



## Refund Policy

The following procedures apply to all returns, refunds, or exchanges of pureVibranz products:

- 100% money back guarantee in the first 30 days from date of purchase with proof of purchase (**Original Order Number/date of purchase**).
- **ALL** merchandise must be returned by who originally made the purchase from PureVibranz website (**Original Order Number/date of purchased**).
- **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, envelope – for items that are being returned.**
- **WITH NO RETURN MERCHANDIZE AUTHORIZATION (RMA)—the 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 PureVibranz shipping/receiving department at customer's expense to:  
**PureVibranz, 3111 S. Valley View Blvd, Suite Y-102, Las Vegas, NV 89102**
- PureVibranz **DO NOT accept** packages at our warehouse – “COLLECT”.  
Postage **MUST** be prepaid by the customer.  
Lost shipments are the responsibility of the customer. PureVibranz cannot be held liable for the loss of return shipments. If returned products are **NOT** received by PureVibranz warehouse, it is the responsibility of the customer to track/trace the shipment.
- **IF** customer purchased the product(s) **directly** from a distributor/consultant/customer and **NOT** from a PureVibranz website; the product(s) **MUST** be returned to the distributor/consultant/customer whom they purchased from and PAID to --- for any return/refund or exchange; and **NOT** through PureVibranz corporation (as the item was NOT bought from or paid to pureVibranz, but bought from and paid directly to the individual).
- **ALL conditions in this policy must be met prior to receiving a refund or exchange.**

- **SMARTSHIP RULES and REFUND POLICY**

It is the CUSTOMER's (your) responsibility to MAINTAIN your SMARTSHIP on-a monthly basis.

1. Log into your personal website “My Dashboard”
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 (USA Only) 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 1<sup>st</sup> month SmartShip, for \$112.00 plus sales tax totaling \$121.24. And had indicated on the **Check Out** process to be charged on the 15<sup>th</sup> of the month. Your credit card will be charged on the 15<sup>th</sup> 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 2<sup>nd</sup> 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 16<sup>th</sup> 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.



## Replacement Policy

### Replacement policy for Pendants, Frequency Discs and Intention Discs

- 100% money back guarantee in the first 30 days from date of purchase with proof of purchase (Original Order Number/date of purchase).
- PureVibranz will replace any pendants, frequency discs (8" and/or 3.5" discs) **that are accidentally dropped and/or broken by you (NOT by the COMPANY) with PROOF OF PURCHASE (order #) at 50% of the current retail cost Plus shipping and handling PAY by you for the replacement.**
- **With NO PROOF OF PURCHASED we WILL NOT BE ABLE TO DO A REPLACEMENT.**
- ALL ABOVE conditions must be applied regarding your request for RMA# (either return of the broken pieces and/or a photo of the broken items) to Customer Service at [cs@getVibranz.com](mailto:cs@getVibranz.com)
- ALL RMA# MUST BE WRITTEN ON BOXES/PRODUCTS BEING RETURN at your expense.
- **NO RMA# -- YOUR Replacement process WILL BE DELAYED**
- Contact Customer Services 800-356-7935 or email: [CS@getVibranz.com](mailto:CS@getVibranz.com) for an RMA number BEFORE returning ANY and ALL products.
- DO NOT RETURN products WITHOUT contacting our Customer Service Dept.

### Replacement policy for NaturaLasers

#### Date of purchase to 12 months

- PureVibranz has a 12-month warranty from the date of purchase on any NaturaLaser 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).**
- **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@getpureVibranz.com](mailto:CS@getpureVibranz.com)
- **Must** ship back the broken laser at your own cost to PureVibranz shipping/receiving warehouse to:  
**PureVibranz, 3111 S. Valley View Blvd., Suite Y-102, Las Vegas, NV 89102**

#### From 12 months +1 day to 3 years

- PureVibranz will replace the defective or faulty laser at **50% replacement cost of the current retail value for the laser plus shipping and handling PAID by YOU.**
- **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.**
- Contact Customer Services 800-356-7935 or email: [CS@getpureVibranz.com](mailto:CS@getpureVibranz.com)
- **Must** ship back the broken laser at your own cost to PureVibranz shipping **PREPAID** to:  
**PureVibranz, 3111 S. Valley View Blvd, Suite Y-102, Las Vegas, NV 89102**



## PUREVIBRANZ POLICIES – Effective June 2023

### REPLACEMENT FOR ORION Essential Oils

We, at **pureVibranz** take every precaution to pack the oils in their individual zip pouch, in boxes, and/or bubble wrap, BEFORE shipping the oils via the US Postal Office.

Occasionally, during shipping process via the US Postal Office--- 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 via the US Postal Office.

THEREFORE, if you received the oil and it leaks; please contact Customer Service at [cs@getpureVibranz.com](mailto:cs@getpureVibranz.com) **IMMEDIATELY UPON RECEIPT OF YOUR PACKAGE.** (We also do have the tracking information as when the package was delivered)

- 1) Details of the order. Order#
- 2) Photos of the bottle leaked (name of the oil)
- 3) If a bottle or bottles missing from your 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).
- 6) ALL RMA# MUST BE WRITTEN ON BOXES/PRODUCTS BEING RETURN.
- 7) MUST RETURN ALL LEAKED BOTTLES / DUPLICATE ITEM SHIPPED
- 8) **With NO RMA# --this can delay your process.**

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 and the shipping cost to return to us.**

- We will issue you a COUPON 2x the value of the shipping cost you paid
  - 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.
- 9) Contact Customer Services 800-356-7935 or email: [CS@getpureVibranz.com](mailto:CS@getpureVibranz.com)
  - 10) **Must** ship back the leaked oil at your own cost to PureVibranz shipping/receiving warehouse **PureVibranz, 3111 S. Valley View Blvd, Suite Y-102, Las Vegas, NV 89102**
    - We will issue you a COUPON 2x the value of the shipping cost you paid to return the products.