



Return Policy

We offer a 30 day buy back policy for hemp oil-based products obtained in accordance with these Policies and Procedures from Independent Consultants. We will not buyback any products, provide replacement product, or refund the purchase price for any product obtained from an unauthorized reseller or through the Internet or otherwise obtained in violation of these Policies and Procedures. If an Independent Consultant purchased a product and is not satisfied or is unable to sell the item, the Independent Consultant may return all resalable items in exchange for a 90% refund on all our products. Please note: Upon receiving a 90% buyback, the account refunded is immediately placed in a closed status.

If an Independent Consultant chooses to return resalable inventory within 30 days (For example: non-resalable items would include product or marketing content that no longer represents the current branding, expired product or product that consists of an outdated formulation), he or she is entitled to a refund if neither the Consultant nor the Company have terminated the Agreement and the products were purchased within twelve months and remain in resalable condition. Due to handling charges, 10% shall be deducted from the purchase price. Shipping charges incurred will not be refunded.

The Independent Consultant may return all Hemp Oil based product and sales aids purchased within one 30 days from the date of cancellation for a refund if he or she is unable to sell or use the merchandise. An Independent Consultant may only return product or sales aids he or she personally purchased from the Company under his or her account, and which are in resalable condition. Upon receipt of the products and sales aids, the Independent Consultant will be reimbursed ninety percent (90%) of the net cost of the original purchase price(s), less shipping charges.

If the purchases were made through a credit card, the refund will be credited back to the same account. Please note: Check reimbursements take 5 to 7 business days.

We shall deduct from the reimbursement paid to the Independent Consultant any commissions, bonuses, rebates or other incentives received by the Independent Consultant that were associated with the merchandise that is returned.

All returns must be shipped to the corporate office pre-paid, as we do not accept shipping collect packages. We recommend shipping returned product by UPS with tracking numbers, as risk of loss in shipping the returned product shall be borne solely by the customer, or Independent Consultant. If returned product is not received at our Distribution Center, it is the responsibility of the customer, or Independent Consultant to trace the shipment and no credit will be applied.

Customer Refund Guidelines

If a Preferred Customer has enrolled a Customer, the Independent Consultant is responsible for the refund. Independent Consultants must refund all Preferred and Retail customers their money immediately, if requested within the specified time frame. This obligation does not include any applicable shipping and handling costs, which are to be incurred by the Customer.

When you refund your customer, the Independent Consultant will receive a replacement of the same product from us, at no additional charge, if he or she returned the unused portion of the product along with a copy of the Retail Sales Receipt and Notice of Cancellation form. Retail Sales Receipt and Notice of Cancellation forms are available in the Resource Library or from Consultant Services. You must request your replacement product within 30 days of the date you gave the refund to your Preferred or Retail customer.

If a Preferred or Retail customer calls the corporate office to request a refund, we will notify the appropriate Independent Consultant. If the Independent Consultant fails to refund the Preferred or Retail customer within seven days, the Independent Consultant may be suspended or terminated at our sole discretion.

You must request your replacement product within 30 days of the date you gave the refund to your Preferred or Retail customer.