

REFUND & RETURNS POLICY

Terms & Conditions

Isagenix is committed to providing you with high-quality, no-compromise products. If for any reason you are not 100% satisfied, you may be eligible to return the products for a refund under the Isagenix Satisfaction Guarantee. This is in addition to any rights and remedies which may be available to you under the Australian Consumer Law or New Zealand Consumer Law.

If you receive damaged or defective products, please contact Isagenix ANZ Customer Care immediately. Isagenix can replace the products at no charge within 30 days from the invoice date. In some circumstances, you may be entitled to a refund.

No refunds or exchanges will be given if you have simply changed your mind.

Return Policy

To initiate a return please contact Customer Care by phone on **1300 651 979 (AU)** or **0800 451 291 (NZ)** or email **CustomerServiceANZ@Isagenixcorp.com**. Please have your Isagenix Member ID number or invoice number available. If approved, Customer Care will email the Return Instructions.

Isagenix reserves the right to decline a refund if a Return Merchandise Authorisation (RMA) was not issued prior to returning the product(s).

The following items are non-refundable, except as required by law: shipping fees, membership fees, administration fees, sales tools (IsaNews, Welcome Kit) and promotional items.

Isagenix will not be responsible for the cost of postage of any returned items. Isagenix is not responsible for lost, stolen or product(s) damaged during the return process and therefore it is recommended that articles are returned via Registered Mail.

Isagenix reserves the right to issue a refund on returned items only. You are required to return all opened and unopened containers, as applicable, to the address provided by Customer Care, for a refund.

If eligible for a refund, Isagenix will credit the original form of payment within 30 days of the product being logged as returned by our distribution centre.

Any business volume (**BV**) associated with the product(s) will be deducted once the refund is issued. The effect of returned BV on an account may force that account **inactive**. Isagenix reserves the right to recoup any commissions or other compensation paid when the product that generated that compensation is returned.

To the extent permitted under the law, Isagenix reserves the right to reject returns or replacements on orders which process or occur in breach of our Policies and Procedures. For example, unauthorised online sales via eBay are not protected by the Isagenix ANZ Returns Policy. Isagenix reserves the right to reject repetitive returns or replacements.

Member Returns

30 DAY GUARANTEE

Isagenix offers a 30 Day Guarantee on your initial order with Isagenix, opened or unopened. This guarantee only applies to your very first order on your account, any consumable item that you are trying for the first time and does not include shipping and handling or membership fees. Please contact Customer Care within 30 days from the invoice date. This is in addition to any rights or remedies which may be available to you under the local Consumer Law if a product does not comply with a statutory guarantee.

FIRST AUTOSHIP ORDER*

Your first Autoship order with Isagenix falls within our Returns Policy. All products returned must be unopened and in their original packaging. This is not intended to limit the availability of any statutory guarantees under the local Consumer Law. Please contact Customer Care within 30 days from the invoice date. To the extent permitted by the law, Isagenix reserves the right to reject returns of subsequent Autoship orders to the extent they contain items you have previously purchased.

** The Autoship Program is an exclusive, convenient option which is selected during enrolment, with the consent of the cardholder. It can also be added after enrolment. Only Customer Care can cancel an Autoship. Please specify if you would like to cancel your Autoship when contacting Customer Care.*

INVENTORY BUY-BACK POLICY (ACCOUNT TERMINATION)

Isagenix International's Account Termination Buy-Back Policy is designed to protect individuals who want to discontinue being an Associate, leave the Isagenix International opportunity, and believe they mistakenly purchased more inventory than they could sell.

This policy specifically does not apply to an Independent Associate who, for the purpose of qualifying for a bonus or some other benefit, has falsely certified that the inventory for which they are attempting to receive a refund has been previously consumed or sold.

The request for Buy-Back must be made in writing to **CustomerServiceANZ@Isagenixcorp.com** within 12 months of the invoice date. For more information on the Buy-Back Policy, please view Section 4.9 of the Policies and Procedures.

Non-Member Returns

RETAIL ORDERS

Retail Customers may apply for the 30 Day Guarantee (as outlined above) where the retail order was processed on an Isagenix Official Associate Website. The invoice number must be provided to Customer Care.

To apply for the 30 Day Guarantee on retail orders sold directly to a customer, Isagenix requires the invoice number from the reseller inventory, full contact information and a completed Customer Retail Receipt (located on the Back Office). The original receipt must be returned with the products.