

# Product Return Policy

## **A. Returns on Products Within 30 Days.**

1. Electronic Logistic Network will refund one hundred percent (100%) of the purchase price (plus applicable tax if prepaid) of Currently Marketable products that are returned by an Affiliate or Customer within thirty (30) days of purchase from the Company, less shipping costs and paid Bonuses.
2. Electronic Logistic Network will provide a Product Credit of one hundred percent (100%) of the purchase price (plus applicable tax if prepaid) or a refund of ninety percent (90%) of the purchase price (plus applicable tax if prepaid) on products not Currently Marketable (see, Section 6.D.) that are returned by a Affiliate or Customer within (30) days of purchase, less shipping costs and paid Bonuses.

**B. Returns Thirty-one (31) days to Ninety (90) days After Purchase.** From thirty-one (31) days and up to ninety (90) days from the date of purchase, Electronic Logistic Network will provide a Product Credit of fifty percent (50%) or a refund of twenty five percent (25%) of the purchase price (plus applicable tax if prepaid) on Currently Marketable products that are returned by a Affiliate or Customer, less shipping costs and paid Bonuses.

**C. Returns From 91 days to One year After Purchase.** After 91 days and up to twelve (12) months from the date of purchase, Electronic Logistic Network will **NOT** provide a Product Credit or **ANY** refund of the purchase price (plus applicable tax if prepaid) on Currently Marketable products that are returned by a Affiliate or Customer, less shipping costs and paid Bonuses (excludes limited time offers and expired items).

**D. Currently Marketable.** Products and Sales Aids shall be deemed currently marketable if each of the following elements is satisfied: 1) they are unopened and unused; 2) packaging and labeling have not been altered or damaged; 3) the product and packaging are in a condition such that it is a commercially reasonable practice within the trade to sell the merchandise at full price; 4) the product expiration date has not elapsed; and 5) the product contains current Electronic Logistic Network labeling. Products shall not be considered Currently Marketable if the Company discloses prior to purchase that the products are seasonal, discontinued, limited time offers, or special promotion products not subject to the Return Policy.

**E. Return of Damaged or Incorrectly Sent Products.** Electronic Logistic Network will exchange products if the returned products were received by the purchaser in damaged condition or were incorrectly sent. Such products must be returned within fifteen (15) days of receipt. Whenever possible, returned products will be replaced with undamaged products. However, when an exchange is not feasible, the Company reserves the right to issue a credit for the amount of the exchanged products.

**F. Duty to Retain Sales Order Number.** In order for the Company to correctly recoup the applicable Bonuses on returned products, the original sales order number from the invoice must be retained. This number must be provided to the Company at the time the request for a refund is made.

**G. Kit Returns.** Products purchased as part of a kit or package must be returned as the entire kit.

**H. Refund Alternatives.** The Company in its discretion may determine the acceptable refund alternatives for product returns, including but not limited to the following: Electronic Logistic Network's Company Credit, Product Credit, bank check, bank transfer, or credit card charge.