



## **UK Returns and Cancellation FAQ**

## What Should U Know About Returns

If you are unsatisfied with any of our products, please submit a ticket or contact us at 020-359-81467

In order to receive a refund on your first - order:

- (i) Submit your notice of return within 30 days of the purchase date,
- (ii) Return the remainder of the product, used or unused, to the corresponding mailing address below,
- (iii) Once we receive and verify your return, a refund will be issued for the purchase price, minus shipping charges. Please note that this can take up to a week.

When submitting a ticket, please include:

- 1) Your Full Name
- 2) Order Number and Customer Number
- 3) Reason you are returning the order

Mailing Address:

Revital U Returns Dept.,  
Unit 6, IO Centre,  
Jugglars Close, Windmere Industrial Estate  
Banbury, Oxfordshire. OX16 3TA.

## What Should U Know about Cancelling a Monthly Order

The monthly options allow you to purchase products at a lower price and automatically receive new product every 30 days. Please note that orders cannot be cancelled once they are showing as pending shipment.

Customers:

If you want to cancel, please log into your website and go to the MONTHLY ORDERS Tab located in the drop down menu below your name in the upper right hand corner. On this screen please click on 'Edit / Skip a month' hyperlink. From here you will be able to change the status of your monthly order from active to skip a month or hold.

Brand Influencers:

If you want to cancel, please log into your website and go to the MONTHLY ORDERS Tab located in the toolbar of your U Office. On this screen please click on icon that looks like a pencil and paper. From here you will be able to change the status of your monthly order from active to skip a month or hold.

If you need assistance with your subscription, please submit a ticket

## What Should U Know about Cancelling Your Account

Unless otherwise specified by law, Brand Influencers have the right to cancel their enrolment and product purchase within fourteen (14) days from the date of enrolment and receive full refund.

Products that are currently marketable inventory, including product, Revital U produced promotional materials and sales aids. For purposes hereof, “reasonable commercial terms” shall mean the repurchase of currently marketable inventory which is still in its original packaging and purchased within twelve (12) months from the BI’s date of purchase at not less than ninety percent (90%) of the BI’s original net cost less shipping fees and appropriate setoffs.

In order to process your cancellation, please submit a ticket from your Virtual Office letting us know that you are requesting a cancellation of your account. If you are entitled to a refund or are going to be returning product, please include this information with your ticket.

