

## **SECTION 13 – COOLING OFF PERIOD, CONSUMER GUARANTEE, & INVENTORY RETURNS**

### 13.1 – Cooling Off (Limited to initial order)

An Independent Executive or Customer may cancel or return his or her initial order within three (3) business days of the transaction for a full refund, for any reason. All unconsumed product must be returned in order to be eligible for the refund requested. All returns must have an RMA (Return Merchandise Authorization) issued through Executive Support. Independent Executives and Customers will be responsible for returning the product to the company within 10 business days of receipt of the RMA. (See section 13.8 for rules regarding Asia Markets)

### 13.21 – Consumer Guarantee (Limited to initial order)

Product and marketing materials returned within 30 days of enrollment shall receive a 100% refund, less shipping costs. The Consumer Guarantee shall apply to the first 300 QV of consumed product within 30 days of enrollment; any products in excess of the first 300 QV will be eligible for a 90/100% refund less shipping cost if they are in resalable and restockable condition. All unconsumed product must be returned in order to be eligible for the refund requested. Executive Enrollment Kits are not eligible for a return under the Consumer Guarantee. All returns must have an RMA (Return Merchandise Authorization) issued through Executive Support. Independent Executives and , Preferred Customers, and Direct Retail Customers, will be responsible for returning the product to the company within 10 business days of receipt of the RMA. (See Section 13.8 for rules regarding Asia Markets)

### 13.32 – Inventory Returns

An Independent Executive or Preferred Customer who voluntarily resigns (see Section 17.4) may return product or marketing materials purchased within the last 12 months, subject to the 70% rule (See Section 11.3). All product and marketing materials must be in resalable and restockable condition in order to be eligible for a refund, and must be currently sold by Zrii. Returned product that is expired or within three (3) months of expiration will not be eligible for a refund. Returns that meet the above stated requirements shall receive a full refund less a 10% restocking fee and shipping costs. All returns must have an RMA issued through Executive Support. Independent Executives, Preferred Customers, and Direct Retail Customers, will be responsible for returning the product to the Company within 10 business days of receipt of the RMA.

All Executive and Premier Executive Z Packs are accepted from the above stated Inventory Return policy; they will be subject to a maximum product return limit of \$255.00, plus 90 percent of the value of marketing materials that are in resalable and restockable condition. (See section 13.8 for rules regarding Asia Markets)

### 13.4 – Items Not Eligible For a Refund

The following products and services are not eligible for a refund:

1. MyZriiPro Backoffice Services
2. Promotional Items
3. Administrative Fees
4. Any products that indicate “non-refundable” in the description

13.2.1 – An Independent Executive will be required to voluntarily resign (see section 17.4) in order to qualify for an Inventory Return. 13.5 – Additional Conditions

13.5.1 – Independent Executives and Customers understand that, in order to qualify for the Cooling Off Period rule, an Inventory Return, or the Consumer Guarantee, he or she must voluntarily resign.

13.52.2 – If a shipment is refused by an Independent Executive or Customer, whether it is an auto shipment or an order that has just been placed, that Independent Executive or Customer will be subject to there will be a \$20.00 USD shipment refusal fee, which will be deducted from the refundable amount. Or if no refund is to be processed, it will be charged to the form of payment on file.

13.52.3 – No refund, exchange, or replacement of product will be made if the conditions of these rules are not met.

13.63 – Exceptions to the Rrefund Ppolicies

Previously paid Commissions or Ranks may be reversed and/or adjusted as a result of the exceptions and at the sole discretion of the Company. Any Commissions paid to the Independent Executive and his or her upline for the Product returned by the Independent Executive or Customer may be debited from the respective Upline Independent Executive’s account or withheld from present or future Commission payments. An Independent Executive agrees that he or she will not rely on existing downline Volume at the close of a commission’s period, as returns may cause changes to his or her Title, Rank and/or commissions payout. (See also Section 12.2 – Adjustments to Volumes, Bonuses and Commissions)

13.74 – Montana Residents

A Montana resident may cancel his or her Independent Executive Agreement within 15 days from the date of enrollment, and may return his or her Executive Enrollment Kit for a full refund within such time period.

13.8- Asia Markets (See section 13.9 for Taiwan-specific Refund Policies)

13.8.1 – Cooling Off Period (Limited to initial order)

An Independent Executive or Customer may cancel or return his or her initial order within seven (7) business days of the transaction for a full refund, for any reason. All

unconsumed product must be returned in order to be eligible for the refund requested. All returns must have an RMA (Return Merchandise Authorization) issued through Executive Support. Independent Executives and Customers will be responsible for returning the product to the company within 10 business days of receipt of the RMA.

#### 13.8.2- Inventory Returns: Initial Order

Product and marketing materials returned within 30 days, but outside 7 days, of enrollment shall receive a full refund less a 10% restocking fee and shipping costs. Any product and marketing materials returned within 90 days, but outside 30 days, of enrollment shall receive a 50% refund, less shipping costs. All returned product and marketing materials must be in resalable and restockable condition in order to be eligible for a refund. Executive Enrollment Kits are not eligible for inventory returns. Product that is expired, or within 90 days of the expiration, date will not be eligible for a refund. All returns must have an RMA issued through Executive Support. Independent Executives and Customers will be responsible for returning the product to the Company within 10 business days of receipt of the RMA.

Refunds requested outside 90 days of enrollment for a first order will not be authorized. All refunds requested for a first order must be requested within 90 days of enrollment.

#### 13.8.3- Inventory Returns: Subsequent Orders

An Independent Executive or Customer who voluntarily resigns (see Section 17.4) may return product or marketing materials purchased within the last 90 days, subject to the 70% rule. All product and marketing materials must be in resalable and restockable condition in order to be eligible for a refund, and must be currently sold by Zrii. Executive Enrollment Kits are not eligible for inventory returns. Returned product that is expired or within 90 days of the expiration date will not be eligible for a refund. Returns that occur within 30 days of the order date shall receive a full refund less a 10% restocking fee and shipping costs. All returns that occur outside of 30 days, but within 90 days, shall receive a 50% refund, less shipping costs. All returns must have an RMA issued through Executive Support. Independent Executives and Customers will be responsible for returning the product to the Company within 10 business days of receipt of the RMA.

Refunds requested outside 90 days of an order date will not be authorized. All refunds requested for an order must be requested within 90 days of the order date.

#### 13.8.4- Items Not Eligible For a Refund

The following products and services are not eligible for a refund:

- MyZriiPro Backoffice Services
- Promotional Items

- Administrative Fees
- Any products that indicate “non-refundable” in the description

#### 13.8.5 – Additional Conditions

13.8.5.1 – Independent Executives and Customers understand that, in order to qualify for the Cooling Off Period Rule or an Inventory Return, he or she must voluntarily resign.

13.8.5.2 – If a shipment is refused by an Independent Executive or Customer, whether it is an auto shipment or an order that has just been placed, that Independent Executive or Customer will be subject to a \$20.00 USD shipment refusal fee.

13.8.5.3 – No refund or replacement of product will be made if the conditions of these rules are not met.

#### 13.8.6 – Exceptions to the Refund Policies

Previously paid Commissions or Ranks may be reversed and/or adjusted as a result of the exceptions and at the sole discretion of the Company. Any Commissions paid to the Independent Executive and his or her upline for the Product returned by the Independent Executive or Customer may be debited from the respective Upline Independent Executive’s account or withheld from present or future Commission payments. An Independent Executive agrees that he or she will not rely on existing downline Volume at the end of a commission’s period, as returns may cause changes to his or her Rank and/or commissions payout. (See also Section 12.2 – Adjustments to Volumes, Bonuses and Commissions)

13.8.6.1 – In such cases where commissions have been paid to an Independent Executive due to a qualifying order, and that order is later returned for a refund, any related commissions paid to the Independent Executive will be deducted from the refundable amount. Additionally, if there are negative commission adjustments on an Independent Executive’s account, those will likewise be deducted from any refunds processed for that Independent Executive. If negative commission adjustments and/or commissions retractions equal more than the refundable amount of the order(s), no refund(s) may be processed.

#### 13.9 – Taiwan

##### 13.9.1 Product Trial Period (Limited to initial order)

For any purchased product that an Independent Executive is unwilling to accept, the IE may cancel or return his or her initial order within seven (7) business days of the transaction by returning the product and notifying Zrii Customer Service through [servicetw@zrii.com](mailto:servicetw@zrii.com) in writing to request a full refund, without stating the reason or be responsible for any charges or fees. The product must be returned in its original state,

meaning it must be returned in unopened, resalable condition (including the packaging inside and outside, accompanied documents, gifts, etc.)

In addition, the following conditions may affect your return:

- The same product is included in the purchase as a sample
- An opportunity to try the product has already been provided to you before receiving the product.
- You have removed any of the product packaging, seal, tag, glue, or the label without first inspecting the product.
- You have been provided with the opportunity to check the products before you receive the products.
- Other causes of transience may be attributable to your cause, resulting in damage, loss or alteration of the products.

### 13.9.2 – Inventory Returns and Marketing Materials

#### 13.9.2.1 – Voluntary resignation within 30 days of enrollment

13.9.2.2 – Within 30 days of signing the Executive Agreement, notify the company in writing to resign or terminate his or her Executive Agreement.

13.9.2.3 – Zrii shall, within 30 days of the IE's resignation or termination of his or her Executive Agreement, accept the request for return for the IE's initial order, receive the products returned by the IE, and refund the returned products in full, less shipping costs.

13.9.2.4 – In accordance with Section 13 of the Policies and Procedures, the amount of money refunded by Zrii shall be deducted from the value of the loss of the products as a result of attribution. Shipping costs and commissions paid to the IE and/or cardholder will also be deducted.

#### 13.9.3 – Voluntary resignation by the IE after the initial 30 days of enrollment

13.9.3.1 – An IE may, at any time after the initial 30 days of enrollment terminate his or her Executive Agreement in writing (as set forth in Section 17.4) withdraw from Zrii or any sales organization, and request a return. However, products held by the IE for more than 6 months from the date of when the products may be picked up are not eligible to be returned nor refunded.

13.9.3.2 – Zrii shall, within 30 days after the resignation of the Executive Agreement of the IE, accept the request of return, and refund products purchased and held by the IE at up to 90% of the original purchase price, minus shipping costs and any commissions paid to the IE and/or cardholder.

The ratios of refund for voluntary resignation of contracts under Section 13 are as follows:

Description	Refundable %
Within 1 to 45 days after the order is ready for pick up	90%
46 days to 3 months after the order is ready for pick up	70%
3 to 6 months after the order is ready for pick up	50%
6 months after the order is ready for pick up	0%

The date on which product is ready for pick up shall be based on the date the order is invoiced. If the actual ready date is on a future day, then that day shall be counted as the invoiced date.

### 13.9.3.3- Items Not Eligible For a Refund

The following products and services are not eligible for a refund:

1. MyZriiPro Backoffice Services
2. Promotional Items
3. Administrative Fees
4. Any products that indicate “non-refundable” in the description

13.9.3.4 – The products are considered to be completely depleted and the refundable percentage shall be 0% of the original price if they are in any of the following conditions:

- The product has been dismantled and used.
- It is labeled as soon to expire at the time of sale and has exceeded its expiry date.

(IE should consider the aforementioned scenarios above in order to avoid additional shipping charges when requesting a return).

13.9.4 To replace or exchange any products that are defective, deteriorated, damaged, or missing, IEs must notify Zrii Executive Support within 7 days to retrieve the defective products and replace the original items. Shipping shall be covered by the company.