

revital



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## New Customer

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### What is a sponsor? How do I get one?

A sponsor is the person who you'll be purchasing our product from. They are also known as Influencers. If you found a posting on social media or know an existing Influencer, you can contact that person directly.

But if you do not have a sponsor, please contact [support@revitalu.com](mailto:support@revitalu.com) and let us know your area of residence. We will then locate the closest leader and put you in contact with them.

### What is the difference between buying Retail vs Preferred?

When you buy at the Retail price, it's for one-time purchases at the regular cost of \$49.99 in the United States or £49.99 in the United Kingdom.

The Preferred pricing of \$39.99 or £39.99, is for reoccurring orders. This method allows customers to buy products at a lower price, who will receive new product every 30 days.

### Instead of ordering online, can I buy the Coffee at your location, in Texas?

Our products are only sold online and are not available through any retail location.

### Do you have international shipping?

Our Coffee is only shipped to the countries we operate in, which are: the United States and the United Kingdom.

## Orders

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### How can I track my order?

After you place your order, a follow up email will be sent once your item ships. It will contain a tracking number. Note: Your Influencer/Sponsor can also track your order through their U Office.

### How can I make changes to my Preferred Order?

Managing your Preferred Order is easy. Please log into your account and the ACCOUNT menu, select Preferred Orders, where you will see existing orders. Under VIEW, you can use the edit icon to make changes the quantity, ship date, put an order hold on your order or cancel it by changing the status from "Active" to "Cancelled."

### How do I skip a month of my Preferred Order?

To do this, please log into your account and select PREFERRED ORDERS under the ACCOUNT menu. There you will see GREEN ARROWS under VIEW. Please press this to skip a month.

[Unfortunately, this product did not work for me. I would like a refund.](#)

We offer a 30-day money back guarantee. We understand that our product isn't for everyone. If you are unsatisfied with any of our products, please notify our corporate office via email to [support@revitalu.com](mailto:support@revitalu.com) or call us 1-469-270-5533 for the U.S. or at 020-359-81467 for the U.K.

In order to receive a refund:

- (i) Submit your notice of return within 30 days of the purchase date,
- (ii) Return the remainder of the product (tub of Coffee), used or unused, to the mailing address given to you. Please make sure to include your name, telephone number and Customer ID/Influencer ID with your return, so we know who to refund.

Note: We do not provide a paid return label. Please do not send product to 4760 Preston Rd. These items will not be processed.

- (iii) Once we receive and verify your return, a refund will be issued for the purchase price, minus shipping charges.

Mailing Address:

revital U International, US  
14401 Sovereign Road  
Suite 101  
Fort Worth, TX  
76155

revital U International, UK  
9 The Glebe  
Albrighton  
West Midlands WV7 3EF

[How quickly will I receive a refund?](#)

Once the refund is processed on this end, it could take 3-5 days before you see the credit in your account. The funds will be credited to the card used for the original transaction.

## Account

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[How can I change my shipping rate?](#)

We offer two different forms of shipping: USPS for \$4.99 and FedEx for \$9.99.

To edit your shipping rate, please log into your account. Under ACCOUNT, select MANAGE PROFILE and then choose SHIPPING PROFILE. You will see both shipping options at the lower left side of the page.

Note: USPS is only available for orders with 1 to 2 Coffee Tubs or 1 to 2 Boxes of Coffee Sticks.

#### [How do I change from Retail to Preferred Customer?](#)

To do this, please log into your account. Under ACCOUNT, select PREFERRED ORDERS. On this page, you can set up your Preferred Order, including the quantity and ship date.

#### [How can I cancel my account?](#)

Please log into your account and the ACCOUNT menu, select Preferred Orders, where you will see existing orders. Under VIEW, you can use the edit icon to make changes the quantity, ship date, put a hold on your order or cancel it by changing the status from “Active” to “Cancelled.”

## **Product Concerns**

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#### [My tub was missing the scoop. What is the measurement?](#)

A scoop is equivalent to 2.25 grams, which is slightly under 1 teaspoon.

#### [This tub does not have 30 scoops.](#)

Our tubs are filled up to 3 grams over the weight, printed on the label. It's important to remember that people scoop differently. We recommend doing a gentle dip and swiping off the excess on the top. Please do not compact the product into the scoop.

#### [Why do the new labels show a different net weight?](#)

The difference in net weight can be explained by a typo, on our initial labels. Our tubs have always contained 67.5 grams. We fill all tubs up to 3 grams over the weight, printed on the label.

## **Becoming A Brand Influencer**

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#### [I would like to become a Brand Influencer. How can I do this?](#)

We're glad to hear you want to join our revital U family! If you are an existing customer, just log into your account and select the UPGRADE TO Bi option, located under the ACCOUNT drop down menu. Please follow all the steps to begin your own business!

If you do not have a sponsor, please contact [support@revitalu.com](mailto:support@revitalu.com) and let us know your area of residence. We will then locate the closest leader and put you in contact with them.

