



RETURNS & REFUND POLICY

Valentus Global offers a 90-day return policy on the initial enrollment order and a 30-day return policy on subsequent orders. Valentus Global will not accept any returns that do not have an assigned RMA number. In order to take advantage of our return policy, you must notify the Valentus Global support team of your intention to return products at the following email address: support@valentusglobal.com. In addition to notifying Customer Support of your intention to return products, you must provide a list of the unopened products you will be returning, along with your name, Valentus Global account ID number, and the order number in which you received the products. If you do not provide adequate account information, this may delay the return process. At the time you provide all required information to our Customer Support Team, you will be provided with the RMA number necessary to process your return. Please include the RMA number with your returned products.

Our product refund ONLY covers unopened, sealed, undamaged, and resalable condition packaging. The original packaging must not be opened, and all individual packets/sachets must equal the quantity distributed in the original fulfillment to meet the return policy requirements. You may be requested to provide pictures of your Valentus Global packing slip and/or of the products you wish to return. Your returned products should be adequately packaged to prevent damage during return shipment. In the event boxes are dented, ripped, damaged, etc. upon return receipt they cannot be restocked, and thus will not be refunded. Any product that is opened, or packaging that is not intact (damaged or otherwise) upon receipt will not qualify for refund or exchange. Upon receipt of the Shipping Vendor Report registering the receipt and reviewing the condition of the product returned, we will offer refunds on products returned in unopened, sealed, undamaged, and resalable condition, at which point you will be notified by email. Please note that returned products received which meet our return policy requirements will be subject to a 10% restocking fee. Please be advised that shipping and tax charges are nonrefundable, and we will only accept returns that fall within the requirements of our return policy.

Any orders containing more than one single product at the time of purchase will not be eligible for a prorated refund to the original payment source should you choose to return only a portion of the order. If more than one product was purchased in the original order, you must return all products contained in the original fulfillment to be eligible for a refund to the original payment source. Rather, should you choose to return a single product from any multi-product purchase, and the product qualifies for a refund based on the above-listed requirements, a prorated refund will be placed in your Valentus Global credit wallet. Any product which is returned to us and meets all return policy guidelines listed above is also eligible for an exchange for an alternative product of the same value. You will be responsible for the shipping cost of those exchanged items. Please note, if more than 50% of the paid products in any order are returned for refund, any commissions or associated volume earned will be withdrawn.

U.S. Orders Product Return Address:

Valentus Global Enterprises Inc.
RETURNS
3900 W 53rd St
Sioux Falls, SD 57106
United States

Hamburg Warehouse Return Address:

Fulfillment MailMarketing GmbH Max
Planck-Straße 8
25335 Elmshorn
Germany

Netherlands Warehouse Return Address:

Valentus Global Enterprises Inc.
Papland 16 4206 CL
Gorinchem
Netherlands

UK Warehouse Return Address:

Unit1a/1b Learoyd Rd
Mountfield Rd Ind Est
New Romney, Kent, TN28 8XU



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