



Appendix (B) – Return, Exchange, and Refund Policy

MY VITA GLOW

MY VITA GLOW is the brand name of May Vita Glow.

MY VITA GLOW is committed to providing high-quality products and fair, transparent service to all customers and distributors. This Return, Exchange, and Refund Policy is designed to regulate the return of products in a manner that protects the rights of the Company, its customers, and its distributors alike.

B.1 Return Procedures

Any customer or distributor wishing to return a product, request an exchange, or obtain a refund must comply with the following procedures:

B.1.1 Return Request

Customers or distributors must contact MY VITA GLOW Customer Service through the Company's official communication channels and submit a return request specifying the order number, the products to be returned, and the reason for the return.

Once the request has been reviewed and approved, the customer or distributor may be provided with a Return Merchandise Authorization (RMA) number, where applicable.

No product should be sent to the Company before obtaining return authorization and the corresponding shipping instructions.

B.1.2 Preparing the Products

Products must be returned in appropriate and secure packaging to ensure they are protected from damage during transportation.

The customer or distributor is responsible for properly packaging the products unless the return results from an error by the Company or a defect in the product.

B.1.3 Shipping the Products

Returned products must be shipped to the return address provided by MY VITA GLOW after the return request has been approved.

Customers and distributors are encouraged to use a reliable shipping carrier that offers shipment tracking and to retain proof of shipment until the return process has been completed.

B.2 Customer Product Returns

In the case of direct sales from a distributor to a customer, the distributor is responsible for handling the customer's return request and refund in accordance with this Policy and all applicable laws.

B.2.1 Conditions for Accepting Returns

A return request will be accepted when:

1. The return request is submitted within **30 days** from the date of purchase, unless local law provides for a longer period.
2. The product is in a condition that allows it to be resold, unless the return is due to a product defect or fault.
3. The product is unused, undamaged, and unopened for products that cannot be resold after opening due to health or hygiene reasons.
4. Proof of purchase is provided when requested.

B.2.2 Distributor Responsibility

Distributors must respect customers' rights and may not reject a return request that satisfies the conditions of this Policy without a legitimate reason.

Failure to comply with this Return Policy or to respect customer rights may result in administrative or disciplinary action in accordance with MY VITA GLOW's policies.

B.2.1 Conditions for Accepting Returns

A return request will be accepted when:

1. The return request is submitted within **30 days** from the date of purchase, unless a longer period is required by applicable local law.
2. The product is in a condition that allows it to be resold, unless the reason for the return is a defect or fault in the product.
3. The product is unused, undamaged, and unopened in the case of products that cannot be resold once opened due to health or hygiene reasons.
4. Proof of purchase is provided upon request.

B.2.2 Distributor Responsibility

The distributor must respect the customer's rights and shall not reject a return request that meets the conditions of this Policy without a legitimate reason.

Failure to comply with this Return Policy or to respect customer rights may result in administrative or disciplinary action in accordance with MY VITA GLOW's policies.

B.3 Returns for Online Purchases

The following provisions apply to products purchased through the official MY VITA GLOW website or its official digital platforms.

B.3.1 Return Period

Customers or distributors may request to cancel an order or return a product within **14 days** from the date of receiving the order, subject to the return conditions set out in this Policy and applicable law.

For requests submitted after the 14-day period, the Company may accept returns for up to **30 days** in cases permitted under this Policy.

Administrative fees or restocking fees may apply in certain cases, provided that the customer or distributor is informed of such fees before the return process is completed.

B.3.2 Condition of Returned Products

Returned products must be:

- Unused.
- Undamaged.
- In their original packaging whenever possible.
- Accompanied by all original accessories and components.
- In a condition suitable for resale.

The product is not required to be in its original condition if the return is due to a manufacturing defect or an error on the part of MY VITA GLOW.

B.3.3 Timeframe for Returning Products

Once a return request has been approved, the products must be shipped within the timeframe specified in the Company's return instructions.

The Company may reject the return request if the products are not shipped within the specified period without a valid reason.

B.3.4 Return of the Entire Invoice and Refund

If a customer or distributor wishes to receive a refund, either in cash or through the original payment method, all products listed on the same invoice must be returned, provided they meet the return conditions set out in this Policy.

No partial refund of an invoice or refund for an individual product from the same invoice will be granted, as refunds are processed only on the basis of the entire invoice.

B.3.5 Return of a Single Product or Part of an Invoice

If a customer or distributor wishes to return only one product or part of the products included on an invoice, no cash or partial refund will be issued.

In such cases, the returned product may be accepted for exchange with another product in accordance with MY VITA GLOW's exchange policy, provided that the product is eligible for return and all applicable exchange conditions are met.

The replacement product and any price difference, if applicable, shall be determined according to the prices and terms in effect at the time of the exchange.

B.3.6 Illustrative Example

If an invoice includes four (4) products and the customer wishes to obtain a refund, all four products must be returned in order for the refund request to be processed.

If the customer wishes to return only one of the four products, the request will be treated as an exchange request rather than a partial refund request.

Accordingly:

- **Return of the entire invoice = Eligible for a refund.**
- **Return of part of an invoice = Product exchange in accordance with the Exchange Policy.**

B.4 Products Not Eligible for Resale

For reasons of health, safety, and product quality, the following products may not be eligible for return:

- Products that have been opened or used when they cannot be resold due to health or hygiene reasons.
- Products damaged as a result of misuse or improper storage.
- Expired products.
- Products whose contents or packaging have been altered.
- Products damaged due to improper transportation by the customer or distributor.
- Products purchased under special offers or promotional terms that expressly prohibit returns, provided such conditions were clearly disclosed at the time of purchase.
- Products that have been discontinued, unless the Company agrees to accept their return as an exceptional case.

B.5 Returns Upon Distributor Termination or Resignation

If a distributor wishes to terminate their contractual relationship with MY VITA GLOW, they may request the return of eligible products in accordance with the terms of this Policy and applicable law.

B.5.1 Return Conditions

The products must:

- Have been purchased directly from MY VITA GLOW or through its official channels.
- Be unused or in a resalable condition.
- Be within their expiration or shelf-life period.
- Be undamaged.
- Comply with the Company's approved return requirements.

B.5.2 Non-Eligible Products

The following products are not eligible for return:

- Used or opened products that cannot be resold.
- Expired products.
- Products damaged due to improper storage.
- Products purchased under special offers that expressly state they are non-returnable.
- Products provided free of charge or as promotional rewards, unless otherwise determined by the Company.

B.5.3 Return Fees

Where a return is voluntary and is not the result of a product defect or an error by the Company, the Company may deduct shipping costs and any previously disclosed administrative or restocking fees, in accordance with applicable law.

No fees shall be deducted where the return results from a defective product or a confirmed error on the part of MY VITA GLOW.

B.5.4 Effect of Returns on Commissions

If the returned products contributed to the calculation of points, commissions, bonuses, or qualification for a particular rank, the Company reserves the right to recalculate such results in accordance with the value of the returned products.

The Company may reverse any commissions, points, or bonuses directly associated with the returned order in accordance with the Compensation Plan and the Company's policies.

B.6 Shipping Costs

If a return is made voluntarily because the customer changes their mind or no longer wishes to keep the product, the customer or distributor shall be responsible for the return shipping costs, unless otherwise required by law or provided under a Company offer.

However, if the return is due to a defective product, the shipment of an incorrect product, or an error on the part of MY VITA GLOW, the Company shall bear the costs of return shipping and replacement, as applicable.

The original shipping charges are non-refundable unless otherwise required by applicable law or expressly determined by the Company.

B.7 Refunds

B.7.1 Refund Method

Where a refund is due, it will be issued, whenever possible, using the original method of payment.

For example:

- If payment was made by bank card, the refund will be credited to the same card used for the purchase.
- If payment was made using an electronic balance or an internal system wallet, the refund will be processed in accordance with the rules governing that balance or wallet.
- Where it is not possible to use the original payment method, the Company may issue the refund through an appropriate alternative method.

B.7.2 Refund Processing Time

The refund process will begin after the returned product has been received, inspected, and verified to comply with the return conditions set out in this Policy.

The transfer of the refunded amount may require several additional business days, depending on the payment method, the bank, or the payment service provider.

B.7.3 Permitted Deductions

The Company may deduct any amounts legally due or any costs permitted under this Policy from the refund amount.

B.8 Defective or Non-Conforming Products

MY VITA GLOW is committed to resolving issues involving products that are delivered to customers in a defective condition or that do not conform to the order.

Customers or distributors must notify the Company of the issue as soon as reasonably possible, preferably within **14 days** of receiving the product, and provide photographs or other information demonstrating the defect if requested by the Company.

After verifying the issue, the Company may, depending on the nature of the problem:

- Replace the product.
- Repair the issue where possible.
- Accept the return of the product and issue a refund.
- Offer another appropriate solution in accordance with the circumstances and applicable law.

This Policy does not cover damage resulting from misuse, improper storage, or failure to follow the product's instructions for use.

B.9 Refusal to Accept the Shipment

If the customer or distributor refuses to accept the shipment without a reason related to a product defect or an error by the company, the shipment may be considered returned.

In this case, the actual shipping and return costs may be deducted from the amount due, in accordance with applicable law and the order terms.

However, if the refusal to accept the shipment is due to an error by **MY VITA GLOW**, or due to the arrival of a damaged product or a product that does not match the order, the case will be treated as a return resulting from an error by the company.

B.10 Promotional Products and Gifts

In the event that a product is purchased as part of an offer that includes a free product, gift, or additional benefit, returning the main product may require the return of the gift or the deduction of its value from the refunded amount, according to the terms of the offer.

The return conditions related to promotional offers shall be determined when each offer is launched.

B.11 Failure to Meet Return Conditions

If the products arrive at **MY VITA GLOW** and do not meet the return conditions, the company has the right to refuse the refund request.

In this case, the customer or distributor will be contacted and informed of the decision and the available procedure.

If there is no response or if the required actions are not taken within a reasonable period, the company may retain the products in accordance with its internal procedures and applicable laws.

B.12 General Provisions

1. This policy does not constitute a waiver of any rights granted to consumers under applicable law.
2. **MY VITA GLOW** reserves the right to update or amend this Return Policy when necessary, provided that such amendments shall apply in accordance with applicable laws.
3. In the event of any conflict between this policy and any mandatory legal provision, the applicable legal provision shall prevail.
4. All return, exchange, and refund requests are subject to verification and review by the company.
5. Acceptance of a return request does not necessarily constitute final approval of the refund, as the final decision shall be made after receiving and inspecting the product.
6. This policy aims to protect the rights of customers, distributors, and the company, and to ensure that all return requests are handled in a clear and fair manner.

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