# Forever Positive<sup>™</sup> Payment Policy

Forever Positive<sup>TM</sup> is committed to maintaining A professional service. This includes the way we exchange goods and services. Any goods that are sold by Forever Positive<sup>TM</sup> are official and have rules and regulations. This document will inform you of the policies that Forever Positive<sup>TM</sup> Inforces.

### I. PAYMENT POLICY

Depending on the product and process of payment, many factors are viewed to produce a secure and reliable transaction. Our goal is to preserve professionalism. To help us accomplish this goal, we have set some territory rules that must be obeyed by the customer, and the businessperson. Any accommodations or modifications to any of these rules will be negotiated professionally.

### 1. CASH OR CREDIT

We sell our goods with cash and or cards. The process can be simple. On the website, it will direct you to a payment page. This page is where you select the method you wish to pay for your product. If cash is available, cash will be obtained in person at a known place.

#### 2. LOCATION

In the event cash is obtained, we will not sell in less-known locations such as homes, hotels, parks, etc. If an exchange occurs at a school. The exchange must happen off school grounds to verify that schools policy and practices. We do exchange through mail services, or known locations such as stores, police stations, any public and secure places.

### 3. TIME

To offer our customers a swift and pleasurable experience, payment must be paid before the good is exchanged. You will be required to pay for the product before the production of your product. You may not hold money or deny payment after the product is produced. This is why we choose to obtain money first then produce the product. This will be done professionally. To secure the payment, we will require a signature from the customer. This verifies the sale. If we fail to produce your product, you may request your money back, this has many rules and scenarios which will be investigated thoroughly.

### II. REFUND POLICY

To keep sales professional, we have strict rules installed to keep the customer, and businessperson comfortable through the transaction. There are limited scenarios that are investigated and considered a refundable purchase. We do not offer refunds frequently and must be inquired by the customer. The customer must provide an ample amount of

information about them and the product. This request will be investigated. If we consider the product as refundable, the customer may replace their product free of charge. The customer may not exchange their product for another product for more or less value than their original product. If their product is not refundable, we will not redistribute the money, or replace the product. In this case, the customer must re-purchase the product at full price

## Collection of a refunded product or payment

In the circumstance the customer wishes to replace their product, we will send a new product immediately. We will request for the damaged or defective product. If money is requested, we will return the full payment in a closed envelope. This process must be done in a protected and secure atmosphere. The time of this transaction may take up to a week after the claim for a refund.

#### III. CLAIM AGAINST PURCHASE

If the customer pays for the product and receives it, they cannot claim that they did not receive their product. This is why we request a signature for any purchase. If a signature is not obtained from us than we can not hold the customer at fault for any reasons against us. If we obtained a correct signature, the customer will be resolved professionally. In the case things get critical, the police will be called. This is not typical, but we are dedicated to the practice of honesty and providing every customer with a safe and secure experience.