

LIFE EXTENSION[®] WHOLESALE RETURN POLICY

We will accept returns from our wholesale customers and issue a credit to your account for the following reasons only:

- 1) The product is damaged in shipping.
 - a. Damages must be reported within 48 hours of receipt of shipment.
 - b. A photo of the damaged product/shipment is required.
 - c. For a freight delivery, a signed Bill of Lading is required.
 - d. If pre-existing damage is confirmed after our investigation, we will replace the product or refund the purchase at our discretion.
- 2) The product is defective. A photo of the defective product is required.
- 3) The product is short-dated.
 - a. A product is short-dated if it has less than 6 months' shelf life remaining when you receive it.
 - b. Short-dated product must be reported within 7 days of receipt of shipment.
- 4) The product is returned to you by your customer in an unsellable condition, within 12 months of your original purchase date. (All customer returns must be made to you and not Life Extension.) We will accept these customer returns for the following reasons only:
 - a. The customer is allergic to the product.
 - b. A doctor has recommended that the customer not take the product.
- 5) The product was shipped to you in error by us. This error must be reported within 7 days of receipt of shipment.
- 6) You ordered a product in error.
 - a. This error must be reported within 7 days of receipt of shipment, and you will have 45 days from the date of receipt to return the product.
 - b. You are responsible for the cost of return.
- 7) To allow you to try various products from our line, we allow you 45 days from the date of purchase to return any product that you had not previously ordered for a full refund. You are responsible for the cost of return.
- 8) The shipment was lost in transit. Any claims of lost shipments must go through the carrier for investigation. Once the investigation is completed, we will determine if the order will be replaced or credited.

We will NOT accept returns for the following reasons:

- 1) Products are not selling on your shelf/website.
 - 2) Products in your inventory are about to expire or have expired.
 - 3) Products are damaged while in your possession.
- All return matters may be reported by calling 1-888-884-3657 or via email to Wholesale@lifeextension.com.
 - For all returns, you must include a letter with the name of the product, number of bottles returned, the lot number from back of the bottle, and the reason for the return. Without all this information, credit will not be issued. A copy of your invoice from us would also be helpful for proper credit.
 - The photo must show the front and back of the product and must display the lot number and UPC.