

Returns Policy

Product Guarantee

eCosway offers a 100% 30-day money-back satisfaction guarantee (less shipping charges) to all VIP Shoppers, retail customers and Independent Business Owners for return of resalable products (except for Special eV Sets which carry a 15-day money-back guarantee) . Should the Company make an exception and authorize the return of a Special Set later than 15 days after receipt, such return will be subject to a 10% restocking fee.

In order to receive a refund of return of products from eCosway pursuant to this policy, the following requirements must be met:

1. The items being returned must have been personally purchased by the Independent Business Owner from eCosway (purchases from other Independent Business Owners or third parties are not subject to refund);
2. The items must be in Resalable condition.

Upon receipt of the resalable product, the Independent Business Owner will be reimbursed with a 100% refund of the product purchased value within 30 days from the date the returned product is received (Less Shipping Charges). Shipping charges incurred by an Independent Business Owner when the items were purchased will not be refunded. If the purchases were made through a credit card, the refund will be credited back to the same account. If an Independent Business Owner was paid a Profit based on a product that he or she purchased and such product is subsequently returned for a refund, the Profit that was paid to the Independent Business Owner based on that product purchase will be deducted from the amount of the refund.

Products and sales aids shall be deemed "Resalable" if each of the following elements is satisfied: 1) they are unopened and unused; 2) packaging and labeling has not been altered or damaged; 3) they are in a condition such that it is a commercially reasonable practice within the trade to sell the merchandise at full price; 4) they are returned to eCosway within the permitted time period from the date of purchase; and 5) the product contains current eCosway labeling. Any merchandise that is clearly identified at the time of sale as non returnable, discontinued or as a seasonal item shall not be deemed as Resalable.

Return of Starter Kit by Independent Business Owners upon Cancellation

Upon cancellation of an Independent Business Owner's Agreement within 5 days of joining, the Independent Business Owner may return his or her Starter Kit in resalable condition for a refund of the joining fee (minus any shipping charges).

Montana Residents

A Montana resident may cancel his or her Independent Business Owner Agreement within 15 days from the date of enrollment and may return his or her Starter Kit for a full refund of joining fee within such time period (minus any shipping charges).

Procedures for All Returns

The following procedures apply to all returns for refund or exchange:

- a. All merchandise must be returned by the Independent Business Owner or customer who purchased it directly from eCosway.
- b. All products to be returned must have a Return Authorization Number which is obtained by calling the Customer Services Department. This Return Authorization Number must be written on each carton returned. NOTE: If product is returned without first obtaining a Return Authorization Number, the company is under no obligation to issue a refund or return it to the sender.
- c. The return is accompanied by:
 - i. a completed and signed Merchandise Return Form;
 - ii. a copy of the original dated retail sales receipt; and
 - iii. the unused portion of the product in its original container.
- d. Proper shipping carton(s) and packing materials are to be used in packaging the product(s) being returned for replacement and the best and most economical means of shipping is suggested. All returns must be shipped to eCosway with shipping pre-paid. eCosway does not accept shipping-collect packages. The risk of loss in shipping for returned product shall be on the Independent Business Owner. If returned product is not received by the Company's Distribution Center, it is the responsibility of the Independent Business

Owner to trace the shipment.

No refund or replacement of product will be made if the conditions of these rules are not met.

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