

ATTEVA Refund Policy

Return Policies -ATTEVA offers to every Independent Brand Partner (IBP) and Customer a 100% buy-back or refund of "Currently Marketable" goods or services sold, which can be exercised within a period of 30 days from the date of distribution/sale of such goods and/services to the IBP/Customer. "Currently Marketable" product would mean goods and/or services, unused and marketable, which have not expired, and which are not seasonal, discontinued, or special promotion goods and/or services.

ATTEVA also offers to its IBP a 30 day Cooling-off period defined as the duration of time from the date when the IBP entered into the Agreement with ATTEVA - within which such IBP may repudiate the Agreement without being subject to any penalty - and seek a refund for any goods or services purchased within such period upon return of such goods in a Currently Marketable condition.

B.1 Return Procedure

Every IBP must comply with the following procedures when returning Products for a replacement, exchange, or refund.

B.1.1 Contact Customer Service by submitting a ticket through the IBP's Back office or customer service number

B.1.2 Pack and ship the Products to ATTEVA. Proper shipping carton(s) and packing material are to be used and the best and most economical means of shipping is suggested. Any package received without the RMA clearly visible on the package exterior may be refused.

B.2 Retail Customer Returns

B.2.1. Guarantee. ATTEVA requires its IBP's to offer a thirty (30) day, one hundred percent (100%) unconditional money back guarantee on the sale of Products to their Customers.

B.2.2. 7 Day Right of Cancellation. A Customer has the right to cancel the order without penalty within 7 days of the transaction.

B.2.3 Procedures for Refund. In addition to the requirements in B.1:

B.2.3.1 Submit to ATTEVA a copy of the Retail Receipt used for the purchase and the Retail Customer's notice of cancellation. It must be completed, and the refund portion must be signed by the Retail Customer.

B.2.3.2 Return the Product to ATTEVA within fifteen (15) days of receiving the Products from their Retail Customer.

B.2.4 Costs. ATTEVA will pay the cost of shipping replacement Product(s) to the IBP.

B.2.5 Compliance. ATTEVA will not replace the Product to the IBP for such retail sales by him/her if these policies are not followed.

B.3 Initial Order Returns

B.3.1 Guarantee. ATTEVA offers an unconditional thirty (30) day money back guarantee for the initial Product order. If for any reason they are dissatisfied with any ATTEVA Product, they may return the Product to ATTEVA within thirty (30) days for a replacement, exchange, or full refund of the purchase price (less shipping).

B.3.2 Procedures for Refund. In addition to the requirements in B.1:

B.3.2.1. The IBP on whose account the sale was made must pay the shipping costs for returning the Product.

B.3.2.2 The Product must be received by ATTEVA within ten (10) calendar days from the date the RMA is issued.

B.3.3 Orders made after thirty (30) days are subject to B.4.2 and B.4.3.

B.4. Resignation Returns and Refunds

When terminating the Agreement, an IBP may return Currently Marketable Product for a refund if purchased within thirty (30) days prior to the request for refund.

B.4.1. "Currently Marketable" means that the Products to be returned are in a resalable condition. Additionally, excluded from Currently Marketable Products are those Products whose commercially reasonable shelf life period has passed as well as Products for which ATTEVA disclosed prior to purchase as being seasonal, discontinued, or special promotion Products and not subject to the repurchase obligation.

B.4.2 Restocking Fee. A ten percent (10%) restocking fee shall be charged for authorized returns. The refund amount shall be ninety percent (90%) of the original net purchase price.

B.4.3 Shipping Costs. The IBP shall assume the costs of returning the Products to ATTEVA. The shipping and handling charges incurred by the IBP Products were purchased will not be refunded.

B.4.4 Non-Compliance. In the event that the returned Products do not meet the conditions for return, such merchandise will be held for up to thirty (30) days, during which time the IBP should comply with the return procedures in order to receive the refund. If after the thirty (30) days the conditions have not been met or a return has not been requested, ATTEVA may destroy such inventory without further compensation to that IBP.

B.5 Refunds

B.5.1 Refund to Same Source. Refunds will be issued in the same manner that payment was received. This means that if a credit card was used to place the order, the reimbursement will be issued back to that same card. If the payment was made by check, the refund will be issued in the form of a check.

B.5.2 Right to Withhold. ATTEVA may also withhold from future commission payments to the upline any Commissions paid on the returned Products.

B.6 Refusal of Delivery

Should an IBP refuse delivery of an ATTEVA shipment that is the IBP's first order, ATTEVA will follow its one hundred percent (100%) guarantee policy in section B.3.1. For all other orders from IBP's, ATTEVA will treat the refusal as a Resignation Return per section B.5 above.