

## Beyond Slim Return Policy – Effective February 2023

Beyond Slim® is committed to helping millions of people become fitter, healthier and happier; we stand behind the quality of our products with a 30-day return policy. If you don't believe our products are improving the quality of your life, we offer a refund within 30 days of receipt of your order, less the cost of shipping. Any remaining product and/or original packaging must be returned to Beyond Slim® to receive a refund. If you do, make a return you will lose your savings and progress in our Loyal Subscriber Program.

See more details below.

### **Eligibility – Your purchase is eligible for a return if it meets the criteria below:**

Refunds require the return of unused product and/or packaging to Beyond Slim. Product purchased using Beyond Bucks is not eligible for a return.

### **Return Process**

To initiate a return, follow the steps below:

1. Initiate your Return/Refund via email request to our Support Team at [support@beyondslim.com](mailto:support@beyondslim.com).

This email must include:

- a. Your name, email, phone number.
- b. Your order number for the order in question.
- c. Your reason for requesting a return.

2. Our Support Team will reach out to provide an RMA (Return Merchandise Authorization) and to coordinate the return of your unused product and/or empty bag (s) based on your request.

3. The remaining product and/or original packaging must be shipped to Beyond Slim postmarked within 30 days after your receipt of the product. Product not received or received postmarked after this date is no longer eligible for a refund.

4. The Member is responsible for the cost of shipping any products back to Beyond Slim®.

5. Once the unopened product or empty bag(s) is confirmed received, please allow up to 10 business days for any applicable refunds to be processed via the method of payment used to make that product purchase.

### **Abusive Returns**

Any Member (Coach or Customer) deemed to be using our Returns Policy in an abusive manner are subject to having their Beyond Slim Business and/or Account cancelled at the company's sole discretion. Abusive returns by Coaches will result in the cancellation of the Coach's Beyond Slim business and the return will be treated as a cancellation return pursuant to policy 37.

### **Canceled Orders**

Canceled orders are defined as orders that are canceled after the order has been placed and sent to the warehouse to be processed. A canceled order is assigned a \$9.99 cancellation fee that is deducted from the refund.

### **Refused Orders**

Refused and orders are defined as orders that are refused upon delivery, marked return to sender, are undeliverable, or that have an insufficient address. A refused order is assigned a \$15 refusal fee that is deducted from the refund. Refusal fees are applied to orders to offset return shipping costs and return processing charges. Refused orders could take up to ninety (90) days to reach the Returns Processing Center and are not guaranteed a refund.