



VIBRANZ POLICIES – Effective February 2022

Refund Policy

Procedures apply to all returns, refunds, or exchanges of Vibranz products

1-30 days - 100% money back guarantee in the first 30 days from date of purchase with proof of purchase (**Original Order Number/date of purchase**).

The following must apply:

- **ALL** merchandise must be returned by the Consultant or Customer who originally made the purchase directly from Vibranz (**Original Order Number/date of purchased**) – in the original condition shipped.
- **ALL** returns **MUST** have a **Return Merchandise Authorization (RMA) number**. This can be obtained by contacting the **Customer Service Department 800-356-7935** within 30 days of purchase.
- **The RMA # MUST be written on ALL cartons & boxes of items that are being returned.**
- **WITH NO RETURN MERCHANDISE AUTHORIZATION (RMA)—your process can be delayed.**
- *Return any/all unused product(s) in its original carton/container, if applicable.*
- Proper shipping carton(s) and packing materials should be used when packing product(s) for return or replacement or refund.
 - Use shipping services that provide a tracking number for each package.
 - Please provide tracking information if possible.
- Send to Vibranz shipping at **customer's expense** to:
Vibranz, 3111 S. Valley View Blvd, Suite Y-102, Las Vegas, NV 89102
- Vibranz does **NOT accept** collect packages at our warehouse.
- Lost shipments are the responsibility of the customer.
- Vibranz cannot be held liable for the loss of return shipments.
- If returned products are **NOT** received by Vibranz distribution center, it is the responsibility of the customer to track/trace the shipment.
- **IF** customer purchased the product(s) **directly** from a Wellness Consultant (**no invoice/no receipt**) and not directly from a Vibranz website; the product(s) **MUST** be returned to the Consultant that they were purchased from for any return/refund or exchange with the consultant; and **NOT** through Vibranz corporation.
- **ALL conditions in this policy must be met prior to receiving a refund or exchange.**

31 days – 180 days – Your Refund amount will be **LESS** by the following:

- **Commission** paid (IF any)
- **5%** Merchant fee
- **15%** Restocking Fee
- Retail Value of products not included in the return that was **ORIGINALLY** sold in a Discounted Retail Package (DRP).



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SMARTSHIP RULES and REFUND POLICY

It is the **CUSTOMER** or **CONSULTANT**'s responsibility to **MAINTAIN** your **SMARTSHIP** on-a monthly basis.

1. Log into your personal website “My BackOffice”
2. Choose **SmartShip** from the Menu (**NOTE: NOT** all products are available for SmartShip)
3. Click on “**Create a Smartship Order**”
4. Choose Your **SmartShip** Items (**FREE Shipping for orders over \$125.00-Otherwise S&H will be charged**)
5. Proceed to **Check Out**. (**NOTE: Charge Date** is a **REQUIRED** field.)

This means that **EVERYMONTH** you will be charged on the **SAME date**, for the **SAME items** that have been set up as SMARTSHIP - **UNLESS OTHERWISE YOU MAKE THE CHANGES ON ITEMS TO BE SMARTSHIP THE SUBSEQUENT MONTHS**), see example below.

Example:

- a. If you set up a 2x4 Smart Saver Pack as your 1st month SmartShip, for \$112.00 plus sales tax totaling \$121.24. And had indicated on the **Check Out** process to be charged on the 15th of the month. Your credit card will be charged on the 15th and items will be shipped from our warehouse. However, this product is less than \$125.00; therefore, you will be charged S&H.
 - b. On your 2nd month of SmartShip, IF you **HAD NOT** changed your order from the previous month to something different other than the 2x4 Smart Saver Pack, you **WILL BE CHARGED** and will be shipped again for the exact same amount and the exact same items from the previous month.
 - c. **HOWEVER**, if on the 16th of the month you noticed that had been charged for the same thing and you **DO NOT** want them. **YOU MUST contact our Customer Service** via **Email and Telephone call** to alert them as **NOT ship the order, otherwise**
 1. **You will be charged a 5% Processing fee if products have NOT yet been Shipped, or**
 2. **You will be charged a 15% Restocking fee if products have ALREADY been shipped to you and you are returning (at your expense) them due to a duplicate order or changed your mind.**
6. You must **MAINTAIN YOUR MONTHLY SMARTSHIP ORDERS**.



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Replacement Policy

Pendants, Frequency Discs, and Intention Discs

- Vibranz will replace at **50%** of the **current retail cost** plus shipping and handling for any pendants, frequency discs (8" and/or 3.5" discs) **that are dropped and/or broken by you (NOT by the COMPANY) with PROOF OF PURCHASE (order #)**.
 - Vibranz DOES NOT ship broken, chipped, or cracked products, however at times the products might be missed by our Quality Control department. If this is the case, please send us a photo of the problem, and Customer Service department will determine the necessary steps to rectify the situation.
- With **NO PROOF OF PURCHASE**, we WILL NOT BE ABLE TO DO THE 50% REPLACEMENT.
- ALL ABOVE conditions must be applied regarding your request for RMA# (Either: with the return of the broken pieces and/or a photo of the broken items) to Customer Service at CS@GETVIBRANZ.COM)
- ALL RMA# MUST BE WRITTEN ON BOXES/PRODUCTS BEING RETURN at **your expense.**
- **NO RMA# -- YOUR Replacement process WILL BE DELAYED**
- **VIBRANZ WILL HONOR THE REPLACEMENT of the product 1 time only.**
- Contact Customer Services 800-356-7935 or email: CS@getvibranz.com for an RMA number BEFORE to returning ANY and ALL products.



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Replacement policy for NaturaLasers

Date of purchase to 6 months

- Vibranz has a 6-month warranty from the date of purchase on any NaturaLasers (red/green or violet laser) that are **defective or faulty- At no cost to the customer.**
 - **MUST** contact Customer Service regarding RMA# and verification of purchase (original order number / date of purchase).
 - Customer Service will send you a PREPAID return label for the return the item to us VIA United States Postal Service (USPS).
- **NO RMA# -- YOUR Replacement process WILL BE DELAYED**
- **ALL RMA# MUST BE WRITTEN ON BOXES/PRODUCTS BEING RETURN.**
- Contact Customer Services 800-356-7935 or email: CS@getvibranz.com
- **VIBRANZ WILL HONOR THE REPLACEMENT of the product 1 time only.**
- **Must** ship back the defective laser to Vibranz shipping using the Prepaid Label:
Vibranz, 3111 S. Valley View Blvd., Suite Y-102, Las Vegas, NV 89102

From 6 months +1 day to 3 years

- Vibranz will replace the defective or faulty laser at **50% replacement cost of the current retail value for the laser.**
- **Shipping and Handling** to be paid by YOU, the customer.
- **MUST** contact Customer Service regarding RMA# and verification of purchased (original order number / date of purchase).
- **ALL RMA# MUST BE WRITTEN ON BOXES/PRODUCTS BEING RETURN.**
- **With NO RMA# --this can delay your process.**
- **VIBRANZ WILL HONOR THE REPLACEMENT of the product 1 time only.**
- Contact Customer Services 800-356-7935 or email: CS@getvibranz.com
- **Must** ship back the broken laser at your own cost to:
Vibranz, 3111 S. Valley View Blvd, Suite Y-102, Las Vegas, NV 89102



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REPLACEMENT FOR ORION OILS

We, at **VIBRANZ** take every precaution to pack the oils in their individual zip pouch, in boxes, and/or bubble wrap, BEFORE shipping the oils thru the postal office.

Occasionally, during shipping process thru the third-party shipping company--- there will be leakage on 1 or more of the Orion Oil bottles due to jostling/and handling of the package. We cannot control how that process is being done through a third-party company (ie. USPS, UPS)

THEREFORE, if you received the oil and it leaks; please contact Customer Service at cs@getvibranz.com **UPON RECEIPT OF YOUR PACKAGE** per the tracking information when the package was delivered.

- 1) Details of the order. Order#
- 2) Photos of the bottle leaked (name of the oil blend)
- 3) If a bottle or bottles missing from your current order
- 4) You received **DUPLICATE** bottles of one and NOT what you ordered
- 5) **MUST** contact Customer Service regarding RMA# (Return Merchandise Authorization) and verification of purchase (original order number / date of purchase).
 - **MUST RETURN ALL DUPLICATE ITEM** you received.
 - Customer Service will send you a PREPAID return label for the return the item to us VIA United States Postal Service (USPS).

We understand that the shipping process can take from 3-5 days or longer depends on location. Once you shipped the item(s); please contact Customer Service with the **TRACKING** number.

- We **MUST have the tracking number before we can start processing your replacement** order **WITHOUT** waiting for the products to reach our warehouse.
- The sooner we have the above information, the sooner we can process your replacement.

Contact Customer Services 800-356-7935 or email: CS@getvibranz.com