

RETURN PROCEDURE

- All returns must have a Ticket Number (TKT). A TKT number may be obtained by emailing support@swych.com or through the Support section of the Cloud Office @ <https://cloud.swych.com>.
- Be sure the TKT number is visibly displayed on the outside of the package.
- Return the package via UPS or Fed-Ex if possible, which allows the package to be tracked. If it is necessary to mail your return, always insure your package. Packages returned via regular mail that cannot be tracked are not the responsibility of SWYCH. Packages returned without a TKT number will be rejected.

SATISFACTION GUARANTEE

SWYCH PRODUCTS ARE 100% QUALITY GUARANTEED. This guarantee does not imply that results for any specific physiological problem are guaranteed. However, if for any reason you or your customers are not satisfied with the quality of a SWYCH product, we will exchange that product for a product of equal value within 30 days of purchase.

SOCIAL PROMOTER EXCHANGE POLICY

A Social Promoter may return products to SWYCH in exchange for the same products or products of equal value. This product exchange policy applies to Social Promoter purchased/returned products. To receive an exchange, you must return the product with a copy of the invoice. Empty bottles or containers will not be accepted. Products must be exchanged within 30 days of the original ship date. There is a \$15 processing fee on all exchanges. The Social Promoter is responsible for the shipping cost on the returned product both ways. All exchanges must be in commercially salable condition.

SOCIAL PROMOTER REFUND POLICY

Social Promoters may exchange products or seek a refund for a maximum 30 day period only. A Social Promoter who is resigning his or her Social Promoter position and has notified SWYCH corporate offices in writing of the resignation may return commercially resalable products that have been shipped to them within 30 days of their resignation for a refund equal to 90% of the original purchase price, less any commissions or bonuses paid to the resigning Social Promoter and/or their upline on these purchases. Products are not considered current or resalable if returned after the product's commercially usable or shelf life has passed; if they are used; or if the company has clearly stated prior to the purchase that the products are seasonal, discontinued or special promotion products (includes Show Specials) and are not subject to the repurchase obligation. The requested refund is subject to the 70% rule (per SWYCH Policies and Procedures). The eligibility for refund or exchange is determined by the condition of the product upon check-in at the SWYCH distribution center.

CUSTOMER RETURNS AND EXCHANGES

- Customer returns: If you purchased and received product directly through a Social Promoter, you are considered a customer. Contact the Social Promoter directly within 30 days of purchase to take advantage of SWYCH's 30-day customer money-back guarantee. SWYCH requires its Social Promoters to offer their customers a refund, not including the shipping charges. The Social Promoter is required to show the company that a refund has been given to the customer.
- If you purchased directly through SWYCH or you are not a SWYCH Social Promoter, contact the SWYCH Support Department @ support@swych.com to obtain a Ticket Number (TKT). Your package must be returned within 30 days of purchase to take advantage of the SWYCH money-back guarantee. Please refer to the return procedure previously described.
- SWYCH Customers may exchange commercially resalable products for other products of equal value. The rules are the same as the Social Promoter product exchange policy listed to the left.

NON-REFUNDABLE ITEMS

The following services are considered consumed when billed and are not eligible for refunds or exchanges: SWYCH services, website hosting fees, training, seminars, sales aids, and any other service oriented product.

DAMAGED SHIPMENTS

- Whenever possible, note any damage when signing for shipment.
- Keep all packing materials so they may be inspected.
- Upon receipt of any damaged shipment, notify the SWYCH Support Department immediately (within 48 hours) @ support@swych.com.
- You may then be instructed to contact the carrier if a freight claim or freight inspection is needed.

***70% RULE** - Social Promoters may not purchase additional product until at least 70% of the previous order has been used or sold to an end consumer. By placing new orders, including Monthly SmartShip orders, the Social Promoter attests that they have conformed to this requirement.

LOST PACKAGES

- When packages with proof of delivery are sent from the shipper, and the Social Promoter or Customer claims it was not delivered, the Social Promoter or Customer must file a lost product claim with the shipper. SWYCH is not responsible to replace the package or order. It is the sole responsibility of Social Promoter or Customer once proof of delivery is shown.