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## RETAIL CUSTOMER MONEY-BACK GUARANTEE

Eniva products carry a 30-day money-back guarantee which Preferred Customers/Members are required to offer to their retail customers. If a retail customer is not satisfied with an Eniva product, he or she may return it to the Eniva Preferred Customer/Member from whom it was purchased for a full refund. The Preferred Customer/Member then may return the product, along with a Product Return Form, to Eniva for a replacement of the same product.

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## ENIVA PREFERRED CUSTOMER/ MEMBER BUY-BACK POLICY

An Eniva Preferred Customer/Member who wishes to cancel his or her Membership may return products for a refund provided the following rules are followed.

Eniva will repurchase products from independent Preferred Customers/Members if the following terms are met:

1. Membership was in effect when purchase was made; and
2. The products are free of legal encumbrances and in a resalable condition.

The products must be in good condition, in original packaging and unopened. This return of product is subject to the 70% rule (see paragraph 1, clause D, of the Eniva Policies and Procedures) which does not apply to a Preferred Customer's/Member's last order placed. The repurchase of the product will be at a price not less than 90% of the net cost to the Preferred Customer/Member, less commissions or bonuses paid by the Company. This return policy is good 30 days from the date of purchase. No repayment will be made on original shipping and handling charges.

Eniva will instruct the former Preferred Customer/Member regarding the return of the products. All shipping costs for refunded products must be borne by the Preferred Customer/Member desiring the refund.

