



# Australia Returns, Refunds & Exchanges Policy

## **CUSTOMERS WHO PURCHASE DIRECT FROM A BRAND PARTNER**

Nerium obligates its Brand Partners to honour the Company's 100%, unconditional, 30-day, money-back guarantee to all Customers. If for any reason a Customer is dissatisfied with any Nerium product, they may return the product, preferably in its original package and shipping containers, with the original proof of purchase to the Brand Partner from whom the product was purchased. Product must be returned within thirty (30) days of the date of purchase for a replacement, exchange, or full refund of the purchase price. If the Retail Customer requests a refund, the Brand Partner who sold the product to the Customer must immediately refund the Customer's purchase price. Customers must return merchandise to the Brand Partner who sold it to them; Nerium will not accept returned merchandise directly from Customers. Brand Partners are responsible for the \$11.95 cost of return freight.

The Brand Partner, in turn, should contact Nerium to obtain a Return Merchandise Authorisation (RMA) from Nerium Customer Support within ten (10) days of the return date to Brand Partner.

The return shall be accompanied by the following:

1. A signed statement from the Customer identifying the reason for the return
2. A copy of the original retail sales receipt
3. The unused portion of the product returned in its original container, and
4. The name, address and telephone number of the Customer. Nerium will then replace the returned merchandise with like product of equal or greater value and ship it to the Brand Partner. The Brand Partner will pay the \$11.95 cost of shipping replacement product(s). All Customers must be provided with a copy of an official Nerium sales receipt at the time of the sale. None of the provisions in this policy seek to prevent any rights or remedies available under Australian Consumer Law.

## **PREFERRED AND RETAIL CUSTOMERS**

Nerium offers Preferred Customers and Retail Customers who order directly from Nerium International a thirty (30) day, money-back guarantee on their product order. If for any reason a Preferred Customer is dissatisfied with any Nerium product, they must contact Nerium within thirty (30) days from the order date for replacement, exchange, or full refund of the purchase price. An RMA will be granted upon phoning Nerium Customer Support, and an Easy Return label will be issued. The return goods must be received within 10 calendar days. Unauthorised returns will not be accepted or refunded. Every order returned will incur a return processing fee\* of \$11.95.

Nerium Customer Support can be contacted on Phone: 1300-637486 Email: [australiasupport@nerium.com](mailto:australiasupport@nerium.com)

## **BRAND PARTNERS**

A Brand Partner who terminates their Brand Partner's business relationship with Nerium has the right to return products purchased within the previous thirty (30) days. Nerium will not issue a refund or replace any product if the refund is deemed to violate the 70% rule. No refunds will be issued unless a Brand Partner is in strict compliance with the procedures contained herein. Commissions and bonuses that were paid to the Brand Partner may be deducted from their refund. The Brand Partner needs to contact Nerium Customer Support to obtain an RMA before returning the product. Unauthorised returns will not be accepted or refunded. Brand Partners will incur a \$11.95 return processing fee\* for each order returned, which will be deducted from the refund. Return postage must be received within 10 calendar days of the RMA being granted.

Nerium Customer Support can be contacted on Phone: 1300-637486 Email: [australiasupport@nerium.com](mailto:australiasupport@nerium.com)

## **DEFECTIVE PRODUCT**

Nerium will replace, within twelve (12) months of purchase, any product found to be defective; however, no product shall be returned to Nerium without prior written approval. Exchanges only. No Refunds. Product returned without prior authorisation will not be accepted. Nerium will provide the Brand Partner with an RMA and will instruct the Brand Partner where to ship the product for inventory verification. Upon receipt and verification of the product, Nerium will ship out replacement product as appropriate. Nerium will not replace any product previously certified by a Brand Partner as sold under the 70% Rule, product obtained as demonstration, or promotional items i.e. via Nerium Gives Back or the 3URFree type programs.

*\*Return processing fee is not applicable to system errors or adverse events deemed valid by Nerium Customer Support and in compliance with Australian Consumer Law.*