

## **Return and Cancellation Policies for Magneceutical Health (version1.3)**

1. Halo Device (Residential system) Return Policy: Customers (*not Wellness Advisors*) shall have the right to return the HALO at any time prior to 5pm EST of the thirtieth (30th) calendar day after the delivery of the HALO device. Wellness Advisors, for their initial HALO purchase or qualifying sale or HALO Demo Kit purchases shall have the right to return their HALO at any time prior to 5pm EST of the fifth (5<sup>th</sup>) calendar day after the delivery of the HALO device.

a. Refunds are issued after return and inspection of merchandise. Please allow up to 2 weeks for your refund. MAGNECEUTICAL HEALTH will issue a credit to your original method of payment, less the initial shipping charges and MAGNECEUTICAL HEALTH restocking fees of \$650.00. For credit card orders, please allow 1-2 billing statements for your credit to appear.

b. Should you elect to return the HALO, please call MAGNECEUTICAL HEALTH customer service at 727.474.3722, Monday – Friday, between 9 am to 5 pm EST to receive a Return Material Authorization Number (RMA#) in order to identify your return and ensure proper credit to your account. MAGNECEUTICAL HEALTH will not accept returns without prior authorization and an RMA number. Once issued, **RMA numbers are valid for 7 business days**. Any package mailed without authorization or beyond the given 7 business days may incur an additional 15% restocking fee after inspection that the item is in new condition. RMA numbers will not be extended or reissued.

c. You consent to the following:

- To prominently display RMA # on the shipping label of boxes of the returned product.
- You are solely responsible for shipping any returned product to MAGNECEUTICAL HEALTH ( or their designee).
- You agree to use only reputable carriers (such as USPS, UPS or FedEx) capable of providing tracking numbers and proof of delivery.
- You are responsible for shipping charges back to MAGNECEUTICAL HEALTH (or their designee).
- You should ensure that all returned products are 100% complete, in re-saleable condition, and will include original packaging material, manuals, and other accessories provided by MAGNECEUTICAL HEALTH.
- If any component of the return product is missing, MAGNECEUTICAL HEALTH's Return Procedure will be breached and MAGNECEUTICAL HEALTH will reject the entire return or may choose to impose additional charges (i.e. an additional 15% restocking fee) against the customer for replacement of the missing component.
- Original shipping fees are non-refundable.

d. MAGNECEUTICAL HEALTH: The MAGNECEUTICAL HEALTH restocking fee of \$650 is in addition to any charges described above involving problems with Customer's Return. Additionally, should you elect to return the HALO, then the Monthly subscription for STP's shall end after the initial period, and no further charges will be assessed (but the initial subscription payment will not be refunded).

2. Magnesphere or HALO Pro Devices (Commercial systems) Return Policy: Customer shall have the right to return the Magnesphere or HALO Pro at any time prior to 5pm EST of the third (3rd) calendar day after the delivery of the Magnesphere or HALO device, if the Magnesphere or HALO Pro remains unopened, uncrated and in its original packaging with tamper seals intact.

a. Refunds are issued after return and inspection of merchandise. Please allow up to 2 weeks for your refund. MAGNECEUTICAL HEALTH will issue a credit to your original method of payment, less the initial shipping charges and MAGNECEUTICAL HEALTH restocking fees of 15%. For credit card orders, please allow 1-2 billing statements for your credit to appear.

b. Should Customer elect to return the Magnesphere or HALO Pro, please call MAGNECEUTICAL HEALTH customer service at 727.474.3722, Monday – Friday, between 9 am to 5 pm EST to receive a Return Material Authorization Number (RMA#) in order to identify your return and ensure proper credit to your account. MAGNECEUTICAL HEALTH will not accept returns without prior authorization and an RMA number. Once issued, **RMA numbers are valid for 7 business days**. Any package mailed without authorization or beyond the given 7 business days may incur an additional 15% restocking fee after inspection that the item is in new condition. RMA numbers will not be extended or reissued.

c. Customer consents to the following:

- To prominently display RMA # on the shipping label of boxes of the returned product.
- Customer is solely responsible for shipping any returned product to MAGNECEUTICAL HEALTH (or their designee).
- Customer agrees to use only reputable carriers (such as USPS, UPS, FedEx or Old Dominion Freight Line) capable of providing tracking numbers and proof of delivery.
- The customer is responsible for shipping charges back to MAGNECEUTICAL HEALTH (or their designee).
- The customer should ensure that all returned products are 100% complete, in an opened condition, and will include original packaging material, manuals, and other accessories provided by MAGNECEUTICAL HEALTH.
- If any component of the return product is missing, MAGNECEUTICAL HEALTH's Return Procedure will be breached and MAGNECEUTICAL HEALTH will reject the entire return or may choose to impose additional charges (i.e. over and above the 15% restocking fee) against the customer for replacement of the missing component.
- Original shipping fees are non-refundable.
- NOTE: If a Magneceutical Health representative made a trip to Customer's place of business to install the device or train personnel then the Customer shall be responsible for the expenses associated with this trip and said amount will be deducted from the Customer's refund (this will be in addition to the 15% restocking fee)

d. MAGNECEUTICAL HEALTH: The MAGNECEUTICAL HEALTH restocking fee of 15% is in addition to any charges described above involving problems with Customer's Return.