

PRODUCT GUARANTEES AND RETURNS

Customer Satisfaction Guarantee

Synterra Health offers, through its Independent Business Associates, a 100% 30-day money-back guarantee to all retail customers. Every Independent Business Associate is bound to honor the retail customer guarantee. If, for any reason, a retail customer is dissatisfied with any Synterra Health product, the retail customer may return the unused portion of the product to the Independent Business Associate from whom it was purchased, within thirty (30) days, for a replacement, exchange or a full refund of the purchase price (including shipping costs, if applicable).

A Customer who makes a purchase of \$25.00 or more has three (3) business days (72 hours) after the sale or execution of a contract to cancel the order and receive a full refund consistent with the cancellation notice on the retail receipt. When an Independent Business Associate makes a sale or takes an order from a retail customer who cancels or requests a refund within the 72 hour period, the Independent Business Associate must promptly refund the Customer's money as long as the products are returned to the Independent Business Associate in substantially as good condition as when received. Additionally, Independent Business Associates must verbally inform Customers of their right to rescind a purchase or an order within 72 hours, and ensure that the date of the order or purchase is entered on the retail receipt. All retail customers must be provided with two copies of an official Synterra Health sales receipt at the time of the sale. The back of the receipt provides the Customer with written notice of their rights to cancel the sales agreement.