

Isagenix Return & Refund Policy



Thank you for purchasing Isagenix products.

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 (Section 4.8 of the Isagenix Policies and Procedures).

If you received damaged or defective product(s), please contact the Isagenix Customer Care Department immediately. Isagenix can replace those products at no charge in lieu of a refund.

To initiate a return, please email [Returns@IsagenixCorp.com](mailto>Returns@IsagenixCorp.com), or by telephone at (877) 877-8111 to receive your Return Merchandise Authorization (RMA). When contacting us, please have your Isagenix Member ID or invoice number available.

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

For Retail Customers (Non-Members) – 30-Day Guarantee:

As a retail Customer, you have 30 days from the date of purchase to initiate a return of:

- A. Your initial order of product placed, opened or unopened.
- B. Any product(s) you are trying for the first time, opened or unopened. This applies to any order that you place.

The following items are non-refundable, except as required by law: shipping fees, administration fees, literature and sales aids, seasonal, discounted or promotional items. You are required to return all opened and unopened containers, as applicable, 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 center. Any BV/PV associated with the product(s) will be deducted once the refund is issued.

For Associates (Members) – 30-Day Guarantee:

As an Associate, you have 30 days from the date of purchase to initiate a return of:

- A. Your initial order of product placed, opened or unopened.
- B. Any product(s) you are trying for the first time, opened or unopened. This applies to any order that you place.
- C. Your first Autoship order for unopened products only.

The following items are non-refundable, except as required by law: membership fees, shipping fees, administration fees, literature and sales aids, seasonal, discounted or promotional items. You are required to return all opened and unopened containers, as applicable, 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 center. Any BV/PV associated with the product(s) will be deducted once the refund is issued.

For Associates – Retail Orders Sold Direct:

If your Retail Customer wants to return products purchased directly from you, follow this procedure:

1. Create a sales slip for the product refund, including the date and price paid by the retail Customer, and write "refund" across the face of the order.
2. Refund the money directly to your retail Customer and have them sign the sales slip as proof of return.
3. Contact Isagenix to obtain a Return Merchandise Authorization (RMA) number and instructions for returning the product. You will also be required to provide a copy of the signed refund sales slip.

If eligible, Isagenix will issue a replacement for the returned products within 30 days of the product being logged as returned by our distribution center. Isagenix reserves the right to reject repetitive returns or replacements.

For Associates – Buy Back Policy (Account Cancellation):

Isagenix International's account cancellation Buy-Back Policy is meant 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 (Section 4.9 of the Isagenix Policies & Procedures).

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. Isagenix reserves the right to decline refunds for any products that have been falsely certified as consumed or sold.

The request for Buy Back must be made in writing within 12 months of the original purchase date. Reimbursement will be made for the value of the original product, less a 10% restocking charge, freight, rebates, bonuses and personal discounts. In jurisdictions that require a different Buy-Back Policy, Isagenix will conform to that jurisdiction's policy.

All products returned must be in their original packaging, unopened and in resalable condition. Products that are within 6 months of expiration, discontinued or announced as being discontinued, or were sold as seasonal, promotional or discounted items are not eligible for Buy Back. Membership and administrative fees, literature and sales aids are non-refundable, except as required by law.

All bonuses, compensation, BV/PV, and recognition or advancement received as a result of the original purchases will be reversed and deducted from the refund and/or your Sponsor's compensation. Please notify your Sponsor of your intention to terminate your position.

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 center. Your account will be closed once the refund is issued.

If you wish to return product under the Buy Back Policy and relinquish your position with Isagenix, please email [Returns@Isagenixcorp.com](mailto>Returns@Isagenixcorp.com).