

RETURN/REFUND & EXCHANGE POLICY

The Return & Refund Policy allows to return any commercially resalable products purchased directly from the Company. Products sold as part of a Business Kit or sold at a discount will be refunded on the discounted price paid.

Return & Refund Policy for **Brand Affiliates**

Period	Refund of the purchase price	Refund prepaid VAT or other tax	Refund initial delivery costs**
Order cancelled* within 14 days after the date of delivery	100%	×	×
Order cancelled within 1 month after the date of delivery	100%	×	
Order cancelled within 1 year after the purchase date	90%	×	

*The order may be cancelled entirely or partially.

**It does not include the supplementary costs for express delivery. The initial delivery costs are only refunded in the event of a completely cancelled order.

Return & Refund Policy for **Customers**

Period	Refund of the purchase price	Refund prepaid VAT or other tax	Refund initial delivery costs**
Order cancelled* within 14 days after the date of delivery	100%	×	×
Order cancelled within 3 months after the purchase date	100%	×	

*The order may be cancelled entirely or partially.

**It does not include the supplementary costs for express delivery. The initial delivery costs are only refunded in the event of a completely cancelled order.

Order cancellations- Available within 15 minutes of placing your order

To cancel an order, log in to your account at www.nuskin.com and select the Cancel Order option from your Order History. Order cancellation is only available within 15 minutes of placing the order.

Returns

To initiate a return, log in to your account at www.nuskin.com and locate the Return option within your Order History.

If there is an issue with your order, such as a damaged package, damaged or missing item, please contact our Customer Service team before starting a return, as a different process may apply.

Once your return request has been submitted through our dedicated return portal, you will receive a reference number along with instructions for returning the products.

Please ensure that the products are shipped back to our warehouse within 14 days of initiating the return request. You'll receive the warehouse information via email upon completion of your return request. Please note return shipping costs are your responsibility and are not refunded by the Company.

Write your RMA number on the outside of the box.

We also recommend including a note with your RMA number and Nu Skin ID inside the parcel to help us process your refund faster.

The Company will refund you as soon as possible, and in any event no later than 14 days, after receipt of the product(s) at our warehouse.

The Exchange Policy allows to exchange any products purchased directly from the Company that were incorrectly sent or defective.

Exchange Policy

Process for obtaining Exchange:

Contact your local Customer Service (by phone, chat or email) **within 3 months** of the purchase date and inform them of your decision to **EXCHANGE** the order. You will then receive a reference number.

Send the products to be exchanged to the Company **no later than 14 days from the date on which you cancelled your order**.

Write your RMA number on the outside of the box. We also recommend including a note with your RMA number and Nu Skin ID inside the parcel to help us process your refund faster

The Company will exchange the products as soon as it has received them (and within 14 days at the latest). If the exchange is not feasible, the Company may provide:

- a credit to be used to purchase other products, or
- a full refund of the purchased price.

Devices – Warranty

A two-year commercial warranty applies to devices within the Nu Skin device portfolio. Where applicable, this will be indicated on the relevant product description page on your local nuskin.com website.

Any commercial warranty offered by Nu Skin does not affect your legal rights as a consumer in relation to non-conformity of the product, as provided for under applicable local law.

Nu Skin provides a minimum two-year warranty for its devices. Where the mandatory legal guarantee under applicable local law is shorter than two years, Nu Skin's commercial warranty provides coverage for a total period of at least two years. Where applicable local law provides for a longer legal guarantee, those rights remain fully applicable and are not limited by Nu Skin's commercial warranty.

Coverage applies where the device has a defect, lack of conformity or other failure covered by the applicable legal guarantee. To the extent permitted by applicable law, Nu Skin's commercial warranty does not cover ordinary wear and tear or damage or issues caused by misuse, abuse, accidents, failure to follow applicable use or care instructions, or alterations or repairs not carried out in accordance with Nu Skin's instructions. These exclusions do not limit any mandatory rights available under applicable local law.

The two-year minimum warranty runs concurrently with any applicable legal guarantee and does not create an additional or consecutive warranty period. Warranty and legal guarantee periods are therefore not cumulative. For example, where the

applicable legal guarantee is two years, Nu Skin's minimum two-year warranty does not extend the total coverage period to four years.

For any questions regarding the warranty applicable to a device, customers are requested to contact your local Customer Service.

For EU countries, please refer to the *Harmonised notice of the legal guarantee of conformity* reproduced below in each local language as applicable.



EN

LEGAL GUARANTEE

Minimum two-year legal guarantee protection for goods sold in the European Union.

Consumers can claim their rights under the legal guarantee of conformity, for example if goods:

- ✓ do not match the description;
- ✓ do not function as intended.

Sellers are liable for any lack of conformity which existed when the goods were delivered, and which becomes apparent within the legal guarantee period. Sellers in such a situation are required to offer:

- ✓ **free repair** or **free replacement**;
- ✓ in some cases, a **price reduction** or **full reimbursement**.

Some countries have a longer legal guarantee period. For second-hand goods, a shorter period may apply, but not less than one year.

For more information on your rights in a specific country, scan the QR code below or ask the seller.



europa.eu/youreurope/guarantees

What to do if you receive non-conforming goods:

- 1 Contact the seller as soon as possible to report the issue;
 - 2 Provide proof of purchase, such as a receipt, invoice, or bank statement.
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GARAN ✓

Sellers and producers may also offer commercial guarantees, which apply independently from the legal guarantee. For example, you may see this GARAN label representing a **commercial guarantee of durability** offered by the producer at no additional cost and covering the entire good.