



Refund & Exchange Policy

Mail, fax, or E-mail this form to SWYCH, LLC: 5901 N Honore Ave, Suite 270, Sarasota, FL 34243 USA • Fax: 855-799-2424 • E-mail: support@swych.com

RETURN PROCEDURE

- All returns must have a Return Merchandise Authorization number (RMA). An RMA number may be obtained by Call the SWYCH Support Department at 833-799-2424.
- Be sure the RMA 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 an RMA 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 60 days of purchase.

Promoter PRODUCT-EXCHANGE POLICY

A Promoter may return products to SWYCH in exchange for the same products or products of equal value. This product exchange policy applies to 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 60 days of the original ship date. There is a \$7 processing fee on all exchanges. The Promoter is responsible for the shipping cost on the returned product both ways. All exchanges must be in commercially salable condition.

PROMOTER PRODUCT - REFUND POLICY

Members may exchange products or seek a refund for a maximum 60 day period only. A Promoter who is resigning his or her 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 60 days of their resignation for a refund equal to 90% of the original purchase price, less any commissions or bonuses paid to the resigning 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 Promoter, you are considered a customer. Contact the Promoter directly within 60 days of purchase to take advantage of SWYCH's 60-day customer money-back guarantee. SWYCH requires its Promoters to offer their customers a refund, not including the shipping charges. The 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 Promoter, contact the SWYCH Support Department at 833-799-2424 to obtain a Return Merchandise Authorization (RMA) number. Your package must be returned within 60 days of purchase to take advantage of the SWYCH money-back guarantee. Please refer to the return procedure previously described.
- Customers and SWYCH Preferred Customers may exchange commercially resalable products for other products of equal value. The rules are the same as the Promoter product-exchange policy.

NON-REFUNDABLE ITEMS

The following services are considered consumed when billed and are not eligible for refunds or exchanges:

SWYCH training, seminars, sales aids, and any other service oriented product, and 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) at 833-799-2424.
- You may then be instructed to contact the carrier if a freight claim or freight inspection is needed.

***70% RULE** –Members 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 AutoShip, the Promoter attests that they have conformed to this requirement.