

SHEERSENSE RETURNS POLICY

CUSTOMER RETURNS

All customers must return products back to the Distributor who sold the product to them and not to SheerSense®.

DAMAGED PRODUCT OR WRONG ITEM

You need to inform us within 48 Hours of receiving your order if you find a damaged product or wrong item by using the Contact Us Form on the website describing the problem and, in the case of damage, including photographic evidence.

A case-numbered RMA (Return Merchandise Authorisation) form will be issued by email which will need to be completed and sent back with the product.

The RMA form must include the original Order Number of the item being returned and the Distributor's ID Number and the reason for returning the product.

Each item to be returned must have its own RMA Form. And no item will be accepted without an accompanying RMA form.

If damaged or the wrong item sent from SheerSense®, you should send the product back to us, in appropriate packaging, within 30 calendar days (from the date of delivery) together with its completed RMA form.

Once SheerSense® is in receipt of the product at Head Office it can be checked and, if appropriate, a replacement or refund will be issued.

If the item is replaced then it will be the same product and in the same colour. (No alternatives can be given other than the original product, unless there are none available and then a refund will be issued).

Postage to return the item(s) will be paid by SheerSense®.

Refunds will be made within 14 calendar days of receipt of the item.

Important, please note that deliveries diverted at the request of the recipient to the courier, and/or receipt without signature, will invalidate return requests.

Missing items: Please be very careful when opening your orders for products rolling away or being left in bubble wrap. Your orders are all carefully double-checked prior to leaving packaging..

ORDER / ITEM CANCELLATION

If you are unsatisfied with the product for any reason and wish to return it then:

You inform SheerSense® within 14 days of receiving your order by using the Contact Us Form on the website describing your reason for return.

A case-numbered RMA (Return Merchandise Authorisation) form will be issued by email which will need to be completed and sent back with the product.

The RMA form must include the original Order Number of the item being returned and the Distributor's ID Number and the reason for returning the product, the customer's name and telephone number or email address, together with the Sale Invoice Number and the date of the sale.

Each item to be returned must have its own RMA Form. And no item will be accepted without an accompanying RMA form.

It is returned to SheerSense® unopened and undamaged, with the seal intact and in resaleable condition.

You have 14 days after receipt of the RMA to return the products.

All refunds will be at the Distributor's purchase price and not retail value. Refunds will be made within 14 days of receipt of the item by SheerSense®.

Postage will be paid by the Distributor.

FAULTY RETURNS

You can return (faulty) product back to SheerSense® if:

You inform SheerSense® within 14 days of receiving your order by using the Contact Us Form on the website describing your reason for return and include photographic evidence.

A case-numbered RMA (Return Merchandise Authorisation) form will be issued by email which will need to be completed and sent back with the product.

The RMA form must include the original Order Number of the item being returned and the Distributor's ID Number and the reason for returning the product, the customer's name and telephone number or email address, together with the Sale Invoice Number and the date of the sale.

Each item to be returned must have its own RMA Form. And no item will be accepted without an accompanying RMA form.

It is returned to SheerSense® for inspection with the completed RMA Form.

Once after further investigation and fault found a refund or replacement will be arranged.

All refunds will be at the Distributor's purchase price and not retail value.

Refunds will be made within 14 days of receipt of the item by SheerSense®.

If deemed to be no fault the product will be returned to you in your next order with an explanation.

Postage to return the item(s) will be paid by SheerSense® in certain circumstances.

RETURNS DUE TO AN ADVERSE REACTION OR ALLERGY

If you experience an adverse reaction or allergy issue with any of our products you are advised to contact your physician immediately.

To return a product based on an adverse reaction or allergy you must:

Contact SheerSense® to explain the issue with photographic evidence using the Contact Us Form on the website and to be sent a case-numbered RMA form.

Return the product to SheerSense® for inspection with completed RMA Form.

Each item to be returned must have its own RMA form.

Further details may be requested either by email or by telephone. For example, if more than a third of the product has been used then a fuller explanation may be required.

All personal details will be kept confidential in accordance with data protection legislation.

It should be noted that such reaction does not make the product faulty and the company is not obliged to issue a refund in such circumstances. However, each claim will be dealt with sympathetically and on its merit.

Postage to return the item(s) will be paid by SheerSense® in certain circumstances.

All refunds will be at the Distributor's purchase price and not retail value. Refunds will be made within 14 days of receipt of the item by SheerSense®.

RETURNS PROCEDURE

Items must be properly protected for posting back to us. The packaging that the item arrived in could be used for a return, especially the bubble wrap.

Returns arriving at SheerSense® having been damaged in the post through poor protection cannot be accepted for a replacement or a refund (unless they are coming back to SheerSense® for being damaged in the first instance).

It must be posted using 'Signed For' delivery.

As well as the item to be returned, the package must include the properly completed case-numbered RMA form which must include the original Order Number of the item being returned and the Distributor's ID Number and the reason for returning the product, the customer's name and telephone number or email address, together with the Sale Invoice Number and the date of the sale.

SheerSense® will not issue a refund on any product previously certified as sold under the 70% rule.

This does not affect your statutory rights.

TERMINATION RETURNS

Detailed information on termination returns can be found in the SheerSense® Distributor Terms and Conditions.

Any return of product, upon termination of a Distributorship, must be preceded by notice to SheerSense®, and with a completed RMA Form.

SheerSense® will not issue a refund on any product previously certified as sold under the 70% rule.

Product not in resalable condition, or otherwise not in conformance with this section, will be returned to the Distributor at the Distributor's cost.

In addition, should a Distributorship be terminated, and said Distributor return product to SheerSense®, the Point Value of the returned product and the corresponding monetary value of any commissions or bonuses previously paid to an upline Distributor on that product within the previous 120 days shall be charged back to the Distributor receiving said payment (if appropriate). Refund payments will be made within 30 days from the date SheerSense® acknowledges receipt of the returned product. In the event that SheerSense® repurchases inventory from a Distributor, that person may not again become a SheerSense® Distributor (unless the person has prior written authorisation by the Company to again become a Distributor).

This document is included in the SheerSense® Policies and Procedures Guide at Section 9.