



# IT WORKS! REFUNDS AND RETURNS POLICY

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## 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.
4. 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.
5. Distributors may only return product for product credit unless they are cancelling their Distributorship.
6. In the case of Distributor resignation or termination, the Distributor has sixty (60) days (or longer where required by law) from the ship date to return products for a refund.
7. 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.
8. 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.
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 at [www.itworks.com](http://www.itworks.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.
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 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 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 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:**

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

**Customer Support Numbers:**

1-800-537-2395 or 952-540-5699

**Customer Support Hours of Operation:**

(Hours are based on the Central Standard time zone for Chicago, USA)

Monday – Friday: 6:30 am to 8:00 pm CST  
Saturday & Sunday: 8:30 am to 5:00 pm CST

APRIL 2019

## 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.
4. Para recibir el reembolso, todos los artículos deben ser matasellados dentro de los treinta (30) días de la fecha de envío y deben estar cerrados y/o en un estado «nuevo». 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.
5. Los Distribuidores únicamente podrán devolver productos a cambio de crédito de producto, a no ser que deseen cancelar su acuerdo de Distribución.
6. Si el Distribuidor ha concluido o cancelado su cuenta, este dispone de sesenta (60) días (o más, así así lo requiere la ley) desde la fecha de envío para devolver los productos y ser reembolsado.
7. 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.
8. 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.
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 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.
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 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.
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 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. 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 Leales y los Distribuidores pueden acceder en línea a sus cuentas 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 Distribuidores, consulte las Políticas y Procedimientos de It Works! y los Términos y Condiciones de It Works! para Distribuidores.
21. 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

**Números de Atención al Cliente:**

1-800-537-2395 o 952-540-5699

**Horario de Atención al Cliente:**

(Horas basadas en la franja horaria central estándar para Chicago, EE. UU.)

De lunes a viernes: de las 6:30 a las 20:00 CST  
Sábados y domingos: de las 8:30 a las 17:00 CST

ABRIL 2019

## **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 items must be packaged and post-marked within thirty (30) days of the ship date and the Customer is responsible for all shipping costs. All items must be in an unopened and/or “new” condition.
3. Distributors may only return product for product credit unless they are cancelling their Distributorship.
4. In the case of Distributor resignation or termination, the Distributor has sixty (60) days (or longer where required by law) from the ship date to return products for a refund.
5. 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.
6. To receive a replacement item or a refund on incomplete, broken, damaged or defective item, 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, 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.
8. 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.itworksca.com](http://www.itworksca.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.
9. 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.
10. 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.
11. All returns must be accompanied with the original, or a copy of the original, packing slip, if not, a refund cannot be guaranteed.
12. Returns can take up to thirty (30) business days from being received at the Returns Processing Centre to be refunded.
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 at the time and place of the event.
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. There will be a 15% restocking fee applied for all returned apparel and merchandise.
19. To exchange products, Customers can call Customer Support, or Loyal Customers and 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.
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 and Retail Customers please see the It Works! Loyal Customer and Retail Customer Terms & Conditions.

**PRODUCTS MUST BE RETURNED TO:**

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

**Canada Customer Support:**

1-(855) 560-1020 English Support Only

**Customer Support Hours of Operation:**

(Hours are based on the Central Standard time zone for Manitoba, Canada)

Monday – Friday: 6:30 to 20:00 CST  
Saturday & Sunday: 8:30 to 17:00 CST

NOVEMBER 2018

## **POLITIQUE DE REMBOURSEMENT ET DE RETOUR 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 pour 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. Le Client pourra obtenir un remboursement si tous les articles renvoyés sont emballés et timbrés dans les trente (30) jours depuis la date de livraison, et le Client est responsable de tous les frais de livraison. Tous les articles sont à retourner dans leur emballage d'origine fermé et/ou en parfait état pour être recommercialisés à l'état « neuf ».
3. Les Distributeurs peuvent uniquement retourner des produits et les échanger contre des crédits de produit, sauf s'ils annulent leur droit de Distribution.
4. En cas de démission ou de résiliation du Distributeur, celui-ci dispose d'un délai de soixante (60) jours (ou plus si exigé par la loi) à compter de la date d'expédition pour retourner les produits et obtenir leur remboursement.
5. Pour le renvoi d'une commande, le Client doit utiliser une méthode de livraison traçable. It Works! n'est aucunement responsable des frais de livraison des produits retournés ou des envois de retour perdus au cours de leur acheminement au Centre de traitement des retours.
6. Pour recevoir un article de remplacement ou être remboursé pour tout article incomplet, détérioré ou défectueux, le Client devra signaler les faits dans les soixante (60) jours à compter de la date de la livraison, et retourner l'article incomplet, détérioré ou défectueux au Centre de traitement des retours en vue de son examen.
7. Les commandes refusées sont définies comme étant des commandes qui sont refusées à la livraison, retournées à l'expéditeur, non livrables ou dont l'adresse est incomplète. Au Canada, des frais de refus de 10 \$ sont attribués à toute commande refusée et déduits du traitement des commandes retournées. 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.
8. 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 envoyant un ticket d'assistance électronique 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.
9. La valeur intégrale des articles conservés d'un paquet assorti (plusieurs articles regroupés sous un seul nom/numéro d'article) seront déduites du remboursement de la commande retournée et tous le Bonus Volume (BV) pour des articles retournés seront déduites.
10. Une fois la commande retournée reçue et examinée par notre Centre de traitement des retours (généralement dans les 10 jours ouvrables), un remboursement vous sera crédité sur la carte de crédit que vous avez utilisée pour régler la commande. Cette somme pourra mettre entre 2 et 10 jours supplémentaires à partir du versement du remboursement pour apparaître sur le compte du Client, en fonction de la société qui lui a délivré sa carte de crédit.
11. Tout retour doit être accompagné de son bordereau original ou d'une copie de celui-ci pour pouvoir être remboursé.
12. Le remboursement des retours peut prendre jusqu'à trente (30) jours ouvrables à compter de leur réception au Centre de traitement des retours.
13. Tous les vêtements et articles de merchandising doivent être retournés dans leur emballage et état d'origine. Si les articles ont été ouverts, ceux-ci doivent se trouver dans leur état d'origine, neufs, et accompagnés de leur emballage



d'origine avec toutes les étiquettes initiales encore attachées. Par « articles dans leur état d'origine », nous entendons des articles ne présentant aucune altération, détérioration ou aucun défaut pouvant empêcher leur revente.

14. Notre service Client vous préviendra de tout article retourné ne remplissant pas les conditions de remboursement.
15. Tous les articles vendus lors des événements It Works! doivent être retournés pendant et où se déroulent les événements.
16. Seuls les documents commerciaux (« Biz Tools ») encore complets et présentés dans leur condition et emballage d'origine non ouvert, en vue d'être revendu, pourront être retournés.
17. Les articles personnalisés à la demande ne sont ni remboursés ni échangés.
18. Tout vêtement ou article de merchandising échangé se verra appliquer des frais de restockage de l'ordre de 15 %.
19. Pour échanger des produits, les Clients ont la possibilité de contacter notre service Client par téléphone ou de se connecter sur leur compte en ligne afin d'envoyer un ticket d'assistance dans le cas des Clients Fidèles et des Distributeurs dans un délai de trente (30) jours à compter de la date de livraison. Il sera demandé d'indiquer le(s) produit(s) à retourner et le(s) produit(s) à acheter en échange. Afin d'éviter toute interruption des commandes automatiques, les Clients sont tenus de passer leurs commandes d'échange avant de retourner leurs articles d'origine à échanger et à rembourser.
20. Pour de plus amples renseignements concernant les Distributeurs It Works!, veuillez consulter les Politiques et procédures It Works!, ainsi que les Conditions générales pour Distributeurs It Works!.
21. Pour tout renseignement supplémentaire concernant les Client Fidèles et au Détail, veuillez consulter les Conditions générales des Clients Fidèles et au Détail d'It Works!.

**LES PRODUITS SONT À RENVOYER À :**

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

**Service Client au Canada :**

1-(855) 560-1020 Service en anglais uniquement

**Horaires d'attention du service Client :**

(Selon l'heure normale du Centre pour Manitoba, Canada)

Du lundi au vendredi : de 06:30 h à 20:00 h CST  
Le samedi et le dimanche : de 08:30 h à 17:00 h CST

NOVEMBRE 2018

**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. In the case of Distributor resignation or termination, the Distributor has sixty (60) days (or longer where required by law) from the ship date to return products for a refund.
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.
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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

**Australia Customer Support:**

1-(800) 750-398

**New Zealand Customer Support:**

0800-995095

**Customer Support Hours of Operation:**

(Hours are based on the AU Eastern Standard/AU Eastern Daylight time zone for Sydney, Australia)

Monday – Friday: 8:00 to 19:00 AEST/AEDT

NOVEMBER 2018

## **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.
3. To receive a refund, all items must be returned within thirty (30) days of the ship date, dependent on local laws, in an un-opened and/or “new” condition. 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. 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.
5. In the case of Distributor resignation or termination, the Distributor is able to return product that was purchased up to one (1) year prior to the date of cancellation for a refund.
6. To receive a replacement item 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 items 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 €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.
8. In the event that taxes are paid at the border and cannot be recovered, taxes 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 at [www.itworkseu.com](http://www.itworkseu.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.
10. 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.
11. Returns can take up to thirty (30) business days from being received at the Returns Processing Centre to be refunded.
12. All returns must be accompanied with the original, or a copy of the original, packaging slip, if not, a refund cannot be guaranteed.
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 at the time and place of the event.
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. There will be a 15% restocking fee applied for all returned apparel and merchandise.
19. To exchange products, 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 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.
20. This procedure does not limit any legal warranty claims of Customers.
21. For additional information specific to Distributors please see the It Works! Policies & Procedures and the It Works! Distributor Terms & Conditions.
22. For additional information specific to Loyal Customers please see the It Works! Loyal Customer Terms & Conditions.

**IF YOU LIVE IN SCANDINAVIA, PRODUCTS MUST BE RETURNED TO THIS ADDRESS:**

IT WORKS! MARKETING INTERNATIONAL UC  
c/o Nowaste Logistics, AB  
Porfyrgatan 1, port 5  
25468 Helsingborg  
Sweden

**IF YOU LIVE IN UK, IRELAND, FRANCE, GERMANY, SPAIN, NETHERLANDS, SWITZERLAND, AUSTRIA, BELGIUM, CORSICA, ISLE OF MAN, GUADELOUPE, MARTINIQUE, MAYOTTE, REUNION, FRENCH GUIANA, FRENCH POLYNESIA, THE BALEARICS OR CHANNEL ISLANDS PRODUCTS MUST BE RETURNED TO THIS ADDRESS:**

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

**Customer Support Numbers:**

<b>Germany:</b> 03222 1091388	<b>Ireland:</b> 1800 94 86 39
<b>Denmark:</b> 089 88 52 08	<b>Sweden:</b> 077 079 18 08
<b>Spain:</b> 0518880099	<b>Netherlands:</b> 085 888 01 01
<b>France:</b> 09 75 18 01 18	<b>Belgium:</b> 078 48 02 92
<b>United Kingdom:</b> 0800 098 8925	

**Customer Support Hours of Operation for UK & Ireland:**

Monday – Friday: 08:00 to 17:30 GMT  
Saturday: 09:00 to 17:30 GMT (ticket support only)

**Customer Support Hours of Operation for France:**

Monday – Friday: 08:00 to 19:30 CET  
Saturday: 10:00 – 18:30 CET (ticket support only)

**Customer Support Hours of Operation for Spain, Belgium, Denmark, Germany & Sweden:**

Monday – Friday: 09:00 to 18:00 CET  
Saturday: 10:00 to 18:00 CET (ticket support only)

## **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.
3. Une demande de remboursement est possible si tous les produits à retourner sont renvoyés dans les trente (30) jours à compter de la date de livraison, suivant les législations locales, non ouverts et dans leur condition d'origine. 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. 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 ; au quel cas, ils pourront demander à être remboursés.
5. Si le Distributeur résilie ou met fin à son contrat, celui-ci peut retourner les produits achetés jusqu'à il y a un (1) an avant la date de résiliation du contrat et demander à être remboursé.
6. Pour recevoir un article de remplacement ou être remboursé pour tout article incomplet, détérioré ou défectueux, le Client devra signaler les faits dans les soixante (60) jours à compter de la date du livraison, et retourner l'article incomplet, détérioré ou défectueux au Centre de traitement de retours en vue de son examen.
7. 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.
8. Si des impôts ont été payés à la frontière et ne peuvent être recouverts, les impôts ne seront pas remboursés.
9. 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.
10. 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.
11. Le remboursement des retours peut prendre jusqu'à trente (30) jours ouvrables à compter de leur réception au Centre de traitement des retours.
12. Tout retour doit être accompagné de son bordereau original ou d'une copie de celui-ci pour pouvoir être remboursé.

13. Tous les vêtements et articles de merchandising doivent être retournés dans leur emballage et état d'origine. Si les articles ont été ouverts, ceux-ci doivent se trouver dans leur état d'origine, neufs, et accompagnés de leur emballage d'origine avec toutes les étiquettes initiales encore attachées. Par « articles dans leur état d'origine », nous entendons des articles ne présentant aucune altération, détérioration ou aucun défaut pouvant empêcher leur revente.
14. Notre service Client vous préviendra de tout article retourné ne remplissant pas les conditions de remboursement.
15. Tous les articles vendus lors des événements It Works! doivent être retournés pendant et où se déroulent les événements.
16. Seuls les documents commerciaux encore complets, non ouverts et dans leur emballage d'origine pourront être retournés.
17. Les articles personnalisés à la demande ne sont ni remboursés ni échangés.
18. Tout vêtement ou article de merchandising échangé se verra appliquer des frais de restockage de l'ordre de 15 %.
19. Pour échanger des produits, les clients ont la possibilité de contacter notre service Client par téléphone ou de se connecter sur leur compte en ligne afin d'envoyer un ticket d'assistance dans le cas des Clients Fidèles et des Distributeurs dans un délai de trente (30) jours à compter de la date de livraison. Il sera demandé d'indiquer le(s) produit(s) à retourner et le(s) produit(s) à acheter en échange. Afin d'échanger des produits et se faire rembourser, les Clients doivent d'abord commander les nouveaux produits avant de retourner les articles à échanger.
20. Cette procédure ne limite pas les demandes en garantie judiciaires des Clients.
21. 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!.
22. Pour tout renseignement supplémentaire concernant les Clients Fidèles veuillez consulter les Conditions générales des Clients Fidèles It Works!.

**SI VOUS RÉSIDEZ EN SCANDINAVIE, VEUILLEZ RETOURNER VOS PRODUITS À L'ADRESSE SUIVANTE :**

IT WORKS! MARKETING INTERNATIONAL UC  
c/o Nowaste Logistics, AB  
Porfyrgatan 1, port 5  
25468 Helsingborg  
Suède

**SI VOUS RÉSIDEZ AU ROYAUME-UNI, EN IRLANDE, EN FRANCE, EN ALLEMAGNE, EN ESPAGNE, AUX PAYS-BAS, EN SUISSE, EN AUTRICHE, EN BELGIQUE, EN CORSE, SUR L'ÎLE DE MAN, AUX BALÉARES OU SUR LES ÎLES ANGLO-NORMANDES, VEUILLEZ RETOURNER VOS PRODUITS À L'ADRESSE SUIVANTE :**

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

**Numéros des services Client :**

**Allemagne :** 03222 1091388

**Danemark :** 089 88 52 08

**Espagne :** 0518880099

**France :** 09 75 18 01 18

**Royaume-Uni :** 0800 098 8925

**Irlande :** 1800 94 86 39

**Suède :** 077 079 18 08

**Pays-Bas :** 085 888 01 01

**Belgique :** 078 48 02 92

**Horaires d'attention des services Client pour le Royaume-Uni et l'Irlande :**

Du lundi au vendredi : de 08:00 h à 17:30 h GMT

Samedi : de 9:00 h à 17:30 h GMT (assistance ticket uniquement )

**Horaires d'attention des services Client pour la France et l'Espagne :**

Du lundi au vendredi : de 08:00 h à 19:30 h CET

Samedi : de 10:00 h à 18:30 h CET (assistance ticket uniquement )

**Horaires d'attention pour le Belgique, le Danemark, l'Allemagne et la Suède :**

Du lundi au vendredi : de 09:00 h à 18:00 h CET

Samedi : de 10:00 h à 18:00 h GMT (assistance ticket uniquement )

AVRIL 2019



## **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. In the case of Distributor resignation or termination, the Distributor has sixty (60) days (or longer where required by law) from the ship date to return products for a refund.
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 and Retail Customers please see the It Works! Loyal Customer and Retail Customer Terms & Conditions.

### **PRODUCTS MUST BE RETURNED TO:**

SEKO Logistics (HK) Limited  
DD125, **Lot 148-151 RP**, Ping Ha Road  
Ha Tsuen, Lau Fau Shan  
Yuen Long, Hong Kong

## 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. In the case of Distributor termination of the It Works! Distributor Agreement, the Distributor has sixty (60) days (or longer where required by law) from the ship date to return products for a refund.
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

MAY 2019

## IT WORKS! REFUNDS AND RETURNS POLICY MEXICO

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. 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. In the case of Distributor resignation or termination, the Distributor has sixty (60) days (or longer where required by law) from the ship date to return products for a refund.
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 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:**

**Total Access MLM S de RL de CV**  
Circuito Interior Rio Consulado 517  
Colonia Atlampa  
Delegación Cuauhtémoc  
C.P. 06450  
Ciudad de México

**Customer Support:**

+52 55 4770 7740

MAY 2019

## IT WORKS! POLÍTICA DE REEMBOLSOS Y DEVOLUCIONES MÉXICO

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. 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. Si el Distribuidor ha concluido o cancelado su cuenta, este dispone de sesenta (60) días (o más, así así lo requiere la ley) desde la fecha de envío para devolver los productos y ser reembolsado.
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 Leales y los Distribuidores pueden acceder en línea a sus cuentas 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 Distribuidores, consulte las Políticas y Procedimientos de It Works! y los Términos y Condiciones de It Works! para Distribuidores.
21. 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:**

**Total Access MLM S de RL de CV**  
Circuito Interior Rio Consulado 517  
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Delegación Cuauhtémoc  
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