



# Returns & Cancellation Policy

## RETAIL & PREFERRED CUSTOMERS

Neora Switzerland GmbH is sure you will be happy with your order. However, if for any reason you wish to return your product, we gladly offer a 30-day, money-back satisfaction guarantee to all Retail and Preferred Customers. You may return the product in its original package and shipping container, with original proof of purchase to the original selling Brand Partner, for either a replacement or a full refund of the purchase price minus shipping.

In order to facilitate the return process, the Retail or Preferred Customer is required to contact Neora Switzerland to obtain a Return Merchandise Authorization (RMA) Number. This number must be written on the outside of the shipping box. If a package is returned without an RMA Number, the refund may be delayed or refused.

For additional information or assistance in processing a return, please contact the Brand Partner from whom the product was originally purchased, or the Neora Switzerland Support Department at [kundendienst@neora.com](mailto:kundendienst@neora.com) or +49-631-55-09-7000 if calling from Germany and +43-720-23-0330 if calling from Austria.

## BRAND PARTNERS

a) A Brand Partner who terminates his or her business relationship with Neora Switzerland GmbH has the right to return for repurchase on commercially reasonable terms currently marketable inventory including company produced promotional materials, sales aids, and kits in the Brand Partner's possession and purchased for resale prior to the date of termination. For purposes hereof, "reasonable commercial terms" shall mean the repurchase of marketable inventory within thirty (30) days from the Brand Partner's date of purchase at the Brand Partner's original net cost less appropriate set-offs and legal claims to which Neora Switzerland GmbH or the company are entitled, if any. Replacement products supplied by Neora Switzerland GmbH can be returned at the price paid by the Brand Partner for the original returned product. In addition, for purposes of this section, products shall not be considered "currently marketable" if returned for repurchase after the products commercially reasonable usable or shelf life period has passed (shelf life will be deemed to have passed if the product package has been opened); nor shall products be considered "currently marketable" if the GmbH clearly discloses to the Brand Partner prior to purchase that the products are seasonal, discontinued or special promotional products and are not subject to the repurchase obligation. No refunds will be issued unless a Brand Partner is in strict compliance with the procedures contained herein: b) A written return request shall be submitted, stating the reason for the termination, the reason for the return of product and/or sales materials, and accompanied by original proof of payment and a copy of the Purchase Order Form or Packing Slip. Product returned without prior authorization will be returned to Brand Partner; c) The GmbH will provide Brand Partner with a return authorization number, and will instruct Brand Partner where to ship the product for inventory verification. Upon receipt and inspection of the return, the GmbH will process the appropriate refund for payment; and d) The Brand Partner shall pay the cost of return freight. e) All commissions, overrides and bonuses paid to a terminated Brand Partner as a result of any product returned upon termination shall be repaid to the GmbH. The GmbH may deduct such amounts from any commissions or other amounts owed to such Brand Partner. All commissions, overrides and/or bonuses paid to a Brand Partner's upline on a returned product shall be repaid to the GmbH by the upline Brand Partner.

## RETURN PROCEDURE

If the product was purchased directly from a Neora Switzerland Brand Partner, please contact him or her directly for a refund. You will need to return the product and original invoice to the Brand Partner, who will refund the product purchase price.

The RMA Number must be written on the outside of the return shipping box and a completed Return Authorization form must be included in the return package. A refund will be processed within 10 business days following the receipt of an authorized return. All refunds will be in Euros. If a package is returned without an RMA, the refund may be refused or delayed.

Returns will not be authorized due to an Auto-Delivery Order not being cancelled in time. An Auto-Delivery cancellation form must be submitted at least five (5) business days prior to the next scheduled Auto-Delivery Order process date. For additional information or assistance in processing a return, please contact the Brand Partner from whom the product was originally purchased, or the Neora Switzerland Support Department at [kundendienst@neora.com](mailto:kundendienst@neora.com) or 49-631-55-09-7000 if calling from Germany and +43-720-23-0330 if calling from Austria.