



## REFUND POLICY

Effective: June 2016

### EEMOTION, LLC - REFUND POLICY

We are confident that you will be happy with your purchase. If for any reason you are not totally satisfied with your order, we will on production of proof of purchase, offer you a refund. To issue a refund on the price of products purchased by an Independent Affiliate, eEmotion establishes the following mandatory requirements:

1. A refund may only be issued, if you notify us within 72 hours (3 days) from the date of purchase that you wish to return the item.
2. You will be responsible for returning your order to us, at your own cost.
3. Refunds will be subject to the purchase price less processing fees charge, (credit, debit cards, etc.) or other administrative fees depending on the payment method used to make the purchase.
4. Goods which are given free, as part of an offer, are not exchangeable or refundable, unless the full offer is returned.
5. Special order items cannot be returned.
6. If the affiliate carries a negative pending balance, eEmotion may retain the refund funds to cover such balance.

**ORDER VERIFICATION.** All suspect orders are subject to verification; this is done for your protection. Suspect orders will be held until verified.

**RETURN INSTRUCTIONS** We believe that in order to have the best possible online service, please send an e-mail to [contacto@eemotion.com](mailto:contacto@eemotion.com) explaining the reasons of your requirement.

**RETURN PROCESSING** Once your return is received and inspected by the fulfillment centers (usually within 72 hours of receipt), your refund will be processed and a credit will be automatically applied to your credit card or original method of payment within 7 days. Please note that depending on your credit card company, it may take additional 2-10 business days after your credit is applied for it to post to your account.

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