

# RETURN AND REFUND POLICY

## PRÜVIT CUSTOMERS

If within the first **7 days** you are not satisfied with the product you may contact [supporthk@pruvithq.com](mailto:supporthk@pruvithq.com) to return the unused product for a refund, minus shipping and handling charges incurred.

## PRÜVIT PROMOTERS

If within the first **7 days** of the original purchase, you are not satisfied with the product, you may contact [supporthk@pruvithq.com](mailto:supporthk@pruvithq.com) to return the unused product for a refund, minus shipping and handling charges. Your promoter account will then be subject to 6 months suspension.

## PROBLEMS WITH SHIPMENTS

If within **7 days** of the expected reported delivery date, you do not notify [supporthk@pruvithq.com](mailto:supporthk@pruvithq.com) of a problem with the receipt of your order, including but not limited to, failure to receive the product, improper sealing, damaged to the container, quality of the internal product, and/ or receipt of wrong product, refunds or exchanges will not be given.

**ALL purchases are charged and refunded in U.S. Dollar. All returns, refunds and exchanges will also be refunded or exchanged based upon U.S. Dollar. Prüvit Ventures, Inc. is not responsible for fluctuating exchange rates.**