

# LUCRO LIFE, LLC.

*LIFE - Living In Favor Every Day...*

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## RETURN & REFUND POLICIES:

### **Product Satisfaction Guarantee:\***

Product may be returned within 30 days after the original date of purchase (*order date*) for a 90% refund of the purchase price (10% restocking fee).

\* Shipping costs associated with returning product(s) are the responsibility of the Customer / Brand Partner (BP) returning the product. Any commissions and bonuses earned on the returned products will be deducted from the refund amount on all return transactions. Returned product(s) may impact bonuses and commissions paid to the upline/sponsor. BP must be in good standing.

1. All returns, whether by a Customer, or BP, must be made as follows:
  - a. Obtain Return Merchandise Authorization (“RMA”) from Lucro Life;
  - b. Ship items to the address provided by Lucro Life Customer service when you are given our RMA.
  - c. Provide a copy of the invoice with the returned products or service. Such an invoice must reference the RMA and include the reason for the return.
2. All returns must be shipped to Lucro Life pre-paid, as Lucro Life does not accept shipping collect packages. Lucro Life recommends shipping returned product(s) via UPS or FedEx with tracking and insurance, as risk of loss or damage in shipping of the returned product shall be borne solely by the Customer or BP. If the returned product is not received at the Lucro Life Distribution Center, it is the responsibility of the Customer or BP to trace the shipment, and no credit will be applied.
3. The return of \$500 or more of products accompanied by a request for a refund within a calendar year, by a BP, may constitute grounds for involuntary termination.
4. **Cancellation Policy:** If a BP or Customer wishes to cancel an order, please call customer service at 813-812-7641. We can only cancel orders before it ships. If an order has already shipped, please refer to the return policy.