNDS AND RETURNS POLICY CANADA**

The IW Marketing International Canada ULC (“It Works!”) Refunds and Returns Policy applies to Loyal and Retail Customers and Distributors in certain instances (henceforth “Customers”). These terms apply to the It Works! products, apparel, merchandise and printed business materials.

It Works! consumer goods come with guarantees that cannot be excluded by relevant Canadian Laws and Regulations. Purchasers are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. Purchasers are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

1. As It Works! products produce different results for different people, It Works! does not guarantee specific results nor offer a money back guarantee. Customers should follow the directions with each product received.
2. To receive a refund, all returned items must be packaged and post-marked within thirty (30) days of the original ship date. Product must be in an unopened and/or “new” condition. Returned apparel must be in unaltered, unwashed, and unworn condition with the original tags attached/packaging included. A traceable shipping method must be used. It Works! is not liable nor responsible for the shipping costs of returned products or any return shipments that may be lost in transit to the Returns Processing Centre.
3. The Customer is responsible for all shipping costs. Original shipping charges incurred on your order are not refundable.
4. All items sold at the It Works! events must be returned at the time and place of the event and are not eligible for return or exchange outside the event.
5. Distributors may only return product for product credit unless they are cancelling their Distributorship.
6. To exchange products and apparel items Customers can call Customer Support, or Loyal Customers and Distributors can log into their online account and submit a support ticket, within thirty (30) days of delivery to specify which item(s) they would like to return or purchase in exchange. Exchange orders should be placed prior to Customers returning their original item(s) for an exchange to ensure that the desired replacement item(s) and/or size(s) is in stock and available.
7. Within sixty (60) days after cancellation or termination of the Distributor Agreement, the Distributor may return their starter kit and any products and sales aids purchased by Distributor for a refund, provided that the products or sales aids were purchased within one year from the date of cancellation or termination. The returned items must be in resalable condition as defined in the Distributor Agreement.
8. To receive a replacement item or a refund on incomplete, broken, damaged or defective item, the Customer must report the matter within thirty (30) days from the date of delivery and the incomplete or defective item must be made available for inspection if requested.
9. Refused orders are defined as orders that are refused upon delivery, returned to sender, undeliverable or that have an insufficient address. In Canada, a refused order is assigned a \$10 refusal fee that is deducted from the return order processing. Refusal fees are applied to orders to offset return shipping costs and return processing charges. Refused orders could take up to ninety (90) days to reach the Returns Processing Centre.
10. Returning an order to It Works! will not automatically cancel monthly autoship orders. Autoship orders can be cancelled through the Customer’s online account at [www.itworksca.com](http://www.itworksca.com) by submitting a ticket, or by calling the local Customer Support number. All autoship changes must be completed at least two (2) business days prior to the next autoship process date.
11. The full value of items kept from a stocked package (several products grouped under one item name/number) will be deducted from the refund on the returned order and all Bonus Volume (BV) for the item(s) returned will be deducted.
12. Once the returned order is received and inspected at the Returns Processing Centre (usually within 10 business days), a refund will be processed to the original credit card used at the time of purchase. Depending on the credit card company, it may take an additional 2-10 business days after a refund is applied for monies to post to the Customer’s account.

13. All returns must be accompanied with the original, or a copy of the original, packing slip, if not, a refund cannot be guaranteed.
14. Returns can take up to thirty (30) business days from being received at the Returns Processing Centre to be refunded.
15. If an item is returned that is not eligible for refund, you will be notified by Customer Support.
16. All business materials (“Biz Tools”) must still be in resalable condition, complete, unopened and in the original packaging in order to process a return and/or refund.
17. No returns will be accepted, or refunds processed, for personalized or customized items.
18. For additional information specific to Distributors please see the It Works! Policies & Procedures and the It Works! Distributor Terms & Conditions.
19. For additional information specific to Loyal Customers and Retail Customers please see the It Works! Loyal Customer and Retail Customer Terms & Conditions.

**PRODUCTS AND APPAREL MUST BE RETURNED TO:**

IW MARKETING INTERNATIONAL CANADA ULC  
C/O MMP Enterprises  
1520 Creditstone Road  
Concord, ON L4K 5W2

**For Customer Support:**

<https://itworksca.com/contactus>

SEPTEMBER 2021

## **POLITIQUE DE REMBOURSEMENT ET DE RETOUR D'IT WORKS! CANADA**

La Politique de remboursement et de retour d'IW Marketing International Canada ULC (« It Works! ») s'applique aux Clients fidèles et au détail et aux distributeurs dans certains cas (ci-après les « clients »). Ces conditions s'appliquent aux produits, vêtements, articles de merchandising et documents commerciaux imprimés d'It Works!.

Les articles de consommation d'It Works! sont offerts avec des garanties qui ne peuvent être exclues en vertu des lois et réglementations canadiennes pertinentes. Les acheteurs ont droit à un remplacement ou à un remboursement au titre d'une défaillance majeure et à une indemnisation pour toute autre perte ou tout autre préjudice raisonnablement prévisible. Les acheteurs sont également en droit de faire réparer ou remplacer les produits s'ils s'avèrent être de qualité inacceptable sans que cette qualité inférieure ne constitue une défaillance majeure.

1. Étant donné que les produits It Works! produisent des effets différents sur des personnes différentes, It Works! ne peut pas garantir des résultats spécifiques, ou offrir une garantie de remboursement. Les clients devront suivre les indications pour chaque produit reçu.
2. Pour pouvoir être remboursés, les articles doivent être emballés et renvoyés dans les trente (30) jours suivant la date d'expédition initiale, cachet de la poste faisant foi. Le produit ne doit pas avoir été ouvert et (ou) se trouver à l'état « neuf ». Les vêtements renvoyés doivent être intacts, non lavés, non portés, emballés et étiquetés. Une méthode de livraison avec suivi doit être utilisée. It Works! ne prend pas à sa charge les frais de livraison des produits renvoyés ou de tout autre renvoi qui pourrait être perdu en transit vers le centre de traitement des retours.
3. Les frais de livraison sont à la charge intégrale du client. Les frais de livraison initialement payés pour la commande ne sont pas remboursables.
4. Les articles vendus aux événements d'It Works! doivent être retournés durant l'événement et ne peuvent être ni renvoyés ou ni échangés en dehors de l'événement.
5. Les distributeurs peuvent uniquement retourner des produits et les échanger contre des crédits de produit, sauf s'ils annulent leur droit de distribution.
6. Pour échanger des produits et des vêtements, les clients peuvent appeler le service à la clientèle. Les clients fidèles et les distributeurs peuvent se connecter à leur compte en ligne et ouvrir un billet de soutien, et ce, dans les trente (30) jours suivant la livraison, afin d'indiquer le ou les articles qu'ils souhaitent renvoyer ou échanger. Les commandes d'échange doivent être passées avant le renvoi des articles initialement achetés parce qu'il faut premièrement s'assurer que les articles de remplacement et (ou) la taille souhaitée sont en stock.
7. Dans les soixante (60) jours suivant l'annulation ou la résiliation de l'Accord de distribution, le distributeur peut retourner son kit de démarrage (BBK) ainsi que tous les produits et aides à la vente qu'il a achetés en vue d'obtenir un remboursement, à la condition que les produits ou les aides à la vente aient été achetés dans l'année précédant la date de l'annulation ou de la résiliation. Les articles retournés doivent être dans un état qui permet leur revente, comme le précise l'Accord de distribution.
8. Pour recevoir un article de remplacement ou être remboursé pour tout article incomplet, détérioré ou défectueux, le client doit signaler les faits dans les trente (30) jours à compter de la date de la livraison, et retourner l'article incomplet, détérioré ou défectueux au centre de traitement des retours, où il sera examiné.
9. Les commandes refusées s'entendent des commandes qui sont refusées à la livraison, renvoyées à l'expéditeur, non livrables ou des commandes dont l'adresse est incomplète. Au Canada, des frais de 10 \$ sont appliqués à toute commande refusée et déduits du traitement des commandes retournées. Les frais sont imputés aux commandes pour compenser les frais de livraison de retour et les frais de traitement des retours. Les commandes refusées peuvent prendre jusqu'à quatre-vingt-dix (90) jours pour arriver à notre centre de traitement des retours.
10. Le renvoi d'une commande à It Works! n'entraîne pas l'annulation automatique des commandes automatiques mensuelles. Les commandes automatiques peuvent être annulées à partir du compte personnel du client sur [www.itworksca.com](http://www.itworksca.com) en ouvrant un billet de soutien ou en appelant le numéro du service client local. Tout changement concernant les commandes automatiques est à effectuer au plus tard deux (2) jours ouvrables avant la date de la prochaine commande automatique.



11. La valeur intégrale des articles d'une trousse (plusieurs articles regroupés sous un seul nom/numéro d'article) sera déduite du remboursement de la commande retournée et les BV correspondant aux articles retournés seront déduits.
12. Une fois la commande reçue et examinée par notre centre de traitement des retours (généralement dans les 10 jours ouvrables), le remboursement sera effectué sur la carte de crédit que vous avez utilisée pour régler la commande. Il faudra compter entre 2 et 10 jours supplémentaires pour que la somme apparaisse sur le compte du client, en fonction de la société qui lui a délivré sa carte de crédit.
13. Le remboursement n'est pas garanti, tout renvoi doit être accompagné de son bordereau original ou d'une copie de celui-ci.
14. Le remboursement des retours peut prendre jusqu'à trente (30) jours ouvrables à compter de leur réception au centre de traitement des retours.
15. Notre service à la clientèle vous informera si un article renvoyé ne remplit pas les conditions de remboursement.
16. Seuls les documents commerciaux (« Biz Tools ») encore complets et présentés dans leur état et emballage d'origine, non ouverts et en état d'être revendus, pourront être renvoyés.
17. Les articles personnalisés à la demande ne sont ni remboursés ni échangés.
18. Pour de plus amples renseignements relatifs aux distributeurs d'It Works!, veuillez consulter les Politiques et procédures d'It Works!, ainsi que les Conditions générales des distributeurs d'It Works!.
19. Pour tout renseignement supplémentaire relatif aux clients fidèles et aux clients au détail, veuillez consulter les Conditions générales des clients fidèles et au détail d'It Works!.

**LES PRODUITS ET VÊTEMENTS SONT À RENVOYER À :**

IW MARKETING INTERNATIONAL CANADA ULC  
C/O MMP Enterprises  
1520 Creditstone Road  
Concord (Ontario) L4K 5W2

**Pour communiquer avec le service à la clientèle :**

<https://itworksca.com/contactus>

**IT WORKS! REFUNDS AND RETURNS POLICY  
AUSTRALIA/NEW ZEALAND**

The IW Marketing International Australia Pty. Ltd. (“It Works!”) Refunds and Returns Policy applies to Loyal and Retail Customers and Distributors in certain instances (henceforth “Customers”). These terms apply to the It Works! products, apparel, merchandise and printed business materials.

It Works! consumer goods come with guarantees that cannot be excluded by relevant Australian and New Zealand Laws and Regulations. Purchasers are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. Purchasers are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

1. As It Works! products produce different results for different people, It Works! does not guarantee specific results nor offer a money back guarantee. Customers should follow the directions with each product received.
2. The Customer is responsible for all return shipping costs.
3. To receive a refund, all items must be returned within thirty (30) days of the ship date in an unopened and/or “new” condition.
4. Distributors may only return product for product credit unless they are cancelling their Distributorship.
5. Within sixty (60) days after cancellation or termination of the Distributor Agreement, the Distributor may return his starter kit and any products and sales aids purchased by distributor for a refund, provided that the products or sales aids were purchased within one year from the date of cancellation or termination. The returned items must be in resalable condition as defined in the Distributor Agreement.
6. When returning an order, the Customer must use a traceable shipping method. It Works! is not liable nor responsible for the shipping costs of returned products or any return shipments that may be lost in transit to the Returns Processing Centre.
7. To receive a replacement item or a refund on incomplete or defective items, the Customer must report the matter within sixty (60) days from the date of delivery and the incomplete or defective items must be made available for inspection if requested.
8. Refused orders are defined as orders that are refused upon delivery, returned to sender, undeliverable or that have an insufficient address. In Australia and New Zealand, a refused order is assigned a \$10 (+GST) refusal fee that is deducted from the return order processing. Refusal fees are applied to orders to offset return shipping costs and return processing charges. Refused orders could take up to ninety (90) days to reach the Returns Processing Centre.
9. In the event that taxes are paid at the border and cannot be recovered, taxes will not be reimbursed.
10. Returning an order to It Works! will not automatically cancel monthly autoshipment orders. Autoshipment orders can be cancelled through the Customer’s online account at [www.itworksau.com](http://www.itworksau.com) by submitting a ticket, or by calling the local Customer Support number. All autoshipment changes must be completed at least two (2) business days prior to the next autoshipment process date.
11. The full value of items kept from a stocked package (several products grouped under one item name/number) will be deducted from the refund on the returned order and all Bonus Volume (BV) for the item(s) returned will be deducted.
12. Once the returned order is received and inspected at the Returns Processing Centre (usually within 10 business days), a refund will be processed to the original credit card used at the time of purchase. Depending on the credit card company, it may take an additional 2-10 business days after a refund is applied for monies to post to the Customer’s account.
13. All returns must be accompanied with the original, or a copy of the original, packing slip, if not, a refund cannot be guaranteed.
14. All apparel and merchandise should be returned in original packaging and in “new” condition. If opened, the items must be in new condition and accompanied by original packaging with all original tags still attached. “New” condition is defined as being without any alterations, defects or damages that would prevent the resale of the item.
15. If an item is returned that is not eligible for refund, you will be notified by Customer Support.
16. All items sold at the It Works! events must be returned at the time and place of the event.

17. All business materials (“Biz Tools”) must still be resalable condition, complete, unopened and in the original packaging in order to process a return and/or refund.
18. No returns will be accepted or refunds processed for personalized or customized items.
19. There will be a 15% restocking fee applied for all returned apparel and merchandise.
20. Returns can take up to thirty (30) business days from being received at the Returns Processing Center to be refunded.
21. To exchange products, Customers can call Customer Support, or Loyal Customers or Distributors can log into their online account and submit a ticket, within thirty (30) days of delivery to specify which product they would like to return and which products they would like to purchase as an exchange. Exchange orders should be placed prior to Customers returning their original items for exchange and refund and to avoid interruption of their autoshipment services.
22. For additional information specific to Distributors please see the It Works! Policies & Procedures and the It Works! Distributor Terms & Conditions.
23. For additional information specific to Loyal Customers and Retail Customers please see the It Works! Loyal Customer and Retail Customer Terms & Conditions.

**PRODUCTS MUST BE RETURNED TO:**

IW MARKETING INTERNATIONAL AUSTRALIA PTY LTD  
7 Eucalyptus Place  
Eastern Creek, NSW 2766  
Australia

**For Customer Support:**

<https://itworksau.com/contactus>

DECEMBER 2019

## IT WORKS! REFUNDS AND RETURNS POLICY EUROPE

The It Works! Marketing International UC (“It Works!”) Refunds and Returns Policy applies to Loyal and Retail Customers and Distributors in certain instances (henceforth “Customers”). These terms apply to the It Works! products, apparel, merchandise and printed business materials.

It Works! consumer goods come with guarantees that cannot be excluded by relevant European Laws and Regulations. Purchasers are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. Purchasers are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

1. It Works! products produce different results for different people, and It Works! does not guarantee specific results nor a money back guarantee. Customers should follow the directions with each product received.
2. The Customer is responsible for all return shipping costs. Original shipping charges incurred on your order are not refundable.
3. To receive a refund, all returned items must be returned within thirty (30) days of the original ship date, dependent on local laws. Product must be in an un-opened and/or “new” condition. Returned apparel must be in unaltered, unwashed, and unworn condition with the original tags attached/packaging included. A traceable method of return must be used. It Works! is not liable for the shipping costs for return items or any return shipments that may be lost in the return shipping process.
4. All items sold at the It Works! events must be returned at the time and place of the event, during store hours, and are not eligible for return or exchange outside the event.
5. Distributors may only return product for product credit unless they are cancelling their Distributorship or have received damaged product in which case they are entitled to a cash refund.
6. To exchange product and apparel items Customers can call Customer Support, or Loyal Customers and Distributors can log into their online accounts and submit a support ticket, within thirty (30) days of delivery to specify which item(s) they would like to return or purchase in exchange. Exchange orders should be placed prior to Customers returning their original item(s) to ensure that the desired replacement item(s) and/or size(s) is in stock and available.
7. Within sixty (60) days after cancellation or termination of the Distributor Agreement, the Distributor may return their starter kit and any products and sales aids purchased by Distributor for a refund, provided that the products or sales aids were purchased within one year from the date of cancellation or termination. The returned items must be in resalable condition as defined in the Distributor Agreement.
8. To receive a replacement item or a refund on incomplete, broken, damaged or defective items, the Customer must report the matter within thirty (30) days from the date of delivery and the incomplete or defective items must be made available for inspection if requested.
9. Refused orders are defined as orders that are refused upon delivery, marked return to sender, are undeliverable, or that have an insufficient address. A refused order is assigned a €22 refusal fee that is deducted from the refund. Refusal fees are applied to orders to offset return shipping costs and return processing charges. Refused orders could take up to ninety (90) days to reach the Returns Processing Centre.
10. In the event that taxes are paid at the border and cannot be recovered, taxes will not be reimbursed.
11. Returning an order to It Works! will not automatically cancel monthly autoship orders. Autoship orders can be cancelled through the Customer’s online account at [www.itworkseu.com](http://www.itworkseu.com) by submitting a ticket, or by calling the local Customer Support number. All autoship changes must be completed at least two (2) business days prior to the next autoship process date.
12. If only a portion of a stock package (several products grouped under one item name/number) is returned, the full value of the item(s) kept will be deducted from the return and all Bonus Volume (BV) for the item will be deducted.
13. Returns can take up to thirty (30) business days from being received at the Returns Processing Centre to be refunded.

14. All returns must be accompanied with the original, or a copy of the original, packaging slip, if not, a refund cannot be guaranteed.
15. If an item is returned that is not eligible for refund, you will be notified by Customer Support.
16. All business materials must still be in resalable condition, complete, unopened and in the original packaging in order to process a return and/or refund.
17. No returns will be accepted, or refunds processed, for personalized or customized items.
18. This procedure does not limit any legal warranty claims of Customers.
19. For additional information specific to Distributors please see the It Works! Policies & Procedures and the It Works! Distributor Terms & Conditions.
20. For additional information specific to Loyal Customers please see the It Works! Loyal Customer Terms & Conditions.

**PRODUCTS AND APPAREL MUST BE RETURNED TO THIS ADDRESS:**

IT WORKS! MARKETING INTERNATIONAL UC  
c/o TLogistics B.V.  
Gerolsteinbaan 7-9  
5121 DN Rijen  
Netherlands

**For Customer Support:**

<https://itworkseu.com/contactus>

SEPTEMBER 2021

## **POLITIQUE DE REMBOURSEMENT ET DE RETOUR IT WORKS! EUROPE**

La Politique de remboursement et de retour d' It Works! Marketing International UC (« It Works! ») s'applique aux Clients Fidèles et au Détail et aux Distributeurs dans certains cas (ci-après les « Clients »). Ces conditions s'appliquent aux produits, vêtements, articles de merchandising et documents commerciaux imprimés d'It Works!.

Les articles de consommation d'It Works! sont offerts avec des garanties qui ne peuvent être exclues en vertu des lois et réglementations européennes pertinentes. Les acheteurs ont droit à un remplacement ou à un remboursement au titre d'une défaillance majeure et à une indemnisation pour toute autre perte ou tout autre préjudice raisonnablement prévisible. Les acheteurs sont également en droit de faire réparer ou remplacer les produits s'ils s'avèrent être de qualité inacceptable sans que cette qualité inférieure ne constitue une défaillance majeure.

1. Étant donné que les produits It Works! produisent des effets différents pour chaque individu, It Works! ne peut garantir de résultats spécifiques, ou offrir une garantie de remboursement. Les Clients devront suivre les indications pour chaque produit reçu.
2. Le Client est responsable de tous les frais de retour. Les frais d'expédition initiaux engagés sur votre commande ne sont pas remboursables.
3. Une demande de remboursement est possible si tous les produits retournés sont renvoyés dans les trente (30) jours à compter de la date de livraison initiale, suivant les législations locales. Les produits doivent être non ouverts et/ou dans leur condition d'origine. Les vêtements retournés doivent être dans un état non altéré, non lavé et non porté avec les étiquettes d'origine attachées/l'emballage inclus. Si le Client souhaite retourner un produit, celui-ci devra utiliser une méthode d'expédition avec suivi. It Works! n'est aucunement responsable des frais de retour des produits retournés ou des envois de retour qui pourraient se perdre pendant le processus de retour de la marchandise.
4. Tous les articles vendus au cours des événements It Works! doivent être retournés à l'heure et au lieu de l'événement, pendant les heures d'ouverture du magasin, et ne peuvent être retournés ou échangés en dehors de l'événement.
5. Les Distributeurs ne peuvent retourner des produits pour des crédits produits que s'ils annulent leur droit de Distributeur ou ont reçu des produits endommagés ; auquel cas, ils pourront demander à être remboursés.
6. Pour échanger des produits et des vêtements, les clients peuvent appeler le Service client, ou les Clients fidèles et Distributeurs peuvent se connecter à leurs comptes en ligne et soumettre un ticket d'assistance au cours des trente (30) jours suivant la livraison pour spécifier le ou les articles qu'ils souhaitent retourner ou faire achat en échange. Les commandes d'échange doivent être passées avant que les clients ne retournent leur(s) article(s) d'origine afin de s'assurer que le(s) article(s) et/ou taille(s) de remplacement souhaité(s) sont en stock et disponibles.
7. Dans les soixante (60) jours suivant la date d'annulation ou de résiliation de l'Accord de distribution, le Distributeur peut retourner son kit de démarrage ainsi que tous les produits et le matériel de promotion achetés par le Distributeur et obtenir un remboursement, à condition que les produits ou le matériel de promotion aient été achetés dans un délai d'un an à compter de la date d'annulation ou de résiliation. Les articles retournés doivent être en état de revente, tel que défini dans l'Accord de distribution.
8. Pour recevoir un article de remplacement ou être remboursé pour tout article incomplet, détérioré ou défectueux, le Client devra signaler les faits dans les trente (30) jours à compter de la date de livraison, et retourner l'article incomplet, détérioré ou défectueux au Centre de traitement des retours en vue de son examen.
9. Les commandes refusées sont définies comme étant des commandes refusées à la livraison, retournées à l'expéditeur, non livrables ou dont l'adresse est insuffisante. Toute commande refusée se verra attribuer des frais de refus à hauteur de 22 € qui seront déduits du remboursement. Les frais de refus sont imputés aux commandes pour compenser les frais d'expédition de retour et les frais de traitement des retours. Les

- commandes refusées peuvent prendre jusqu'à quatre-vingt-dix (90) jours pour arriver à notre Centre de traitement des retours.
10. Si des taxes ont été payées à la frontière et ne peuvent être recouvrées, les taxes ne seront pas remboursées.
  11. Le renvoi d'une commande à It Works! n'entraîne pas l'annulation automatique des commandes automatiques mensuelles. Les commandes automatiques peuvent être annulées à partir du compte personnel du Client à l'adresse suivante : [www.itworkseu.com](http://www.itworkseu.com), en envoyant un ticket d'assistance ou en appelant le numéro du service Client local. Tout changement concernant les commandes automatiques est à réaliser au plus tard deux (2) jours ouvrables avant la date de la prochaine commande automatique.
  12. Si vous ne retournez qu'une partie d'un colis en stock (plusieurs produits regroupés sous/en tant qu'un seul article), la valeur intégrale de l'article/des articles conservés sera déduite du retour et tous les bonus volume (BV) correspondant à l'article/aux articles seront déduits.
  13. Le remboursement des retours peut prendre jusqu'à trente (30) jours ouvrables à compter de leur réception au Centre de traitement des retours.
  14. Tout retour doit être accompagné de son bordereau original ou d'une copie de celui-ci pour pouvoir être remboursé.
  15. Notre Service client vous préviendra de tout article retourné ne remplissant pas les conditions de remboursement.
  16. Seuls les articles commerciaux encore complets, non ouverts et dans leur emballage d'origine pourront être retourné ou remboursés.
  17. Les articles personnalisés à la demande ne sont ni remboursés ni échangés.
  18. Cette procédure ne limite pas les demandes en garantie judiciaires des Clients.
  19. Pour tout renseignement supplémentaire concernant plus spécifiquement les Distributeurs It Works!, veuillez consulter les Politiques et procédures It Works! et les Conditions générales des Distributeurs It Works!.
  20. Pour tout renseignement supplémentaire concernant les Clients Fidèles veuillez consulter les Conditions générales des Clients fidèles It Works!.

**VEUILLEZ RETOURNER LES PRODUITS ET LES VÊTEMENTS À L'ADRESSE SUIVANTE :**

IT WORKS! MARKETING INTERNATIONAL UC  
c/o TLogistics B.V.  
Gerolsteinbaan 7-9  
5121 DN Rijen  
Pays-Bas

**Pour le Support Client :**

<https://itworkseu.com/contactus>

**IT WORKS! REFUNDS AND RETURNS POLICY  
JAPAN NFR**

The It Works! Refunds and Returns Policy applies to Loyal and Retail Customers, and Distributors in certain instances (henceforth “Customers”).

1. It Works! products produce different results for different people and It Works! does not guarantee specific results nor offer a money back guarantee. Customers should follow the directions with each product received.
2. The Customer is responsible for all shipping costs.
3. To receive a refund, all items must be post-marked within thirty (30) days of the ship date and must be in an unopened and/or “new” condition. A traceable shipping method must be used. It Works! is not liable for the shipping costs of returned items or any return shipments that may be lost in the return shipping process.
4. Distributors may only return product for product credit unless they are cancelling their Distributorship.
5. Within sixty (60) days after cancellation or termination of the Distributor Agreement, the Distributor may return his starter kit and any products and sales aids purchased by distributor for a refund, provided that the products or sales aids were purchased within one year from the date of cancellation or termination. The returned items must be in resalable condition as defined in the Distributor Agreement.
6. To receive a replacement or a refund on incomplete, broken, damaged or defective items, the Customer must report the matter within sixty (60) days from the date of delivery and the incomplete or defective item must be made available for inspection at the Returns Processing Center.
7. Refused orders are defined as orders that are refused upon delivery, marked return to sender, are undeliverable, or that have an insufficient address. A refused order is assigned a ¥1,650 refusal fee that is deducted from the refund. Refusal fees are applied to orders to offset return shipping costs and return processing charges. Refused orders could take up to ninety (90) days to reach the Returns Processing Center and are not guaranteed a refund.
8. In the event that taxes and duties are paid at the border and cannot be recovered, taxes and duties will not be reimbursed.
9. Returning an order to It Works! will not automatically cancel monthly autoshipment orders. Autoshipment orders can be cancelled through the Customer’s online account by submitting a ticket, or by calling the local Customer Support number (if available). All autoshipment changes must be completed at least two (2) business days prior to the next autoshipment process date.
10. If only a portion of a stocked package (several products grouped under one item name/number) is returned, the full value of the item(s) kept will be deducted from the refund on the return order and all Bonus Volume (BV) for the item(s) returned will be deducted.
11. Once the returned order is received and inspected at the Returns Processing Center (usually within 10 business days upon receipt of the returned order at the Returns Processing Center), a refund will be processed to the credit card or bank account used to purchase the order. Depending on the credit card company, it may take an additional 2-10 business days after a refund is applied for monies to post to the Customer’s account.
12. All returns must be accompanied with the original, or a copy of the original, packing slip.
13. To exchange products, Customers can call Customer Support (if available), or Loyal Customers and Distributors can log into their online accounts and submit a support ticket, within thirty (30) days of delivery to specify which product they would like to return and which products they would like to purchase in exchange. Exchange orders should be placed prior to Customers returning their original items for refund to avoid interruption of their autoshipment services.
14. For additional information specific to Distributors please see the It Works! Policies & Procedures and the It Works! Distributor Terms & Conditions.
15. For additional information specific to Loyal Customers please see the It Works! Loyal Customer Terms & Conditions.

**PRODUCTS MUST BE RETURNED TO:**

SEKO Logistics (HK) Limited  
Unit J, Floor 6, Kwai Tak Industrial Centre, Phase 2  
15-33 Kwai Tak St, Kwai Chung  
Hong Kong



## IT WORKS! 返金・返品ポリシー 日本NFR

It Works!の返金・返品ポリシーは、ロイヤルカスタマー、リテールカスタマー、特定の場合のディストリビューター（以下、「お客様」）に適用されます。

1. It Works!製品の結果には個人差があり、It Works!は特定の結果の保証や返金保証はしません。各製品の指示に従ってください。
2. 送料はお客様のご負担となります。
3. 返金を受けるには、全ての製品に対し、発送日から30日以内に消印を受け、未開封もしくは「新品」の状態である必要があります。送付には追跡可能な方法を使用してください。It Works!は、返品の際の送料や、返送時の紛失などの責任は一切負いかねますのでご了承ください。
4. ディストリビューターは、ディストリビューターシップをキャンセルする場合を除き、製品を返品すると製品クレジットのみを受け取ります。
5. ディストリビューター契約の解約または終了後 60 日以内に、ディストリビューターは、購入時期が解約または終了の日から遡って 1 年以内であることを条件に、スターターキットおよびディストリビューターが購入した製品と販売補助具を返品し、返金を受けることができますものとします。返品される製品は、ディストリビューター契約が定めるように再販可能な状態でなければなりません。
6. 不完全であったり、破損していたり、損傷を受けていたり、欠陥のある製品の交換、またはそれに対する返金を受けるには、配送日から60日以内にその旨を報告し、不完全または欠陥のある製品を返品処理センターで検査してもらう必要があります。
7. 拒否された注文とは、配送時に受け取り拒否された注文、差出人への返品が明記された注文、配送不能な注文、または住所が不十分な注文と定義されています。拒否された注文には、1,650円の拒否料が割り当てられ、この拒否料は返金額から差し引かれます。拒否料は、返品送料と返品処理手数料の相殺のために、注文に適用されます。拒否された注文は、返品処理センターに届くまでに最大90日かかる場合があります。返金は保証されません。
8. 国境で支払われた税金や関税が回収できない場合は、税金や関税の払い戻しは行われません。
9. It Works!の注文品を返品しても、毎月の自動送付注文は自動的にキャンセルされません。自動送付の注文をキャンセルするには、お客様のオンラインアカウントからチケットを送信するか、最寄りのカスタマーサポート番号（利用可能な場合）にお電話ください。自動送付に関するすべての変更は、次回の自動送付処理日の2営業日前までに完了する必要があります。
10. 保管されていたされたパッケージの一部（複数の製品を1つの製品名/番号でグループ化したもの）のみが返品された場合は、返品注文時の返金額から返品しなかった製品の全額分が差し引かれ、返品された製品のボーナスボリューム（BV）はすべて差し引かれます。
11. 返金は、返品注文を受領後、返品処理センターで受領・処理され次第（通常、返品処理センターで注文品の返却を受けてから10営業日以内）、注文品の購入に使用されたクレジットカードまたは銀行口座に対して行われます。クレジットカード会社によっては、返金が適用されてからお客様の口座に入金されるまでに、さらに2～10営業日かかる場合があります。
12. すべての返品には、原本またはコピーの納品書を添付してください。
13. 製品を交換するには、カスタマーサポート（利用可能な場合）に電話でご連絡ください。ロイヤルカスタマーおよびディストリビューターは、オンラインアカウントにログインして、送付後30日以内にサポートチケットを送信し、返品したい製品と、交換して購入したい製品を指定してください。交換配送の注文は、お客様が元の製品に対して返金を受けるために返品する前に行う必要があります。これにより、自動送付サービスの中断を回避することができます。
14. ディストリビューターのみ適用される追加情報については、It Works!ディストリビューターに関するポリシーと手順およびIt Works!ディストリビューター規約をご覧ください。
15. ロイヤルカスタマーのみに適用される追加情報については、It Works!ロイヤルカスタマー規約をご覧ください。

製品は以下にご返送ください。

SEKO Logistics (HK) Limited  
Unit J, Floor 6, Kwai Tak Industrial Centre, Phase 2  
15-33 Kwai Tak St, Kwai Chung  
Hong Kong

2020年10月

## IT WORKS! REFUNDS AND RETURNS POLICY PHILIPPINES

The It Works! Refunds and Returns Policy applies to Loyal and Retail Customers, and Distributors in certain instances (henceforth “Customers”). These terms apply to the It Works! products, apparel, merchandise and printed business materials.

1. It Works! products produce different results for different people and It Works! does not guarantee specific results nor offer a money back guarantee. Customers should follow the directions with each product received.
2. The Customer is responsible for all shipping costs.
3. To receive a refund, all items must be post-marked within thirty (30) days of the ship date and must be in an unopened and/or “new” condition. A traceable shipping method must be used. It Works! is not liable for the shipping costs of returned items or any return shipments that may be lost in the return shipping process.
4. Distributors may only return product for product credit unless they are cancelling their Distributorship.
5. Within sixty (60) days after cancellation or termination of the Distributor Agreement, the Distributor may return his starter kit and any products and sales aids purchased by distributor for a refund, provided that the products or sales aids were purchased within one year from the date of cancellation or termination. The returned items must be in resalable condition as defined in the Distributor Agreement.
6. To receive a replacement on incomplete, broken, damaged or defective items, the Customer must report the matter within sixty (60) days from the date of delivery and the incomplete or defective item must be made available for inspection if requested.
7. Refused orders are defined as orders that are refused upon delivery, marked return to sender, are undeliverable, or that have an insufficient address. A refused order is assigned a 790 PHP refusal fee that is deducted from the refund. Refusal fees are applied to orders to offset return shipping costs and return processing charges. Refused orders could take up to ninety (90) days to reach the Returns Processing Center and are not guaranteed a refund.
8. In the event that taxes and duties are paid at the border and cannot be recovered, taxes and duties will not be reimbursed.
9. Returning an order to It Works! will not automatically cancel monthly autoshipment orders. Autoshipment orders can be cancelled through the Customer’s online account by submitting a ticket, or by calling the local Customer Support number (if available). All autoshipment changes must be completed at least two (2) business days prior to the next autoshipment process date.
10. If only a portion of a stocked package (several products grouped under one item name/number) is returned, the full value of the item(s) kept will be deducted from the refund on the return order and all Bonus Volume (BV) for the item(s) returned will be deducted.
11. Once the returned order is received and inspected at the Returns Processing Center (usually within 10 business days), a refund will be processed to the credit card or other payment method used to purchase the order. Depending on the credit card company, it may take an additional 2-10 business days after a refund is applied for monies to post to the Customer’s account.
12. All returns must be accompanied with the original, or a copy of the original, packing slip.
13. All apparel and merchandise should be returned in original packaging and in “new” condition. If opened, the items must be in new condition and accompanied by original packaging with all original tags still attached. “New” condition is defined as being without any alterations, defects or damages that would prevent the resale of the item.
14. If an item is returned that is not eligible for refund, you will be notified by Customer Support.
15. All items sold at the It Works! events must be returned or exchanged at the time and place of the event during store hours.
16. All printed business materials (if available) must still be in resalable condition, complete, unopened and in the original packaging in order to process a return and/or refund.

17. No returns will be accepted or refunds processed for personalized or customized items.
18. There will be a 15% restocking fee applied for all returned apparel, business tools and accessories.
19. To exchange products, Customers can call Customer Support (if available), or Loyal Customers and Distributors can log into their online accounts and submit a support ticket, within thirty (30) days of delivery to specify which product they would like to return and which products they would like to purchase in exchange. Exchange orders should be placed prior to Customers returning their original items for refund to avoid interruption of their autoshipment services.
20. For additional information specific to Distributors please see the It Works! Policies & Procedures and the It Works! Distributor Terms & Conditions.
21. For additional information specific to Loyal Customers please see the It Works! Loyal Customer Terms & Conditions.

**PRODUCTS MUST BE RETURNED TO:**

**EUROCARE PHARMA, INC.**  
MD DISTRI PARK ALABANG WAREHOUSE  
UP CUPANG PROPERTY LOT 2  
KM 21 EAST SERVICE ROAD, CUPANG  
MUNTINLUPA CITY 1771, PHILIPPINES

DECEMBER 2019

## IT WORKS! REFUNDS AND RETURNS POLICY MEXICO

The It Works! Refunds and Returns Policy applies to Customers and Distributors in certain instances (henceforth “Customers”). These terms apply to the It Works! products, apparel, merchandise and printed business materials.

1. It Works! products produce different results for different people and It Works! does not guarantee specific results nor offer a money back guarantee. Customers should follow the directions with each product received. The use of this product is not a medication. The consumption of this product is the responsibility of the person who recommends it and who uses it.
2. The Customer is responsible for all shipping costs.
3. To receive a refund, all items must be post-marked within thirty (30) calendar days of the ship date and must be in an unopened and/or “new” condition. A traceable shipping method must be used. It Works! is not liable for the shipping costs of returned items or any return shipments that may be lost in the return shipping process.
4. Distributors may only return product for product credit unless they are cancelling their Distributorship.
5. Within sixty (60) days after cancellation or termination of the Distributor Agreement, the Distributor may return their starter kit and any products and sales aids purchased by distributor for a refund, provided that the products or sales aids were purchased within one year from the date of cancellation or termination. The returned items must be in resalable condition as defined in the Distributor Agreement.
6. To receive a replacement on incomplete, broken, damaged or defective items, the Customer must report the matter within sixty (60) days from the date of delivery and the incomplete or defective item must be made available for inspection if requested.
7. Refused orders are defined as orders that are refused upon delivery, marked return to sender, are undeliverable, or that have an insufficient address. A refused order is assigned a 300 MXN refusal fee that is deducted from the refund. Refusal fees are applied to orders to offset return shipping costs and return processing charges. Refused orders could take up to ninety (90) days to reach the Returns Processing Center and are not guaranteed a refund.
8. In the event that taxes and duties are paid at the border and cannot be recovered, taxes and duties will not be reimbursed.
9. Returning an order to It Works! will not automatically cancel monthly autoshipment orders. Autoshipment orders can be cancelled through the Customer’s online account by submitting a ticket, or by calling the local Customer Support number. All autoshipment changes must be completed at least two (2) business days prior to the next autoshipment process date.
10. If only a portion of a stocked package (several products grouped under one item name/number) is returned, the full value of the item(s) kept will be deducted from the refund on the return order and all Bonus Volume (BV) for the item(s) returned will be deducted.
11. Once the returned order is received and inspected at the Returns Processing Center (usually within 10 business days), a refund will be processed to the credit card or other payment method used to purchase the order. Depending on the credit card company, it may take an additional 2-10 business days after a refund is applied for monies to post to the Customer’s account.
12. All returns must be accompanied with the original, or a copy of the original, packing slip.
13. All apparel and merchandise should be returned in original packaging and in “new” condition. If opened, the items must be in new condition and accompanied by original packaging with all original tags still attached. “New” condition is defined as being without any alterations, defects or damages that would prevent the resale of the item.
14. If an item is returned that is not eligible for refund, you will be notified by Customer Support.
15. All items sold at the It Works! events must be returned or exchanged at the time and place of the event during store hours.
16. All printed business materials (if available) must still be in resalable condition, complete, unopened and in the

original packaging in order to process a return and/or refund.

17. No returns will be accepted or refunds processed for personalized or customized items.
18. There will be a 15% restocking fee applied for all returned apparel, business tools and accessories.
19. To exchange products, Customers can call Customer Support, or log into their online accounts (if applicable) and submit a support ticket, within thirty (30) days of delivery to specify which product they would like to return and which products they would like to purchase in exchange. Exchange orders should be placed prior to Customers returning their original items for refund to avoid interruption of their autoshipment services.
20. For additional information specific to Distributors please see the It Works! Policies & Procedures and the It Works! Distributor Terms & Conditions.

**PRODUCTS MUST BE RETURNED TO:**

Seko Logistics Toluca  
Avenida Lerma No. 1C  
Col. San Pedro Tultepec  
C.P. 52030, Lerma, Estado de Mexico  
Mexico

**For Customer Support:**

<https://itworksmexico.com/contactus>

JUNE 2021

## IT WORKS! POLÍTICA DE REEMBOLSOS Y DEVOLUCIONES MÉXICO

La Política de Reembolsos y Devoluciones de It Works! se aplica tanto a Clientes como a Distribuidores en ciertos casos (en lo sucesivo, «Clientes»). Las presentes condiciones se aplican a los productos, la ropa, los productos y los materiales comerciales impresos.

1. Los productos de It Works! tienen resultados diferentes para diferentes personas, e It Works! no garantiza resultados específicos ni ofrece una garantía de reembolso en efectivo. Los Clientes deben seguir las instrucciones de cada producto recibido. Este producto no debe utilizarse como un medicamento. El consumo de este producto es responsabilidad de la persona que lo recomienda y utiliza.
2. El Cliente es responsable de todos los gastos de envío.
3. Para recibir un reembolso, todos los artículos deben estar fechados por el correo postal dentro de los treinta (30) días calendario a partir de la fecha de envío y deben estar sin abrir o “nuevos”. Debe utilizar un método de envío rastreable. It Works! no es responsable de los gastos de envío de los artículos devueltos o de cualquier devolución que se pueda perder en el proceso de envío de la devolución.
4. Los Distribuidores únicamente podrán devolver productos a cambio de crédito de producto, a no ser que deseen cancelar su acuerdo de Distribución.
5. Dentro de los sesenta (60) días posteriores a la cancelación o finalización del Acuerdo del Distribuidor, el Distribuidor puede devolver su Kit de inicio (BBK) y cualquier producto o ayuda de venta con el fin de recibir un reembolso, siempre que estos se hayan adquirido dentro del año posterior a la fecha de cancelación o finalización. Los artículos devueltos deben estar en condiciones de reventa, tal como se define en el Acuerdo del Distribuidor.
6. Para recibir un reemplazo de un artículo incompleto, roto, dañado o defectuoso, el Cliente debe informar de esto antes de sesenta (60) días desde la fecha de envío, y el artículo incompleto o defectuoso debe hacerse disponible para inspección si se solicita.
7. Los pedidos rechazados son aquellos que se rechazan en el momento de la entrega, se marcan para devolver al remitente, no pueden ser entregados o tienen una dirección incompleta. A cada pedido rechazado se asigna una cuota de rechazo de 300 MXN que se deducirá del reembolso. Las tasas de rechazo se aplican a los pedidos para compensar los gastos de envío de devolución y los gastos de procesamiento de las devoluciones. Los pedidos rechazados podrían tardar hasta noventa (90) días en llegar al Centro de Procesamiento de Devoluciones y no tienen garantía de reembolso.
8. En el caso de que los impuestos y los aranceles se paguen en la frontera y no puedan recuperarse, los impuestos y aranceles no se reembolsarán.
9. La devolución de un pedido de It Works! no cancelará automáticamente los pedidos de autoenvío mensual. Los pedidos de autoenvío mensual se pueden cancelar a través de la página en línea del Cliente, abriendo un ticket de soporte o llamando al número local de Atención al Cliente. Todos los cambios de autoenvío deben ser completados por lo menos dos (2) días hábiles antes de la fecha del próximo proceso de autoenvío.
10. Si se devuelve solo una parte de un paquete surtido (varios productos agrupados bajo un nombre/número de artículo), el valor total de los artículos guardados se deducirá del reembolso del pedido de devolución y se deducirá todo el Bonus Volume (BV) por los artículos devueltos.
11. Una vez que se recibe e inspecciona el pedido devuelto en el Centro de procesamiento de devoluciones (generalmente dentro de los 10 días hábiles), se procesará un reembolso a la tarjeta de crédito u otro método de pago utilizado al realizar el pedido. Dependiendo de la compañía de la tarjeta de crédito, este proceso puede durar entre 2-10 días hábiles adicionales una vez que se haya reembolsado el dinero en la cuenta del Cliente.
12. Todas las devoluciones deben ir acompañadas del original o de una copia de la etiqueta del paquete original.
13. Toda la ropa y todos los productos deberán devolverse en su embalaje original y en estado «nuevo». En caso de abrirse, los productos deberán encontrarse en estado nuevo e ir acompañados de su embalaje original, con

todas las etiquetas originales adheridas. El estado «nuevo» se define como aquel en que no se han producido alteraciones, defectos ni daños que pudieran obstaculizar la reventa del producto.

14. Si se devuelve un producto que no reúna las condiciones para dar derecho a reembolso, así se lo notificará Atención al Cliente.
15. Todos los artículos vendidos en los eventos It Works! deben devolverse o cambiarse en el momento y lugar del evento en horario comercial.
16. Todos los materiales comerciales impresos (si están disponibles) aún deben estar en condiciones de reventa, completos, sin abrir y dentro del empaque original para poder procesar una devolución o reembolso.
17. No se aceptarán devoluciones ni reembolsos procesados de artículos personalizados o customizados.
18. Se aplicará una tasa de realmacenamiento del 15 % para toda la ropa y los productos que hayan sido objeto de devolución.
19. Para cambiar los productos, los Clientes pueden llamar al Atención al Cliente. Asimismo, los Clientes pueden acceder en línea a sus cuentas (si aplica) y abrir un ticket de soporte dentro de los treinta (30) días posteriores al envío para especificar qué producto quieren devolver y qué productos quieren comprar en su lugar. Los pedidos de cambio se deben realizar antes de que los Clientes devuelvan sus artículos originales para reembolso con tal de evitar la interrupción de sus servicios de autoenvío.
20. Para obtener información adicional específica para Clientes consulte los Términos y Condiciones de It Works!

**LOS PRODUCTOS SE DEBEN DEVOLVER A:**

SEKO Logistics Toluca  
Avenida Lerma No. 1C  
Col. San Pedro Tultepec  
C.P. 52030, Lerma, Estado de Mexico  
Mexico

**Para Atención al Cliente:**

<https://itworksmexico.com/contactus>

JUNIO DEL 2021