

**PLEASE READ THIS BEFORE RETURNING ANY PRODUCT(S)**

Thank you for your order. RBC Life is dedicated to providing both great products and excellent customer service.

**Checking Your Order**

When you receive your order, you should check the box(es) thoroughly. Smaller items often shift to the bottom, which may make them more difficult to locate. Packing materials should not be discarded until you confirm that the products received match the products listed on the shipping invoice. In the event that the items received do not match those listed on the invoice, you must notify the Company within ten (10) days of the date of delivery by calling the Associate Care Center at: USA (800) 350.9497 or CAN (800) 567.5433.

**CONDENSED RETURN POLICIES (1)**

**Retail Customer Money-Back Guarantee**

If for any reason a Retail Customer is dissatisfied with any RBC product, he/she may return the product within sixty (60) days from the date of purchase for a replacement, exchange or full refund of the purchase price.

**New Associate Return**

Within sixty (60) days of enrollment, if you are dissatisfied with any RBC product, you may return the product for a replacement, exchange or full refund of the purchase price, excluding shipping and handling charges. If you request a refund, any rebates paid on the purchase of the returned product(s) will be deducted from the refund.

**Associate Return for Exchange**

You may exchange any RBC product for another RBC product within sixty (60) days of the original purchase. The product being exchanged must be unopened and in resalable condition. The Company will not ship replacement product until the returned product is received and inspected. You are responsible for the shipping charges to return the product to the Company. In addition, you will be charged a 10% restocking fee on the returned product and shipping and handling fees on the shipment of the replacement product.

The Company will not authorize replacement of any product previously certified as sold under the 70% rule, except in connection with a Retail Customer return.

**Return Procedure**

Merchandise must be returned, shipping pre-paid, to the following addresses:

**IN THE US:**

RBC Life  
Returns Department  
2301 Crown Court  
Irving, TX 75038

**IN CANADA:**

RBC Life  
Westwood Postal Outlet  
PO Box 21022  
Coquitlam, BC  
V3E 3P9

All returned merchandise must have a return authorization number written on the outside of each carton. The return authorization number may be obtained by calling the Associate Care Center. Returns delivered without a return authorization number will not be accepted.

The return must be accompanied by the unused portion of the product in its original container and the original packing slip with the form on the back completed.

**We recommend using a traceable shipping method.** You are responsible for tracing return shipments should that be necessary.

**The Company is not responsible for return merchandise lost or damaged in transit.**

(1) See the Associate Policies and Procedures for the Company's return policy in its entirety.

**Please Indicate Desired Action:**

- Replace
- Refund
- Exchange
- Other (please explain) \_\_\_\_\_

**Reason For Action:**

- Duplicate Shipment
- Wrong Item
- Damaged Item
- Dissatisfied (please explain) \_\_\_\_\_

- Other (please explain) \_\_\_\_\_

**Returned Items:**

Qty	Item Number	Description
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Exchange For:**

Qty	Item Number	Description
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____