

Customers

Zilis, LLC (herein referred to as “the company”) will award a full refund of your purchase according to the terms and guidelines described in this refund policy. Customers must submit a written request to the company via fax, email or by support ticket within thirty (30) days of product delivery. Qualified requests will receive in writing an approved RMA (Return Merchandise Authorization) number from the company. Customer must provide the company in writing shipment tracking number or other electronic documentation of the shipment and the approved RMA number must be written on the outside of the shipping box. All products must be returned in resalable condition within seven (7) business days (herein referred to as the “RMA timeline”) after the issuance of an approved RMA number. Products must be sent to the company’s principal business address of 5700 Granite Parkway, Suite 200, Plano, TX 75024 (herein referred to as “company’s principal business address”) with the approved RMA number. If products are not received at the company’s principal business address with an approved RMA number according to the RMA timeline, no refund will be issued and any future options of returning the products in question for a refund will be forfeited. Shipments to any location other than the company’s principal business address will be denied and returned at the expense of the Customer. Eligible returns will be granted a full refund less a 20% restocking fee and minus all shipping and handling charges associated with your order.

If the product was purchased directly from an Independent Ambassador’s personal inventory, please contact the Ambassador for a refund. Zilis is not responsible for transactions involving personal inventory transactions between Customers and Ambassadors. Ambassadors are required to provide a refund on any resalable product to Customers that have purchased directly from the Ambassador’s personal inventory, within the guidelines established by Zilis.

Ambassadors

Zilis, LLC (herein referred to as “the company”) will award a full refund of your purchase according to the terms and guidelines described in this refund policy. Ambassadors must submit a written request to the company via fax, email or by support ticket within thirty (30) days of product delivery. Qualified requests will receive in writing an approved RMA (Return Merchandise Authorization) number from the company. Ambassador must provide the company in writing shipment tracking number or other electronic documentation of the shipment and the approved RMA number must be written on the outside of the shipping box. All products must be returned in resalable condition within seven (7) business days (herein referred to as the “RMA timeline”) after the issuance of an approved RMA number. Products must be sent to the company’s principal business address of 5700 Granite Parkway, Suite 200, Plano, TX 75024 (herein referred to as “company’s principal business address”) with the approved RMA number. If products are not received at the company’s principal business address with an approved RMA number according to the RMA timeline, no refund will be issued and any future options of returning the products in question for a refund will be forfeited. Shipments to any location other than the company’s principal business address will be denied and returned at the expense of the Customer. Eligible returns

will be granted a full refund less a 20% restocking fee and minus all shipping and handling charges associated with your order. In addition, any bonuses and commissions attributable to the refunded service will be deducted from the Ambassador who received bonuses or commissions on such sales. Deductions will occur in the month in which the refund is given and continue every pay period thereafter until the commission is recovered. In the case of Zilis’ inability to recover commissions from inactive Ambassadors, any other compensated upline will be subject to commission deductions until the complete commissions are recovered. This is exclusively the right of Zilis to determine within appropriate state and federal guidelines. It is an Ambassador’s sole responsibility to maintain Ambassador qualifications and to understand the potential impact any return may have on a qualification status. Ambassadors may cancel their distributorship prior to midnight of the THIRD BUSINESS DAY after the date of their initial enrollment transaction and receive a full refund of all enrollment fees. Enrollment fee refund may be subject to various state requirements for cancellation. The Company does not offer partial product refunds on enrollment packs. Ambassadors that request an enrollment pack refund are not eligible to join the company for a period of six (6) months.

Damaged Products/Shipments

In the event of the receipt of a damaged product, Customers or Ambassadors must contact Zilis Support in writing or by phone within five business days of delivery. After five (5) business days, products will no longer qualify for replacement. The company requires a photo be submitted to support@zilis.com that confirms the damaged area of the product or shipment. This photo must be received within five (5) business days. The company reserves the right to accept or refuse the validity of damaged product photos. If the company does not receive acceptable photos confirming the damaged product within five (5) business days, replacement products will not be provided. Upon receipt of this notification, the company will replace the product at no cost. Melted products that are sealed within their containers do not constitute damaged products and will not be replaced. The company reserves the right to require damaged products be returned to the company with an approved RMA number at the company’s expense. Any damaged products returned to the company without an RMA Number will be refused. The responsibility to act in the timeframe listed above as a result of any unsatisfactory product resides 100% with the Ambassador or Customer.

Hero Points

Hero Points are valid for six (6) months after purchase. After six (6) months, Hero Points are no longer redeemable and do not represent any product or monetary value. Hero Points are available for refund within thirty (30) days of the purchase. The refund will be minus a 20% administrative fee, any handling charges associated with the initial Hero Point order and minus the value of any already redeemed points. In addition, any bonuses and commissions attributable to the refunded Hero Points will be deducted from the Ambassador who received bonuses or commissions on such sales. Deductions will occur in the month in which the refund is given and continue every pay period thereafter until the commission is recovered. Redemption of hero points for any related product and or services are final and not eligible for any refund.