

**Refunds and Product Returns.** You agree that if you resell Product directly to a customer, you will adhere to Moringo Organic's 100% satisfaction guarantee policy and shall provide the customer a full refund of all monies paid if the customer returns the product to you within twelve months from the sales transaction. If you are not 100% satisfied with our products, you may return the items for a refund if neither you nor we have terminated the Agreement and the products were purchased within twelve months and remain in resalable condition. The refund shall be 90% of the purchase price. Shipping and handling charges incurred will not be refunded.

### **Return Process**

- A. All returns, whether by a Customer, or member, must be made as follows:
  - I. Obtain RMA (Return Merchandise Authorization) from Moringo Organics
  - II. Ship items to the address provided by Moringo Organics Customer service when you are given your RMA.
  - III. Provide a copy of the invoice with the returned products or service. Such invoice must reference the RMA and include the reason for the return.
  - IV. Ship back product in manufactures box exactly as it was delivered.
- B. All returns must be shipped to Moringo Organics pre-paid, as Moringo Organics does not accept shipping collect packages. Moringo Organics recommends shipping returned product by UPS or FedEx with tracking, as risk of loss in shipping the returned product shall be borne solely by the Customer, or member. If returned product is not received at Moringo Organics Distribution Center, it is the responsibility of the Customer, or member to trace the shipment and no credit will be applied.
- C. The return of \$500 or more of products accompanied by a request for a refund within a calendar year, by a member, may constitute grounds for involuntary termination