CUSTOMER RETURN AND REFUND POLICY

Updated April 1, 2020

If a Customer purchased a product directly from an Independent Affiliate and is not satisfied with the product, the Customer may request a refund from the Independent Affiliate they made the purchase from. Independent Affiliates are required to offer a one hundred percent (100%) thirty-day (30) money back guarantee to all Customers on products that are unopened and in resalable condition. Vida Divina is not responsible for any refunds or returns when a Customer purchases product from an Independent Affiliate.

If a Customer purchased products directly from Vida Divina, through a local office or from an Independent Affiliate's replicated website, where Vida Divina collected funds for the purchase, then Vida Divina will provide a one-hundred percent (100%) thirty-day (30) day money back guaranteed refund on all products that are no more than 50%consumed. Vida Divina is not responsible for refunding any shipping costs incurred on any refunds or returns.

Vida Divina is not responsible for refunds on any Customer orders that were lost or damaged by customs or by any shipping providers. Customers may request a refund from their country customs office and/or directly from the shipping provider.

Return Process

A. All returns, by an Affiliate, must be made as follows:

   I. Obtain Return Merchandise Authorization (“RMA”) Number from Vida Divina by emailing returns@vidadivina.com or by calling Customer Support at (909) 333-5443

   II. Ship items to the following address:

Vida Divina Worldwide Inc.
Returns Department
1700 S. Milliken Ave.
Ontario, CA 91761

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III. Provide a copy of the invoice with the returned products. Such invoice must reference the RMA number and include the reason for the return.

IV. Ship items back in the Vida Divina box/envelope exactly as it was delivered.

B. All fees associated with shipping are to be paid by the Customer, as Vida Divina does not accept shipping collect packages. Vida Divina recommends shipping returned product by UPS or FedEx with tracking and insurance as risk of loss or damage in shipping of the returned product shall be borne solely by the Customer. If the returned product is not received at Vida Divina Distribution Center, it is the responsibility of the Customer to track the shipment and no credit will be applied until the returned product is received at the Vida Divina Distribution Center.

3.2 Correct Addresses

A. It is the responsibility of the Affiliate or Customer to make sure Vida Divina

B. An Affiliate or Customer will need to allow up to thirty (30) days for processing after the notice of address change has been received by Vida Divina.

C. Orders returned to our office due to the following reasons are subject to immediate cancellation and refund (excluding shipping fees):

- Incorrect Address
- Insufficient Address
- Unclaimed
- No Such Number
- Attempt-Not Known
- Unable to Forward
- Vacant / Move Out
- Refused
- No Mail Receptacle

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