

Nu Skin Enterprises United States, Inc. Refund Policy

The primary purpose of Nu Skin Enterprises United States, Inc. (Nu Skin) and its distributors is to sell high quality products to customers. If a customer or distributor desires to return a Nu Skin product, then the following refund policy will apply to retail customers, preferred customers and distributors:

Retail Customers

If a distributor's retail customer purchases a Nu Skin product directly from Nu Skin, then unless otherwise required by applicable law or a specific product guarantee, Nu Skin will provide the retail customer with a 100% refund on the returned product (i) if the product is returned within 30 days from the purchase date, and (ii) regardless of whether the product has been used, is re-stockable or resalable. The retail customer is responsible for the cost of returning the product.

Preferred Customers

Nu Skin will provide a distributor's preferred customer a refund as follows:

(a) One hundred percent (100%) of the purchase price of the product sold by Nu Skin to the preferred customer if the returned product is unopened and resalable and returned at the preferred customer's own cost within thirty (30) days from the order date.

(b) Ninety percent (90%) of the purchase price of the product sold by Nu Skin to the preferred customer if the returned product is unopened and resalable and returned at the preferred customer's own cost within twelve (12) months from the order date.

Distributors

Nu Skin will provide a distributor a refund as follows:

(a) One hundred percent (100%) of the purchase price of the product sold by Nu Skin to the distributor if the returned product is unopened and resalable and returned at the distributor's own cost within thirty (30) days from the order date.

(b) Ninety percent (90%) of the purchase price of the product sold by Nu Skin to the distributor if the returned product is unopened and resalable and returned at the distributor's own cost within twelve (12) months from the order date.

(c) You may only return the products you personally purchased from Nu Skin. Nu Skin does not refund the original shipping costs on products that you return. In order for Nu Skin to correctly back out the applicable bonuses on returned products, you must keep the sales order number from the invoice. You must also provide the sales order number to Nu Skin at the time you request a refund. You may also return individual products that are purchased as part of a kit or package. The form of the refund will be based on the original form of payment such as a bank transfer or a credit card charge.

Additional Details

For further details regarding Nu Skin's return and refund policy please see the Policies and Procedures at Chapter 2, Sections 4 and 5, which are found at https://www.nuskin.com/content/nuskin/en_US/corporate/regulatory_corner.html