



# BRAVENLY GLOBAL®

## *returns & cancellation policy*

*Brand Partner, Retail Customers, & Ambassadors (Does not include Starter Kits and Enrollment Packs.  
See Section 8.2 of Bravenly's Policies and Procedures.)*

Bravenly Global is sure you will be happy with your order. However, if you wish to return your product, we gladly offer a 30-day, satisfaction guarantee to all Brand Partner, Retail Customers, and Ambassadors on their personal use orders. Bravenly Global must have the return physically in possession by day 30 (calendar days) for the satisfaction guarantee. If a Brand Partner, Retail Customer, or Ambassador is dissatisfied with any product, you may return the item in its original packaging to Bravenly Global within 30 days of the purchase for a 90% refund of the purchase price minus shipping. The 30 days start the day the product is ordered and it must be received in the facility on or before the 30th day. Please, be aware that the 30 days include Holidays and non-business days. The Individual is responsible for the cost of return freight. Non-accepted delivery charges will be debited to the Individual's account for refusing to accept the delivery and returning to the sender. The 30 days start the day the product is ordered, and it must be received in our facility on or before the 30th day. The 30 days include holidays and non business days.

Please know that once you return a product you will not be allowed a second return for additional purchases of the same product. Exceptions to this policy will be replacements at the discretion of Bravenly Global in the case of manufacturer defects. Please, know that we adhere to our Return Policy strictly. Please, plan accordingly with USPS to make sure your products arrive in our center on time!

For information on refunds of Starter Kits, please reference section 8.2 of Bravenly Global's Policies and Procedures.

All Bundles (including but not limited to: ACCELERATE TRIO, ACCELERATE TRIO, DOUBLE THREAT, TRIPLE THREAT, BODY BALANCE, ESSENTIALS, RADIANCE, GUT & MOOD, and MIND & BODY) have a grouping of products with an additional pricing discount. Therefore, SKUs/products that are considered bundles are not eligible for a partial refund unless the remaining products (that you're choosing to keep) are purchased at their individual prices, prior to the refund being issued.

In order to qualify for our Return and Cancellation Policy, you will need to return **all the products within the Bundle** that was purchased (unless you have elected to purchase select items from the bundle). After we receive these products, we will refund the product depending on the purchasing price of the bundle for a 90% refund, minus shipping. Additional details will be provided during correspondence with our customer support team at [support@bravenlyglobal.com](mailto:support@bravenlyglobal.com)

If the product was purchased directly from an Independent Brand Partner, **please contact them for a refund**. You will need to return the product and original invoice to the Brand Partner, who will refund the product purchase price. The Brand Partner will then return the product to Bravenly

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Global for a replacement product. We are only able to refund the original purchaser and original payment on file.

If the product was purchased from a Brand Partner website, please contact the Bravenly Global Support Department at [support@bravenlyglobal.com](mailto:support@bravenlyglobal.com).

If the product was purchased directly from an Independent Brand Partner, please contact them for a refund. You will need to return the product and original invoice to the Brand Partner, who will refund the product purchase price. The Brand Partner will then return the product to Bravenly Global for a replacement product. We are only able to refund the original purchaser and original payment on file.

If the product was purchased from a Brand Partner website, please contact the Bravenly Global Support Department at [support@bravenlyglobal.com](mailto:support@bravenlyglobal.com)

## **Easy Ship**

If trying to cancel your Easy-Ship, login to your back office and click the Easy-Ship button at the top of your page. This will bring you to your Easy-Ship profile, where all your Easy-Ships are located. To the right, you will see a button that says, "View Easy Ship Profile", click on the correct Easy- Ship you want. On the right-hand side, you will see the following options to choose from. If you're wanting to cancel your Easy-Ship, simply click "Cancel Profile" and then click, "YES".

## **Edit Address**

## **Edit Schedule**

## **Edit Payment**

## **Edit Product**

## **Cancel Profile**

In order to facilitate the return process, the Retail Customer or Ambassador is required to contact Bravenly Global to obtain a Refund Request Form (RRF) Form. This form must be included on the inside of the shipping box or emailed to [support@bravenlyglobal.com](mailto:support@bravenlyglobal.com). If a package is returned without an RRF Form, the refund may be delayed or refused.

\*\*Easy-Ship Orders are returned/refunded according to our refund policy which states 90% of the purchase price less shipping. Please review the full policy for details. An Easy-Ship not canceled in time does not receive a 100% refund. If you need help modifying or canceling your Easy-Ship, you can reach out to [support@bravenlyglobal.com](mailto:support@bravenlyglobal.com). Requests for cancellation or editing Easy-Ships must be received within 2 business days ahead of the "next shipment date" or we do not guarantee that we can cancel/edit the order. As a reminder, you have the ability to edit or cancel the Easy-Ship profile up until the day before it processes.\*\*

## **Brand Partners**

A Brand Partner who terminates his or her business relationship with the company has the right to return for repurchase on commercially reasonable terms currently marketable inventory including company produced promotional materials, sales aids, and kits in the Brand Partner's possession and purchased for resale prior to the date of termination. Goods are in "currently marketable condition" if they are unopened and unused and packaging and labeling has not been altered or damaged. For purposes hereof, reasonable commercial terms shall mean the repurchase of

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marketable inventory within twelve (12) months from the Brand Partner's date of purchase at not less than 90% of the Brand Partner's original net cost, less appropriate set-offs and legal claims, if any. Original shipping costs are not refundable and the Brand Partner is responsible for the cost of return freight. Any commissions, overrides, and/or bonuses paid to Brand Partners will be deducted from the refund. In addition, for purposes of this section, products shall not be considered currently marketable if returned for repurchase after the product's commercially reasonable, usable, or shelf-life period has passed (shelf life will be deemed to have passed if the product package has been opened); nor shall products be considered currently marketable if the company clearly discloses to Brand Partner prior to purchase that the products are seasonal, discontinued, or special promotional products and are not subject to the repurchase obligation. No refunds will be issued unless a Brand Partner is in strict compliance with the published refund policy that is part of the Bravenly Global Policies and Procedures Manual. Non-accepted delivery charges will be debited to the Brand Partner's account for refusing product.

## **Return Procedure**

If the product was purchased directly from a Bravenly Global Brand Partner, please contact him or her directly for a refund. You will need to return the product and original invoice to the Brand Partner, who will refund the product purchase price. If the product was purchased from a Bravenly Global Brand Partner website, you must contact Bravenly Global by ticket at [support@bravenlyglobal.com](mailto:support@bravenlyglobal.com) to obtain a Return Request Form (RRF). The RRF form needs to be completed before we complete the return.

The Order Number must be written on the outside of the return shipping box and a completed Return Request form must be included in the return package or returned to us via email. A refund will be processed within 10 business days following the receipt of an authorized return. All refunds will be in U.S. Dollars. If a package is returned without an RRF, the refund may be refused or delayed.

A Brand Partner can request a refund of their annual renewal fee five (5) business days from the date of their renewal, this will terminate their Brand Partner Account and the Brand Partner would need to still comply with the Policies and Procedures. To request a refund, please contact the Bravenly Global Support Department at [support@bravenlyglobal.com](mailto:support@bravenlyglobal.com).

## **Charge Back Policy**

All references to a "chargeback" refer to a reversal of a credit/debit card charge placed on the Sites. There is no reason for a chargeback to ever be filed. If a credit is due, simply contact us, and we will gladly process the request. If you feel that your credit/debit card was used fraudulently on any of the Sites, please contact us at [support@bravenlyglobal.com](mailto:support@bravenlyglobal.com) for immediate resolution.

## **Credit Card Chargebacks.**

Customers (nonmembers) or Members with credit card chargebacks will have their accounts suspended until such time that the full amount of the chargeback is returned to Bravenly Global plus any chargeback fees.

## **Administrative Fee**

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