



AFFILIATE RETURN AND REFUND POLICY

Updated April 2, 2020

If you purchased products directly from Vida Divina and are not 100% satisfied with our products, you may return the items for a refund if neither you nor we have terminated the Agreement and the products were purchased within twelve (12) months and remain in resalable condition ("Resalable Condition" as defined in the Glossary of Terms section of the Policies & Procedures). The refund shall be one hundred percent (100%) of the purchase price. Shipping and handling charges incurred will not be refunded.

The return of \$500 or more of products accompanied by a request for a refund within a calendar year, by an Affiliate, may constitute grounds for involuntary termination.

Upon cancellation of the Agreement, the Affiliate may return all generic sales aids purchased within one (1) year from the date of cancellation for a refund if he or she is unable to sell or use the merchandise. An Affiliate may only return sales aids he or she personally purchased from the Company under his or her Affiliate Identification Number, and which are in resalable condition.

Upon Vida Divina's receipt of the sales aids, the Affiliate will be reimbursed ninety percent (90%) of the net cost of the original purchase price(s), less shipping and handling charges.

If the purchases were made with a credit or debit card, the refund will be credited back to the same card used for the purchase.

Any custom orders of printed sales aids (i.e. business cards, brochures, etc.) where on the Affiliate's contact information is embedded or hard printed, or has been added by the

Affiliate, are not able to be returned in resalable condition thus are nonrefundable.

Vida Divina is not responsible for any Affiliate return orders that were lost or damaged by customs or by any shipping provider. Affiliates may request a refund from their country customs office and/or directly from the shipping provider.

The Company shall clawback any pending or paid commissions, bonuses, rebates or other incentives received by the Affiliate which were associated with the merchandise that is returned or refunded.



Return Process

A. All returns, by an Affiliate, must be made as follows:

I. Obtain Return Merchandise Authorization ("RMA") Number from Vida Divina by emailing returns@vidadivina.com or by calling Customer Support at (909) 333-5443

II. Ship items to the following address:

Vida Divina Worldwide Inc.
Returns Department
1700 S. Milliken Ave.
Ontario, CA 91761

III. Provide a copy of the invoice with the returned products. Such invoice must reference the RMA number and include the reason for the return.

B. All fees associated with shipping are the responsibility of the Affiliate making the return, as Vida Divina does not accept shipping collect packages. Vida Divina recommends shipping returned product by UPS or FedEx with tracking and insurance as risk of loss or damage in shipping of the returned product shall be borne solely by the Affiliate. If returned product is not received at Vida Divina Distribution Center, it is the responsibility of the Affiliate to track the shipment and no credit will be applied until the returned product is received at the Vida Divina Distribution Center.



3.2 Correct Addresses

- A. It is the responsibility of the Affiliate or Customer to make sure Vida Divina has the correct shipping address before any orders are shipped.
- B. An Affiliate or Customer will need to allow up to thirty (30) days for processing after the notice of address change has been received by Vida Divina.
- C. Orders returned to our office due to the following reasons are subject to immediate cancellation and refund (excluding shipping fees):
 - Incorrect Address
 - Insufficient Address
 - Unclaimed
 - No Such Number
 - Attempt-Not Known
 - Unable to Forward
 - Vacant / Move Out
 - Refused
 - No Mail Receptacle.