

Nu Skin Enterprises Philippines, LLC Product Refund and Exchange Policy

In accordance with Nu Skin Philippines' Policies and Procedures, Brand Affiliates are allowed to submit a request of product refund and exchange for Nu Skin products that have been purchased directly from the Company in the Philippines.

Nu Skin Philippines will provide a Brand Affiliate's product refund and exchange as follows:

A. Refund Policy

- a. Unless otherwise required by applicable law, the Company will refund 90 percent of the price, less VAT and applicable Bonuses (plus applicable tax if prepaid), on unopened and resalable Products and Business Support Materials sold by the Company to you that are returned within 12 months (in case of Products) or 30 days (in case of Business Support Materials) of the order date.
- b. You may only return the Products or Business Support Material you personally purchased from the Company.
- c. The Company does not refund the original shipping costs on Products that you return.
- d. In order for the Company to correctly back out the applicable Bonuses on returned Products, you must keep the **Sales Order Number** from the invoice. You must provide the **Sales Order Number** to the Company at the time you request a refund.
- e. You may also return individual Products that are purchased as part of a kit or package.
- f. The form of the refund will be based on the original form of payment such as a bank transfer or a credit card charge back. Instead of a refund, the Company may choose other alternatives such as a Product credit voucher.
- g. The return of Products may affect your eligibility to receive Bonuses and your pin level, and if Bonuses have already been paid on the returned Products, then the Company will recoup your Bonuses as set forth in Section 6.9 of Chapter 2 under Nu Skin's Policies and Procedures.
- h. The Company does not provide refunds for Products or Business Support Materials and Services purchased from another Brand Affiliate. You must seek a refund directly from the Brand Affiliate who sold you such Products or Business Support Materials and Services.
- i. The refund policy under this Section 4.1 may not apply to product promotion. In such case, specific prior notification will be given.

B. Exchange Policy

Unless otherwise required by applicable law, the Company will:

- a. Exchange Products purchased directly from the Company that were incorrectly sent, or are defective, if you notify the Company within 30 days of the date of purchase.

- b. If an exchange is not feasible, the Company may issue (i) a Company credit for the amount of the exchanged Products, which may be used to purchase other Products, or (ii) a full refund of the purchase price.

For further information on Product Refund and Exchange Policy, we invite you to review Chapter 2 Section 4 of Nu Skin Philippines' [Policies and Procedures](#) found on the [Reputation Page](#).