

Initial Order Money Back Guarantee & Return Policies

LifeWave's Initial Order Money Back Guarantee (MBG) makes it possible to place your first LifeWave order completely risk-free.



Refunds of all subsequent customer or distributor orders will be processed according to LifeWave's Return policy.



CUSTOMER Initial Order MBG

◆ 90 days hassle-free trial

We offer a no-questions-asked 90-day MBG on **Customers'** initial LW orders.*

- ◆ Request your refund within 90 days of the order's original ship date
- ◆ Contact Customer Service (by phone or email) to request your refund
- ◆ Receive a full refund of your order invoice (excluding shipping costs)

**Initial order = a new Retail or Preferred Customer's first ever LifeWave order*



DISTRIBUTOR Initial Order MBG

◆ Risk-free 30 day trial

New **Distributors'** initial order* qualifies for our risk-free 30-day MBG.

- ◆ Request your refund within 30 days of the order's original ship date
- ◆ Contact Customer Service (by phone or email) to request your refund and obtain an Return Merchandise Authorization (RMA) number
- ◆ Return all used and unused product with your RMA number (see FAQs)
- ◆ Receive a full refund of your order invoice (excluding shipping costs)

**Initial order = a new distributor's first ever LifeWave order*



RETURN POLICY

◆ Not a first-time buyer?

You can still return unopened product for a full refund.

- ◆ Request your refund within 30 days of original ship date
- ◆ Make the request through Customer Service (by phone or email) to obtain RMA number
- ◆ Using your RMA number, return unopened, unexpired, undamaged items to LifeWave
- ◆ Receive full refund of invoice (excluding shipping costs)
- ◆ RMA product must be received by LW within 12 months of purchase date

B.1 Refunds & Returns

LifeWave will refund product orders as follows:

Who	Order Type	Days Since Product was Shipped	% Refund (Purchase Price & Tax)	Required Condition	May Return All but Opened Products	Buyer Pays Cost of Shipping Returned Products
Customer	Initial order - per product	up to 90	100	None	Yes	Yes
Customer	Subsequent orders	up to 30	100	None	Yes	Yes
		between 31-90	up to 90*	Marketable	Yes	Yes
Brand Partner	Initial order	up to 30	100	Marketable	Yes	Yes
		between 31-365	up to 90*	Marketable	Yes	Yes
Brand Partner	Subsequent orders	up to 30	100	Marketable	Yes	Yes
		between 31-365	up to 90*	Marketable	Yes	Yes
Brand Partner (Product & Sales Tools)	Resigning	up to 365	90	Marketable	No	Yes

B.1.1 Customers--Initial Order:

For a Customer’s initial order, LifeWave offers Customers a 90-day Money-Back Guarantee for the initial order of products purchased through a LifeWave Brand Partner’s replicated website. This Guarantee applies separately to each product purchased for the first time.

B.1.2 *Multiple Packages:

A return of multiple packages of the same product must be unopened and in Marketable condition, except for the one (1) package from which the product was used. If some of the returned packages are not in a Marketable condition, the refund will be adjusted to exclude those packages.

B.1.3 Marketable:

Returned products are Marketable if returned for refund/repurchase before the expiration date printed on the label or shelf-life period has passed, and the packaging or label is not damaged in any way. Return products are not Marketable if the Company discloses to the Brand Partner before purchase that the products are seasonal, discontinued, special promotion products, or clearance and are not subject to the refund/repurchase obligation.

B.1.4 One Refund:

Once a particular product has been ordered and subsequently refunded but not returned, that particular product will not be eligible for any future refunds unless returned to the Company in a Marketable condition.