

# VIBRANZ POLICIES – Effective September 2020

## Refund Policy

The following procedures apply to all return, refund or exchange of Vibranz products:

- 100% money back guarantee in the first 30 days from date of purchase with proof of purchase (**Original Order Number/date of purchased**).
- **ALL** merchandise must be returned by the Consultant or Customer who originally made the purchase directly from Vibranz (**Original Order Number/date of purchased**).
- **ALL** returns **MUST** have a **Return Merchandise Authorization (RMA) number**. This can be obtained by contacting the **Customer Service Department 800-356-7935** within 30 days of purchase. **The RMA # MUST be written on ALL cartons & boxes of items that are being returned.**
- *Return any/all unused product(s) in its original carton/container, if applicable.*
- Proper shipping carton(s) and packing materials should be used when packing product(s) for return or replacement or refund. Use shipping services that provide a tracking number for each package. Please provide tracking information if possible.
- Send to Vibranz shipping at customer's expense to:  
**Vibranz, 3111 S. Valley View Blvd, Suite Y-102, Las Vegas, NV 89102**
- Vibranz does **NOT accept** collect packages at our warehouse. Lost shipments are the responsibility of the customer. Vibranz cannot be held liable for the loss of return shipments. If returned products are **NOT** receive by Vibranz distribution center, it is the responsibility of the customer to track/trace the shipment.
- **IF** customer purchased the product(s) **directly** from a Consultant (no invoice/no receipt) and not from a Vibranz website; the product(s) **MUST** be returned to the Consultant that was purchased from for any return/refund or exchange; and **NOT** through Vibranz corporation.
- **ALL conditions in this policy must be met prior to receiving a refund or exchange.**

### SMARTSHIP RULES and REFUND POLICY

It is the **CUSTOMER** or **CONSULTANT** responsibility to maintain your **SMARTSHIP on-a-monthly basis**.

1. Log into your personal Preferred Customer Website
2. Choose **SmartShip** from the Menu (**NOTE: NOT** all products are available for SmartShip)
3. Click on **Let's Go SmartShip**
4. Choose Your SmartShip Items (**FREE Shipping for orders over \$125.00-Otherwise S&H will be charged**)
5. Proceed to **Check Out**. (**NOTE: Charge Date is a REQUIRED field**. This means that **EVERYMONTH** you will be charged on the **SAME date**, for the **SAME items** that have been set up as SMARTSHIP - **UNLESS OTHERWISE YOU MAKE THE CHANGES ON ITEMS TO BE SMARTSHIP THE SUBSEQUENT MONTHS**), see example below.

#### Example:

- a. If you set up a 2x4 Smart Saver Pack as your 1<sup>st</sup> month SmartShip, for \$112.00 plus sales tax totaling \$121.24. And had indicated on the **Check Out** process to be charged on the 15<sup>th</sup> of the month. Your credit card will be charged on the 15<sup>th</sup> and items will be shipped from our warehouse. However, this product is less than \$125.00; therefore, you will be charged S&H.
- b. On your 2<sup>nd</sup> month of SmartShip, IF you **HAD NOT** change your order from the previous month to something different other than the 2x4 Smart Saver Pack, you **WILL BE CHARGED** and will be shipped again for the exact same amount and the exact same items from the previous month.
- c. **HOWEVER**, if on the 16<sup>th</sup> of the month you noticed that had been charged for the same thing and you **DO NOT** want them. **YOU MUST contact our Customer Service** via **Email and Telephone call to alert them as NOT ship the order, otherwise**
  1. **You will be charged a 5% Processing fee** if products have **NOT** yet been shipped, or
  2. **You will be charged a 15% Restocking fee** if products have **ALREADY** been shipped to you and you are **returning** (at your expense) them due to duplicate order or changed your mind.

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### Replacement Policy

#### Replacement policy for Pendants, Frequency Disc and Intention Disc

- Vibranz will replace at 50% of the **current retail cost** for any pendants, frequency discs (8” and/or 3.5” discs) that are accidentally dropped and/or broken with the return of the broken pieces and/or a photo of the broken items; plus shipping and handling
- **MUST provide proof of purchase with an order number or date of purchased.**
- ALL ABOVE conditions must be applied regarding you request for RMA#
- **Contact Customer Services 800-356-7935 or email: [CS@getvibranz.com](mailto:CS@getvibranz.com)**

#### Replacement policy for NaturaLasers

##### Date of purchase to 6 months

- Vibranz has a 6-month warranty from the date of purchase on any NaturaLasers that are **defective or faulty- At no cost to the customer.**
- **MUST** contact Customer Service regarding RMA# and verification of purchased (original order number / date of purchased).
- Contact Customer Services 800-356-7935 or email: [CS@getvibranz.com](mailto:CS@getvibranz.com)
- **Must** ship back the broken laser at your own cost to Vibranz shipping **PRE-PAID** to:  
**Vibranz, 3111 S. Valley View Blvd., Suite Y-102, Las Vegas, NV 89102**

##### From 6 months +1 day to 3 years

- Vibranz will replace the defective or faulty laser at 50% replacement cost of the currently retail for that laser, plus shipping and handling.
- **MUST** contact Customer Service regarding RMA# **and verification of purchased (original order number / date of purchased).**
- Contact Customer Services 800-356-7935 or email: [CS@getvibranz.com](mailto:CS@getvibranz.com)
- **Must** ship back the broken laser at your own cost to Vibranz shipping **PRE-PAID** to:  
**Vibranz, 3111 S. Valley View Blvd, Suite Y-102, Las Vegas, NV 89102**