



MiVeda Product Guarantee and Product Return Policy

1. Products may be returned to MiVeda or the Distributor from whom the product was purchased within 15 days of delivery (“Cooling Off Period”).
2. During the Cooling Off Period, products may be returned without cause, however the customer will be required to provide proof of purchase.
3. Persons who returned product to MiVeda or the Distributor from whom the product was purchased within the Cooling Period will be entitled to a full refund for the product less any taxes or shipping costs.
4. Unsatisfactory product cannot be returned to MiVeda unless the Distributor has first contacted and obtained from MiVeda an “Authorisation to Return Number” for the product.

For the purposes of this Section ‘unsatisfactory’ in relation to MiVeda product excludes:

- a. product where a significant proportion of the product has been consumed and no reason (satisfactory to MiVeda) for its return is given to MiVeda;
 - b. product that is temporally aged; or
 - c. product damaged by the Distributor or any third party.
5. MiVeda provides the following product guarantee for the benefit of the customer:

If in the opinion of a customer a MiVeda product is unsatisfactory, it should be returned to MiVeda via the Distributor between 15 and 60 days from delivery together with:

- a. proof of purchase by the customer;
 - b. “Authorisation to Return Number” obtained from MiVeda in relation to the unsatisfactory product;
 - c. completed Product Return form.
6. Subject to any applicable law the Distributor is required to replace, exchange or refund the full purchase price to the customer for the unsatisfactory product.
 7. MiVeda will not replace or deliver replacement product to the Distributor (including for the benefit of the customer) until the unsatisfactory product, the “Authorisation to Return Number” and a completed Product Return form have been received and approved by MiVeda.
 8. If upon receipt by the Distributor of product from MiVeda, the product is ascertained by the Distributor to be unsatisfactory, the Distributor may return such product to MiVeda between 15 to 60 days from receipt of the product and MiVeda will provide to the Distributor a replacement product equal in Personal Volume (PV) value.
 9. MiVeda may not refund to the Distributor any moneys paid by the Distributor for unsatisfactory product. However, if MiVeda elects to refund such moneys and bonuses have been paid by MiVeda in relation to such product, the refund will be reduced by 50% to account for bonuses already paid by MiVeda.