

AWAKEND™ Return Policy



Product Guarantees, returns, and inventory repurchase.

Product Guarantee

AWAKEND offers a 100% 60-day money-back satisfaction guarantee (less shipping charges) to all Preferred Customers, retail customers, and Members on their first order.

Product Returns:

RETURNS BY RETAIL CUSTOMERS

AWAKEND offers a 100% **60-day money-back guarantee** to all retail customers. Every Member is bound to honor the retail customer guarantee. If for any reason, a retail customer is dissatisfied with any AWAKEND product, the retail customer may return the unused portion of the product to AWAKEND or the Member from whom it was purchased, within **60 days**, for a replacement, exchange, or a full refund of the purchase price (less shipping costs). If the retail order was placed directly with AWAKEND, AWAKEND would issue the refund directly to the retail customer. If the retail order was placed with an AWAKEND Member, the Member must issue the refund directly to the retail customer. AWAKEND will not issue refunds to retail customers who placed orders with AWAKEND Members.

RETURNS BY PREFERRED CUSTOMERS AND MEMBERS (PRODUCTS PURCHASED FOR PERSONAL USE)

If a Preferred Customer or a Member is unsatisfied with any AWAKEND product purchased on their first order for personal use, the Preferred Customer or Member may return the product directly to the Company within **60 days** for a 100% refund (less shipping). A RMA number must accompany the return. A Preferred Customer or a member can receive an RMA by reaching out to support at returns@awakendnation.com.

RETURNS BY MEMBERS (DIGITAL COLLECTIBLE PACKAGES)

No returns or refunds will be accepted for the Digital Collectible Packages containing product for the member.

RETURN OF INVENTORY AND SALES AIDS BY MEMBERS UPON CANCELLATION

Upon cancellation of a Member's Agreement, the Member may return his or her Starter Kit and any products and sales aids held in his or her inventory for a refund. Members may only return Starter Kits, products, and sales aids that he or she personally purchased from AWAKEND (purchases from other Members or third parties are not subject to refund) and which are in Resalable (see Definition of "Resalable" below) condition and which have been purchased within one year prior to the date of cancellation. Upon receipt of a Resalable Starter Kit and/or Resalable products and sales aids, the Member will be reimbursed 90% of the net cost of the original purchase price(s). Shipping charges incurred by a Member when the Starter Kit, products, or sales aids were purchased will not be refunded. If the purchases were made through a credit card, the refund would be credited back to the same account. If a Member was paid a commission based on a product(s) that he or she purchased, and such product(s) is subsequently returned for a refund, the commission that was paid based on that product purchase will be deducted from the amount of the refund.

MONTANA RESIDENTS

A Montana resident may cancel his or her Member Agreement within 15 days from the date of enrollment and may return his or her starter kit for a full refund within such time period.