



## LIFE EXTENSION® WHOLESALE RETURN POLICY

**We will accept returns from our wholesale customers and issue a credit to your account for the following reasons only:**

- 1) The product is damaged in shipping.
  - a. Damages must be reported within 48 hours of receipt of shipment.
  - b. A photo of the damaged product/shipment is required.
  - c. For a freight delivery, a signed Bill of Lading is required.
  - d. If pre-existing damage is confirmed after our investigation, we will replace the product or refund the purchase at our discretion.
- 2) The product is defective. A photo of the defective product is required.
- 3) The product is short dated.
  - a. A product is short dated if it has less than 6 months' shelf life remaining when you receive it.
  - b. Short-dated product must be reported within 7 days of receipt of shipment.
- 4) The product was shipped to you in error by us. This error must be reported within 7 days of receipt of shipment.
- 5) You ordered a product in error.
  - a. This error must be reported within 7 days of receipt of shipment, and you will have 45 days from the date of receipt to return the product.
  - b. You are responsible for the cost of return.
- 6) To allow you to try various products from our line, we allow you 45 days from the date of purchase to return any product that you had not previously ordered for a full refund. You are responsible for the cost of return.
- 7) The shipment was lost in transit. Any claims of lost shipments must go through the carrier for investigation. Once the investigation is completed, we will determine if the order will be replaced or credited.
- 8) Unused blood test can be returned within 1 year of purchase date.

We will **NOT** accept returns for the following reasons:

- 1) Products are not selling on your shelf/website.
  - 2) Products in your inventory are about to expire or have expired.
  - 3) Products are damaged while in your possession.
  - 4) Products returned to you by your customer.
    - If the item is past the 45 days return policy, there will be no refunds.
  - 5) If your store is closing and you wish to return your remaining inventory
    - If the item is past the 45 days return policy, there will be no refunds.
- All return matters may be reported by calling 1-888-884-3657 or via email to [Wholesale@lifeextension.com](mailto:Wholesale@lifeextension.com).
  - For all returns, you must include a letter with the name of the product, number of bottles returned, the lot number from back of the bottle, and the reason for the return. Without all this information, credit will not be issued. A copy of your invoice from us would also be helpful for proper credit.
  - The photo must show the front and back of the product and must display the lot number and UPC.

Revised Effective **June 10, 2020**