

RETURNED GOODS POLICY

PROCEDURE FOR RETURNING ITEMS

- a. Customers must obtain a Returned Goods Authorization (RGA) form for returns from Extract Wellness. Obtain RGA forms via e-mail at Support@ExtractWellness.com. Returns will not be processed without an RGA. Return to Extract Wellness (See address below)
- b. A completed, itemized RGA form must accompany any returned goods.
- c. If returning more than one box, each box should contain the RGA number and box number, i.e. "1/2, 2/2".

SHIPPING AND RETURNED GOODS ADDRESS:

Extract Wellness
Attn: Returned Goods Dept.
1415 Bardstown Road
Louisville, KY 40204

RETURNABLE ITEMS

Eligible Products for Return:

1. **Received by customer as damaged:** Products received damaged may be returned for full credit when reported within one (1) week of receipt by the customer. Damaged product should remain in the original carton for inspection.
2. **Received by customer in error:** Product shipped in error by Extract Wellness may be returned, if applicable, for a full credit, when returned within thirty (30) days of invoice date.
3. **Ordered by customer in error:** Products ordered in error may be returned for credit, when reported within one (1) week of receipt by the customer. Restocking fees may be assessed based upon volume of the order error.
4. **Expired product may be returned for credit**, if approved by Extract Wellness and accompanied by an RGA. Expired product must be received within one (1) month after expiration for credit to be issued. Customer is responsible for return shipping cost.

NON-RETURNABLE ITEMS

- a. Product that is not in the original packaging bearing the original manufacture label.
- b. Products that have been opened or used.
- c. Product that is more than one (1) month past the expiration date.
- d. Product returned without an RGA form.
- e. Product obtained other than through normal channels of distribution or purchased from a source other Extract Wellness.
- f. Product involved in a fire sale, sacrifice sale, bankruptcy, flood, or earthquake.
- g. Product deteriorated or damaged due to conditions beyond the control of the manufacturer, such as improper storage, heat, cold, water, smoke, fire, negligence, etc.
- h. Non-original or repackaged product.
- i. Product sold with specific understanding that it is non-returnable.
- j. Merchandise that is obtained in violation of state and federal regulations.

- k. Product that has been donated.

TRANSPORTATION CHARGES

Must be prepaid by customer. No credit will be issued for the administration, shipping, or handling of returns, including third party processing fees, with the exception of product received by customer as damaged and product received by customer in error as referenced above under Returnable Items.

TERMS OF RETURN POLICY

- a. Credit for eligible Expired goods referenced above will be issued at 50% of current selling price for the account.
- b. No credit will be issued for administration, shipping or handling, including third party processing fees, with the exception of product received by customer as damaged and product received by customer in error as referenced above under Returnable Items.
- c. Deductions from payables may not be taken until credit memo is issued. Unauthorized deductions for returns may result in held orders.
- d. For items purchased or invoiced from a distributor, credit will be issued through the wholesaler.
- e. Returns are subject to final count and acceptance by Extract Wellness. Extract Wellness reserves the right to accept or reject the product for credit.
- f. Extract Wellness reserves the right to destroy, without recourse, all returned packages.
- g. Returns should be channeled through the original source of purchase. The original source of purchase is defined as the entity that was directly invoiced by Extract Wellness and the distributor of origin.
- h. Unauthorized returns may be destroyed and not reimbursed.

EXCEPTIONS:

Extract Wellness reserves the right to make exceptions to this policy due to business necessity and changes in applicable laws and regulations.