



1844 South 3850 West
 Salt Lake City, UT 84104 U.S.A
 Fax: (801) 606-2790
 support@alivamax.com

RMA Request Form - Check your Eligibility
RMA Department Fax: 801-606-2790

- IMPORTANT RMA PROCEDURES**
1. Complete this RMA Form with a description of the problem(s) with your product.
 2. Call the Company to get your RMA # and check for Eligibility. Fax to 801-606-2790
 3. Return items to Alivamax Worldwide, LLC., 1844 South 3855 West, Salt Lake City, Utah 84102
 4. No Refund for Shipping, Sales Materials, Discontinued Items, Promotional or Seasonal Items, Founding Partner Orders
 5. Refunds or returns are based on the Refund Policy listed on the alivamax.com website.
 6. No Refunds until product received by the company per the Refund Policy listed on the website
 7. Write your RMA number on the outside of your shipping box.

Complete this form and FAX it to the RMA Dept. WITH a copy of your purchase INVOICE

Distributor _____ Distributor# _____ Address _____ City _____ State _____ Zip _____ Phone _____ Fax _____ Contact Person _____ E-mail _____	<p align="center"><u>For Alivamax Use Only</u></p> RMA # _____ Issue Date _____ Total Pieces _____
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QTY	ITEM NUMBER	DESCRIPTION	INVOICE # and DATE	DETAILED PROBLEM

30-Day Guarantee of Satisfaction Refund Policy: The Company offers a 30-day retail guarantee of satisfaction. A retail customer may apply for a refund less shipping and handling costs. All refunds must be requested within 30 days of the initial shipment date of the product. The member must use a Return Merchandise Authorization Form (RMA) provided by the company to be sent with an RMA number provided by the company. The RMA Form must be sent with the product when returning the product. The Company will only provide one refund for one opened product and not multiple opened products. The company does not refund the initial shipping and handling cost nor does it refund the cost to ship the product back to the company. The company **does not accept shipping collect packages** and the shipping must be prepaid by the member. The company does not refund promotional items, seasonal items, discontinued items, founding partner orders, or sales materials. All refunds are subject to adjustments made for commissions paid. The company does not make cash refunds. Any member who disputes the payment of product on their credit card and the product has been shipped by the Company will be immediately terminated. **Credit Card Disputes:** The Company **will not allow credit card disputes or chargebacks**. All refunds repurchase of inventory or subject to the Refund Policy of the Company. The Independent Distributor is bound to the guidelines of the Distributor Agreement, which includes the Refund Policy. All refunds for product purchase will be provided by the Company and not its 3rd Party Merchant Company or the Independent Distributors Credit Card Provider. **Sales Materials:** The Company does not offer a refund for sales materials. Sales of sales materials are final. **Damaged Product Replacement:** Defective products determined by the company will be replaced promptly. Company will pay for shipping costs. Commission Recoup: The Company reserves the right to recoup any commissions and compensation paid when the product that generated that compensation is returned. **Rejection of Repetitive Returns:** The Company reserves the right to reject repetitive returns or replacement of products. **First Product Purchase:** Company will refund the cost of product not including the shipping cost if not completely satisfied within 30 days of sign-up or purchase date. Sales materials are not refundable. Any Refund requested will be considered notification of cancellation of the member and the company will have not further obligation to that member. Additional products purchased by a Distributor wishing to leave are covered by our Repurchase of Inventory Policy. **Repurchase of Inventory Policy:** The Company may repurchase items of distributors under strict guidelines. All items must be in resalable condition. The company will charge a restocking fee of 10%. The company will deduct all commissions paid on the purchase of such inventory up to 70%. The company will not repurchase any reasonable items, discontinued items, or founding partner orders. **Customer Return Policy:** If a distributor sells a product to a customer the distributor must honor a 30 day money-back guarantee. However the product must be in resalable condition.