

Votre Vu Product Satisfaction Guarantee and Return Policy

VOTRE VU™

Updated 7-23-2008 Subject to Change

A **45-day money-back guarantee** is offered on our products. If a Customer or Consultant is not completely satisfied with a product, it may be returned within 45 days of the order date for an exchange or refund.

The following conditions apply:

- Claims must be made within **45 days** of the order date to qualify for an exchange or refund.
- The original shipping & handling fees are not eligible for refund.
- Return shipment of the product(s) is the responsibility of the Customer or Consultant. A trackable and/or insured shipping method should be used, as Votre Vu will not be responsible for lost return shipments.
- Exchanges or refunds will be issued within two weeks from receipt of the returned product.
- Any product purchased with Host Credit is non-refundable. The product may only be exchanged for a different product of equal or lesser value.
- Any product that was purchased to qualify for additional product discounts or promotions may be non-refundable or only eligible for a partial refund at the discretion of Votre Vu.
- Any Consultant Business Supply Item (such as catalogs, forms, etc) is non-refundable unless subject to the provisions of the Consultant Buy-Back Policy.

Damaged, Defective, Incorrect, or Missing Products

Any damaged, defective, incorrect, or missing product will be exchanged.

The following conditions apply:

- Claims must be made within **30 days** of the order date to qualify for an exchange.
- Once the claim is made and investigated by Votre Vu, the exchange order will be processed immediately.
- We require that damaged, defective or incorrect product(s) be returned (prepaid by Votre Vu) within 30 days of the claim. If the returned product(s) are not received within 30 days of the claim, then we reserve the right to collect the total amount for the return product(s) plus shipping & handling of the exchange product(s).

Backorders

Any backordered product on an order may be cancelled for a refund plus any applicable tax and shipping and handling adjustments.

The following conditions apply:

- Any product that was purchased to qualify for additional product discounts or promotions may be non-refundable or only eligible for a partial refund at the discretion of Votre Vu.

General Instructions for Initiating a Claim:

*Customers may initiate their own claim –or- their Consultant may initiate the claim on the Customer's behalf.

Customers: Start the process by obtaining an RMA# (Return Merchandise Authorizaton #) online within the **CUSTOMER CARE** section of **www.votrevu.com** or on your Consultant's Votre Vu web site. NOTE: No claims can be processed without an RMA#.

Consultants: Start the process by obtaining an RMA# (Return Merchandise Authorizaton #) Online within the **CUSTOMER CARE** section of your **CONSULTANT CENTRE**. NOTE: No claims can be processed without an RMA#.

NOTE: Claims made by resigned or terminated Consultants fall under the conditions of the Consultant Product Buy-Back Policy, and should NOT be made using the online RMA process. Resigned or terminated Consultants must contact Customer Care direction to initiate a claim.

Notice of Cancellation

An order may be cancelled within three business days from the date of transaction. If cancelled, the Customer or Consultant must make available to Votre Vu (the "Company") any goods delivered under the terms of the sale, in substantially as good condition as when received. The Customer or Consultant may comply with Company's instructions regarding any return shipment of products at Company's expense and risk. If the products are made available to Company and Company does not pick them up within 20 days of the date of the notice of cancellation, the products may be retained or disposed of without further obligation. If the products are not made available to Company, or if the agreement to return the products to the Company is made and the Customer or Consultant does not return the products, then the Customer or Consultant will be liable for the performance of all of obligations under the terms of the sale.

A Votre Vu Consultant may initiate the cancellation or the Customer may initiate the request ONLINE within the Customer Care section at www.votrevu.com or a Consultant's Votre Vu web site. The cancellation must be requested and initiated within 3 business days from the date of the transaction.