



## Terms

### Velovita Return Policy

#### Customer Returns and Cancellations.

Velovita offers a sixty (60) days 100% (one hundred percent) unconditional money back guarantee, of the original purchase price, on any products sold to Retail Customers through a Velovita Authorized Member.

The customer may modify or cancel their V-Fill (auto-ship) orders prior to shipment by contacting customer support at support@velovita.com.

For international markets, any costs, if any, associated with duties, shipping & handling will not be refunded or reimbursed.

#### Return Process for Online Orders.

1. Notify the Velovita Support Department of the pending return using the Velovita Online Support Ticket System from within your account.
2. Package the products you wish to return using proper shipping carton(s) and packing material based on the product(s) being returned. Include the original packing slip or a printed copy of your receipt.
3. Ship the package to the following address using your choice of shipping method as long as a tracking number is available.

Velovita Returns.  
3750 Hacienda Blvd, Suite F, Davie, FL 33314

4. Provide the tracking number for your package to the Velovita Support Department through the Online Support Ticket System.
5. Once your return is received and processed, an appropriate refund will be issued within approximately 10 business days.

**Member Resignation Returns.** All products in a CURRENTLY MARKETABLE, REUSABLE, UNOPENED AND RESALABLE condition which have been purchased within thirty (30) days\* shall be repurchased subject to compliance with the Seventy Percent Rule (see section 5.5.5 of Velovita's Policies & Procedures). The repurchase shall be at a price of not less than 80% (eighty percent) of the original net cost to the participant minus any commissions paid to the member.

**Note:** Commissions earned will be offset as a result of the product return. Any return requests will be considered a resignation of the Member's Membership with Velovita.

OPENED products shall not be repurchased.

For international markets, any costs, if any, associated with duties, shipping & handling will not be refunded or reimbursed.

In order to ensure that a refund is issued in a timely manner, the following steps should be followed:

1. A written request must be submitted to the Velovita Support Department, clearly citing the reason for the return of product(s) and/or sales materials.
2. Upon receipt of the proper information, Velovita will instruct the Member where to ship the products and provide the Member with an RMA (Return Merchandise Authorization), which must be clearly visible on the exterior of the package. (Any return without this information visible on the outside of the package will be refused without exception). Velovita will issue the refund within approximately ten (10) days from the date of receipt of the products or sales materials.
3. The Member assumes the cost of shipping any products or sales material back to Velovita.
4. The Member assumes responsibility for packing and shipping products or sales material back in a manner that will ensure that it is received in a timely manner and with minimal damage.
5. Refunds will be issued in the same manner that payment was received. This means that if a credit card was used initially, the reimbursement will be issued back to that same credit card.

\*The permissible return period will vary according to the country and state laws in which the Member resides.

**Unauthorized Returns.** Should a member refuse delivery of any Velovita shipment or request to return any previously purchased product for a refund, such request will be deemed as a voluntary resignation.

**Buyers Right to Cancel.** Federal law empowers a buyer to cancel certain sales without penalty prior to midnight of the third (3rd) business day following the transaction. This rule covers retail consumer sales of twenty-five dollars (\$25.00) or more that occurs away from the Member's main office. In addition, the Member must orally inform the buyer of the three (3) day right to cancel at the time the buyer signs the contract of sales or purchase of goods.

**Exchanges.** Velovita will not accept product exchanges.

**Credit Card Chargebacks.** Customers (nonmembers) or Members with credit card chargebacks will have their accounts suspended until such time that the full amount of the chargeback is returned to Velovita plus any chargeback fees.

**Promotional Products.** Returned orders containing promotional products will be refunded in accordance with our return policy less the published price of the products should the buyer choose to keep them. Promotional products must be returned with the order to avoid the deduction of the retail price of the products from the eligible refund amount.

## Shipping and Delivery Policies

All the risks involved in the delivery of goods shall be borne by you. You shall have no right to claim anything against the Company in case of any problems and/or complications related to the delivery. Under no circumstances will the Company be liable for tampering, theft or damage occurred during the transport: you will have recourse only against the carrier.

Subject to product availability, orders are usually processed for shipment within 1 to 3 business days. Accurate shipping address and phone number are required. Your signature may be required for delivery.

The Company shall at all times be entitled to make partial deliveries unless expressly agreed otherwise.

In the event that circumstances beyond the Company's control occur which make transport to or delivery at the agreed place impossible, or if you do not take delivery of the goods, the Company shall have the right – at its option – to take the goods back or to store them or cause them to be stored at your expense and risk. The costs of return shipment and storage shall be payable by you, and you shall furthermore be obliged to fulfill your obligations to the Company as if delivery has taken place.

## Velovita Disclaimer

Any personal testimonies and opinions relating to Velovita Inc. and Velovita.com are not considered as medical advice and should not be taken as such.

The Velovita product line is not intended to diagnose, cure, prevent or treat any illness, disease or disorder.

The earnings of Velovita Members relating to Velovita Inc. and velovita.com are not necessarily a representation of the income, if any, that a Velovita Member can or will earn through his or her participation in the Velovita Member Rewards Plan.

Any figures should not be considered as guarantees or projections of your actual earnings

or profits. A person can become a Member with Velovita and do very well financially marketing our product line; however, they could also not earn any income at all.

A Velovita Member's success depends upon and requires successful sales efforts, hard work, dedication, determination leadership and teamwork. Please understand there are no financial guarantees.

## **Suspension**

Velovita reserves the right in its sole discretion to suspend a purchaser's account at any time. Velovita will notify the purchaser of such suspension either by a V-Cloud support ticket or email. In the event of a suspension, Velovita further reserves the right to require the purchaser to complete and sign a reinstatement agreement in order to reinstate the purchaser's buying privileges.

## **eBay/Amazon Sales**

Velovita products are intended for direct-to-consumer sales only and should not be sold online through non-direct sales channels. Reselling Velovita products on eBay/Amazon or other third-party websites dilutes our valuable trademarks and also diminishes the opportunities of Velovita Members by competing in non-direct sales channels with our Members. Customers are strictly prohibited from reselling Velovita products on eBay/Amazon or any third-party auction site or sales site. Customers who violate this policy will have their accounts temporarily suspended and may be subject to having their buying privileges terminated at the sole discretion of Velovita.

If you have any questions about Velovita's Terms of Service, the practices of this site, or your dealings with this site, please contact us at [support@velovita.com](mailto:support@velovita.com).

## **Privacy Policy**

Velovita is committed to safeguarding the privacy of our website visitors; this privacy policy sets out how we will treat your personal information.

### **1. What information do we collect?**

We may collect, store and use the following kinds of personal data:

- I. Information about your visits to and use of this website;
- II. Information about any transactions carried out between you and us on or in relation to this website, including information relating to any purchases you make of our products;
- III. Information that you provide to us for the purpose of registering with us and/or subscribing to our website services and/or email notifications.

### **2. Information about website visits.**

We may collect information about your computer and your visits to this website such as your IP address, geographical location, browser type, referral source, length of visit and number of page views. We may use this information in the administration of this website, to improve the website's usability, and for marketing purposes. We use cookies on this website. A cookie is a text file sent by a web server to a web browser, and stored by the browser. The text file is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser. We may also use that information to recognize your computer when you visit our website, and to personalize our website for you. Most browsers allow you to refuse to accept cookies. This will, however, have a negative impact upon the usability of many websites, including this one.

### **3. Using your personal data.**

Personal data submitted on this website will be used for the purposes specified in this privacy policy or in relevant parts of the website. In addition to the uses identified elsewhere in this privacy policy, we may use your personal information to:

- I. Improve your browsing experience by personalizing the website;
- II. Send information (other than marketing communications) to you which we think may be of interest to you by post or by email or similar technology;
- III. Send to you marketing communications relating to our business which we think may be of interest to you by post, email or similar technology (you can inform us at any time if you no longer wish to receive marketing communications to be sent by emailing us at support@velovita.com).

We will not without your express consent provide your personal information to any third parties for the purpose of direct marketing.

### **4. Antispam Policy.**

#### **Newsletter Subscriber.**

A registered user is added to our Newsletter Subscribers database when enrolling as a customer (nonmember) or Member. After completing our enrollment process the user becomes a Newsletter Subscriber. Our email communications with our Newsletter Subscribers is based solely on their permission.

#### **What Is Spam?**

Spam is unsolicited email also known as Unsolicited Commercial Email (UCE). It involves emails sent to users who:

- A. Have no association with the sender;
  - B. Have registered an account but not opted in to receive commercial emails;
  - C. Have previously opted in but then opted out of receiving commercial emails
- Spam is also email communications without a valid reply-to address.

### Email Communications.

Velovita does not send spam - ever. The goal of our existing email communications is to inform our Newsletter Subscribers of the new updates and promotions which are published on a regular basis. Our Newsletters include the links to our new products, information about promotions and latest news from the field. We do not sell or distribute (for financial gain or for free) or otherwise disclose any Member or customer (nonmember) email addresses to any third parties except when legally required.

Every newsletter contains an Unsubscribe link at the top or bottom of the message.

### Necessary Communication.

There are situations which by their own nature require us to send you emails. These include:

- I. Sending a message to your email box with the link to update your account at Velovita;
- II. Sending you invoices for each purchase transaction made on our website.
- III. Sending you emails concerning technical, legal and support matters.
- IV. Sending a SMS (Text) to your registered phone with Velovita.

Please make sure you add Velovita emails to your list of approved email addresses in your email application. When you do not receive expected emails from Velovita, check your spam folder.

### 5. Other disclosures.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere in this privacy policy, we may disclose information about you:

- A. To the extent that we are required to do so by law;
- B. In connection with any legal proceedings or prospective legal proceedings;
- C. In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and mitigating losses).

Except as provided in this privacy policy, we will not provide your information to third parties.

### 6. International data transfers.

Information that we collect may be stored and processed in and transferred

between any of the countries in which we operate in order to enable us to use the information in accordance with this privacy policy.

### **7. Security of your personal data.**

We will take reasonable precautions to prevent the loss, misuse or alteration of your personal information. Of course, data transmission over the Internet is inherently insecure, and we cannot guarantee the security of data sent over the Internet. We will store all the personal information you provide on our secure servers. All electronic transactions you make to or receive from us will be encrypted using SSL technology. You are responsible for keeping your passwords confidential.

### **8. Policy amendments.**

We may update this privacy policy from time to time by posting a new version on our website. You should check this page occasionally to ensure you are familiar with any changes.

### **9. Your rights.**

You may instruct us to provide you with any personal information we hold about you. You may instruct us not to process your personal data for marketing purposes. In practice, you will usually either expressly agree in advance to our use of your personal data for marketing purposes, or we will provide you with an opportunity to opt-out of the use of your personal data for marketing purposes. You can also instruct us not to use your personal data for marketing purposes by email (to support@velovita.com) at any time.

### **10. Third party websites.**

The website may contain links to other websites. We are not responsible for the privacy policies of third-party websites.

### **11. Financial Information.**

The website does not store your credit card and payment details on our server. The website retains details of your purchases and purchased products in your account, but no sensitive details relating to your payment methods are stored or handled by Velovita.

### **12. Changes to this Privacy Policy.**

Velovita, Inc has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

### **13. Contact.**

If you have any questions about this privacy policy or our treatment of your personal data, please write to us by email to [support@velovita.com](mailto:support@velovita.com) or by mail to:

#### **Velovita Returns.**

3750 Hacienda Blvd, Suite F, Davie, FL 33314