



SOLEX

SOLEX PRODUCT RETURN POLICY

As a Solex Quantum Living Advocate or Customer dissatisfied with any Solex product, you may return:

SUPPLEMENTS

- Any opened or unopened product within 30 days after the delivery date will be issued a full refund in the same method of payment of the purchase price and applicable sales tax (less shipping charges).
- Any opened or unopened product returned after 30 days and less than 120 days after the delivery date will be issued a 90% refund of the purchase price and applicable sales tax (less shipping charges).

DEVICES

- Any opened or unopened product within 15 days after the delivery date will be issued a full refund in the same method of payment of the purchase price and applicable sales tax (Less shipping charges).
- Any opened product returned after 15 days and less than 30 days after the delivery date will be issued a 90% refund of the purchase price and applicable sales tax (less shipping charges).
- All return shipments of devices must include all components of the original packaging.
- Refunds will not be issued after 30 days.

OTHER NON-CONSUMABLE PRODUCTS

- Any opened or unopened product within 15 days after shipment will be issued a full refund in the same method of payment of the purchase price and applicable sales tax (Less shipping charges).
- Any opened product returned after 15 days and less than 120 days after shipment will be issued a 90% credit on your Solex account of the purchase price and applicable sales tax (less shipping charges).

SOFTWARE SUBSCRIPTIONS

- Solex does not offer refunds on monthly software or annual membership subscriptions.



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PROCEDURES FOR RETURNS

The following procedures apply to all returns for refund, repurchase, or exchange:

- The customer or brand partner who purchased it directly from Solex must return the product(s).
- The product(s) must be returned in its original container and include all original package components.
- The return must have a Return Merchandise Authorization number (RMA). The RMA can be obtained by calling Customer Support at 385-203-0033, or by emailing support@solexllc.com. The RMA number must be written on the outside of each package, or the shipment will be returned to the sender.
- All returns from customers must be shipped prepaid to Solex. Solex does not accept COD packages.
- If the returned product is not received by Solex's distribution center, it is the responsibility of the QLA or Customer to trace the shipment. Solex is not liable for items lost or damaged in transit.
- The volume for exchanges will be counted in the month the exchange transaction was made.
- No refund will be made for subsequent returns of the same product, except when the product is damaged or defective.

Solex reserves the right to review each return or exchange on a case-by-case basis. Credits will be issued when Solex has processed the return. Solex will deduct from the reimbursement any commissions, bonuses, or other incentives received by you and your support team as a result of the product you are returning. All return shipments of devices must include all components of the original packaging.