

# Policies for Ordering, Shipping and Returns

## Ordering

All prices on this site are listed at the Retail rate. Anyone may review the content of the site and shop at their own pace. Anyone wishing to shop through this site, may set up an account and will be given options for discounted or other promotional items.

## Refund Policy

TruIQ Global LLC will offer a 90% return policy on items returned in resaleable condition. TruIQ Global LLC also offers a sampling program for people to try our products prior to making a commitment to purchase larger quantities. This takes the place of a traditional "money back guarantee." We encourage all people to sample our products prior to making any commitments to purchase larger volumes of product.

## Cooling-off Period

TruIQ Global LLC Associates must inform Retail Customers of their right to rescind a purchase or an order within 72 hours and ensure that the date of the order or purchase is entered on the order form. A Retail Customer who makes a purchase of \$25.00 or more has Three Business Days (Saturdays constitute a business day) after the sale or execution of a contract to cancel the order and receive a full refund. Alaska residents have 5 business days and North Dakota residents who are age 65 or over have fifteen business days.

## Returns by Associates (Products Returned by Retail Customers)

If a Retail Customer returns a product to the Associate from whom it was purchased, the Associate may return it to TruIQ Global LLC for an exchange or refund (less shipping and handling and a possible restocking fee).

All products returned by Retail Customers must be returned to TruIQ Global LLC within ten days from the date on which it was returned to the Associate.

## Return of Inventory and Sales Aids by Associate

Upon cancellation of a TruIQ Global LLC Associate's Agreement, the Associate may return inventory and sales aids for a refund if the product is in resalable condition. Upon receipt of the products and sales aids, the Associate will be reimbursed 90% of the net cost of the original purchase price(s), less shipping and handling charges. If the purchases were made through a credit or debit card, the refund will be credited back to the same account. TruIQ Global LLC shall deduct from the reimbursement paid to the Associate any commissions, bonuses, rebates or other incentives.



### **Returns Procedure from Associates to TruIQ Global LLC**

All returned products must have a Return Goods Authorization Number which is obtained by calling the TruIQ Global LLC Customer Service Department. The Return Goods Authorization Number must be written on each carton returned. If an Associate returns more than \$300.00 for a refund in any 12 consecutive month period, the request will constitute the Associate's voluntary cancellation of his/her Associate Agreement, and the refund will be processed as an inventory repurchase and the Associate's TruIQ Global business will be cancelled.