



Return Policy

7.1.1 Customer Product Guarantee

Yoli offers a 100% 30-day money-back satisfaction guarantee to Customers (includes Subscribers) on opened and unopened products that are returned to the company within 30 days from the date of delivery to the Customer. All packing needs to be returned to receive the refund. Products purchased as part of a kit or package must be returned as the entire kit. If the order is received between 31 and 90 days from the date of delivery, the Customer is eligible to receive a 90% refund (10% restocking fee applied). Returned items received back to the Corporate office after 90 days from Customer delivery date are not refunded. If a Customer returns more than \$25 USD0.00 in merchandise to Yoli for refund in any 90 day period pursuant to this product guarantee, it shall constitute the Customer's request to voluntarily cancel his/her account. Customers must follow the product returns procedure as outlined in Section 7.5. Shipping and handling and return shipping and handling charges are not subject to this refund policy. Product re-sold directly to a Member's Customer, must be fully refunded to the Customer if the Customer returns the Product to the Member within thirty (30) days of the sales transaction. Shipping and handling and return shipping and handling charges are not subject to this refund policy.

Member Product Guarantee

Yoli offers a 30-day money-back satisfaction guarantee to Members on unopened, resalable products that are returned to the company within 30 days from the date of shipment. Products purchased as part of a kit or package must be returned as the entire kit. Members must follow the product returns procedure as outlined in Section 7.5. The Member will be subject to a 10% restocking fee on unopened, returned products returned after 30 days, but before 90 days, from the date of delivery, if the Member is terminated. After 90 days there will be no refund given.

Shipping and handling and return shipping and handling charges are not subject to this refund policy. If a Member was paid a commission based on a product(s) that he/she purchased, and such product(s) is subsequently returned for a refund, the commission that was paid based on that product purchase will be deducted from future commissions. The Member shall reimburse Yoli for any amounts not deducted from future commissions upon Yoli's request at any time and at Yoli's sole and unfettered discretion.

Excessive returns may be deemed an abuse of Yoli's return policy and may result in the suspension of your return privileges, and/or termination of your Yoli account.



Limited Time Offers, Bundles, and Promotional Items

Items purchased during our limited-time offers are viewed as a collection. If a return is necessary, each item in the qualifying order, together with the limited-time products have a new, equal value based on the order value for all the grouped items. Returning any of the items from the limited-time offer will refund that discounted value of the returned item/s to your original method of payment.

Yoli reserves the right to replace an item in a promotional package with another product with equal or greater value.

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