

PRODUCT EXCHANGE POLICY

A. Products Damaged in Shipping or Incorrect Products Shipped.

1. The Company will exchange products damaged in shipment or which were incorrectly sent for replacement products or other Inspire International products that are of equal or lesser value. The request must be submitted for an exchange within 30 days from the date of the order. Distributors must contact Customer Service to arrange for replacement of damaged products and reshipment of incorrectly shipped products.
2. When an exchange is not feasible, the Company reserves the right to issue a refund for the amount of the damaged or incorrectly shipped product(s).

B. Other Exchanges. If a distributor wishes to exchange products that were not damaged in shipment and that were the products the distributor ordered, the Company will exchange such products for Inspire International products that are of equal or lesser value. The request must be submitted for an exchange within 30 days from the date of the order and will apply only to products that are unopened and unaltered resalable and restockable. To exchange products, a distributor must comply with the following procedures:

1. Obtain an Exchange Authorization Number (EAN) from the company prior to returning the products to the company. An EAN may be obtained either by telephone or in writing and the actual return shipment must include this EAN.
2. The company will provide the distributor with the correct procedure and location for the exchange. All shipping costs must be paid for by the Distributor.
3. A Distributor must provide or confirm the address for the product shipment at the time of the exchange request.
4. If the replacement product is of lesser value than the original product, the difference will be issued as a credit to the original form of payment used minus a \$5 handling cost.
5. If the replacement product is of equal value to the original product, a \$5 handling cost will be charged to the original form of payment used for the original order.
6. Prior authorization from the Company is required to initiate the exchange. The Distributor Service Department of the Company will instruct the Distributor on the correct procedure for returning the products at (1 -800.816.5598).

C. Products included in Fast Start Kits (i.e. Elite Kit) are not eligible for exchange but can be returned for a 90% refund if unopened. See Inspire International 's Refund Policy for more information.

INSPIRE INTERNATIONAL REFUND POLICY

A. Inception (initial) Purchase

1. Day 1-45 (Product): The Company has a 100% satisfaction guarantee and will refund 100% of the purchase price less Distributorship/Independent Distributorship fees, shipping and handling fees, and if postmarked by the 45th day from the order date. Any products that were ordered will be refunded once they are returned to and processed by the Company. Please note that this 100% refund (less shipping), does not apply once a Distributor or Distributor places his/her second product order

2. Day 1-3 (Distributor/Distributor Fees): If a Distributor or Distributor reconsiders his or her decision to enroll as a Distributor or Preferred Customer and the purchase of their Inception order, they must contact the Company within three (3) business days from the Inception order date in order to request a refund of their Distributorship or Independent Distributorship Fee. The Company will refund the fee at the time of the request. Once a Distributorship or Independent Distributorship Fee is refunded, the Distributor's or Distributor's Independent Distributorship will be cancelled.

i. Montana Distributors and Distributors have fifteen (15) calendar days within which to cancel the Distributor/Distributor Agreement and receive a full refund of the enrollment fee.

ii. Canada Distributors and Distributors have ten (10) calendar days within which to cancel the Distributor/Distributor Agreement and receive a full refund of the enrollment fee.

3. Day 46-365 (1 year) from the order date: 50% will be refunded less handling fees on unopened, unaltered, resalable, and restockable products or Sales Aids if postmarked within 12 months from the order date.

B. First Paid Subscription

1. Day 1–30: 100% of the purchase price will be refunded less shipping and handling fees on unopened, unaltered, resalable and restockable products if postmarked by the 30th day from the order date.
2. Day 31–365 (1 year) from the order date: 50% will be refunded less shipping and handling fees on unopened, unaltered, resalable, and restockable products if postmarked within 12 months from the order date.

C. Subsequent Purchase(s)

1. Day 1–365 (1 year) from the order date: 50% of the purchase price will be refunded less shipping and handling fees on unopened, unaltered, resalable, and restockable products if postmarked within 12 months from the order date.
 - i. Canada Distributors and Distributors have ten (10) calendar days from date of purchase to receive a 100% refund of the purchase price, less shipping and handling fees if postmarked by the 30th day from the order date. After the 10 days, the 90% refund rule applies

D. Creating and Sending the Return

1. A Return Merchandise Authorization (RMA) must be obtained prior to returning the products or promotional material to the Company. An RMA may be obtained either by telephone or in writing and must be included on the actual return shipment.
2. The original sales order number from the invoice must be provided to the Company at the time of RMA request.
3. The Company will provide the Distributor with the correct procedures and location for returning the products or promotional material.
4. All shipping costs must be paid for by the Distributor.
5. All packaging/containers (full, empty or used) must be returned to receive credit for the item(s).
6. The refund will be submitted to the original form of payment, provided the return process is followed properly. Although refunds are generally processed within seven business days of the Company's receipt of the returned products, please allow 30 days before contacting the Company to inquire. Delays to refunds may be caused by inaccurate or missing information.

E. Important Information

1. Order date and day 1 are defined as the date the Company receives full payment for an order through the Inspire International system.
2. This refund procedure may vary in jurisdictions where different repurchase requirements are imposed by law. Applicable laws where the original purchase or return occurs may dictate the terms of the refund policy.
3. International returns may require a different procedure than outlined above. Contact Distributor Service for details at 1-800-816-5598 or contact@inspireworldwide.com
4. The Company reserves the right to review each return or exchange on a case by case basis.