

revital



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New Customer

What is a sponsor? How do I get one?

A sponsor is the person who you'll be purchasing our products 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 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 versus Monthly?

When you buy at the retail price, which starts at \$/£ 49.99, it's for one-time purchases.

The monthly price, which starts at \$/£ 39.99, is for reoccurring orders. This method allows customers to buy products at a lower price and receive new product every 30 days.

Instead of ordering online, can I buy the smart products at a physical location?

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

Do you have international shipping?

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

Orders

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 monthly order?

Managing your monthly order is easy. Please log into your account and the ACCOUNT menu, select MONTHLY ORDERS, where you will see existing orders. Under VIEW, you can use the edit icon to make changes to 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 monthly order?

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

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

We offer a 30 Day Money Back Promise. We understand that our smart products aren't for everyone. If you are unsatisfied with any of our products, please notify our Customer Support Team via email (support@revitalu.com) or via phone 1-469-270-5533 in the U.S. or at 020-359-81467 in 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 (Smart Coffee, Smart Caps, Smart Cocoa), 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 Returns Dept.
9 The Glebe
Albrighton
Wolverhampton, Shropshire
WV7 3EF

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

Once the refund is processed on our 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

[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 tubs or 1 to 2 Boxes of Sticks.

[How do I change from being a retail customer to a monthly?](#)

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

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

Please log into your account and the ACCOUNT menu, select monthly 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 ---

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

A Smart Coffee scoop is equivalent to 2.25 grams, which is slightly under 1 teaspoon. A Smart Cocoa scoop is equivalent to 7 grams.

[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.

Becoming A Brand Influencer ---

[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 BRAND INFLUENCER 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 and let us know your area of residence. We will then locate the closest leader and put you in contact with them.

