

Opulence Global offers a ninety (90) day satisfaction guarantee on all **initial** FERI Flawless products to Retail Customers (including VIP Shoppers).

## PRODUCT RETURNS & EXCHANGE

### RETAIL CUSTOMERS & VIP SHOPPERS

Customers not completely satisfied with their **initial** FERI Flawless product, may return the unused portion of the product for a replacement or full refunded as Shopping Credits back to their VIP account within ninety (90) days from the Customer's date of receipt.

**If the FERI Flawless product was purchased from an Opulence Global Partner's website**, the Customer may return the product to Opulence Global directly with the following:

- Original packaging and shipping container(s)
- Original proof of purchase
- Fill out the Return Authorization Form (RAF), see process on page 2.
- The Return Authorization Number (RA#) must be written on the outside of the shipping box.\*

Shipping fees are non-refundable.

**If the FERI Flawless product was purchased directly from an Opulence Global Partner**, the refund must be processed by the Opulence Global Partner directly. The product must be returned along with the original invoice to the Opulence Global Partner who will refund the product purchase price. The Opulence Global Partner may then return the product to Opulence Global for a replacement.

### OPULENCE GLOBAL PARTNERS

Opulence Global Partners if dissatisfied with their **initial** FERI Flawless product, may return the unused portion of the product within ninety (90) days of receipt for a replacement or a 80% refund of the purchase price along with the following to Opulence Global:

- Original packaging and shipping container(s)
- Original proof of purchase
- Signed and filled Return Authorization Form (RAF), see process on page 2.
- The Return Authorization Number (RA#) must be written on the outside of the shipping box.\*

The refund less any commission paid on the purchase will be processed and credited to the original payment method. Shipping fees are non-refundable.

Opulence Global reserves the right to terminate this Agreement without advance notice in the event a Opulence Global Partner abuses the FERI Flawless return policy.

### RESIGNATION / TERMINATION - RETURNS/REFUNDS

Opulence Global agrees to re-purchase a resigning or terminating Opulence Global Partner's unencumbered, unused, unopened, and in commercially re-sellable condition, FERI Flawless products & sales aids purchased from the Company within 10 days from the date of resigning or termination (or longer where required by law), for not less than 80% of the actual amount paid for the same. Any and all commissions and bonuses previously paid out on such sale will be deducted from the refund.

No re-purchases/refunds will be issued unless the Opulence Global Partner is in compliance with the procedures contained herein:

- A written request must be submitted to Opulence Global stating the reason for the termination and the reason for the return of products and/or sales materials;
- The above request shall be accompanied by the original Order # number and copy of the Packing Slip (if any);
- Upon receipt and inspection of the product(s) to be returned, Opulence Global will process the

- appropriate payment;
- The Opulence Global Partner shall pay the cost of return freight, if any.

### **RETURN AUTHORIZATION REQUEST**

To Request a Return Authorization Number (RA#):

1. Through your Online Account from your Dashboard, go to Shopping > MY ORDERS
2. Find the corresponding order from the Order List
3. Click on START A NEW RAF CASE and fill out the information to submit a request
4. Once a RA# is generated, follow the information provided in your RAF Case

### **ORDER CANCELLATION**

If an order is placed, and then cancelled before it is shipped, then the re-stocking fee will not apply. The Opulence Global Partners must contact the Product Department by email at [products@myopulence.com](mailto:products@myopulence.com), OR, through the Opulence Global "Support Ticket" which may be found in the back office, specifying which product(s) in that order are not to be processed, or which are to be exchanged.

### **MONTHLY SMART BUY CANCELLATION**

Monthly FERI Flawless Smart Buy Subscriptions may be cancelled at any time by submitting a written notice seven (7) business days prior to the next scheduled processing date. To cancel an Smart Buy Subscription, a completed Smart Buy Subscription Cancellation Form must be submitted via email to [payments@myopulence.com](mailto:payments@myopulence.com), OR, faxed to (905) 482-3079.

### **SHIPPING**

Opulence Global can ship FERI Flawless worldwide for personal consumption. All orders delivered by an authorized Opulence Global courier and will be provided a tracking number. Please note that delivery time can take 2 – 5 business days. Some regions and countries may have longer delivery times due to passing through international customs.

### **P.O. BOXES**

Shipping to P.O. Boxes is not available as all packages require a signature for proof of delivery. Please ensure a complete residential/business address including any apartment/unit # at the time of product order.

\*If a package is returned without a RA#, the package may be refused, OR, a \$25 investigation charge may apply.