

SHIPPING, RETURNS, REFUNDS AND CANCELLATION POLICY

7 Day / 30 Day Money Back Guarantee

DIGITAL PRODUCTS: NVISIONU offers all customers a 3-day money-back guarantee from the date of purchase for digital products.

PHYSICAL PRODUCTS: NVISIONU offers all customers a 30-day money-back guarantee from the date of purchase for physical products (*less shipping handling charges and restocking fees).

**Please refer to the REFUND POLICY which can be found on the company site.*

If, for any reason, you are not satisfied with any NVISIONU product you buy, you may return the unused product to NVISIONU within 30 days for a full refund of the purchase price (*less shipping and handling charges, and the restocking fee).

RETURNS BY RETAIL CUSTOMER

NVISIONU offers, through its Visionary Builders, a 100% 30-day money back guarantee to all Customers. Every Visionary Builder is bound to honor the Customer guarantee. If, for any reason, a Customer is dissatisfied with NVISIONU product, the Customer may return the unused portion of the product to the Visionary Builder through whom it was purchased, or to the company directly within 30-days, for a replacement, exchange or a full refund of the purchase price (less shipping costs).

If a Customer returns a product to the Visionary Builder through whom it was purchased, the Visionary Builder may return it to the Company for an exchange or refund (less shipping).

CUSTOMER RIGHT TO CANCEL

A Customer who makes a purchase has 7 (seven) days after the sale or execution of a contract to cancel their order and receive a full refund consistent with the cancellation

notice on the order form or sales receipt. When a Visionary Builder makes a sale or takes an order from a Customer who cancels or requests a refund within the applicable period, the Visionary Builder must promptly refund the Customer's money as long as the products are returned to the Visionary Builder in substantially as good condition as when received. Visionary Builders must orally inform Customers of their right to cancel a purchase or an order within the applicable time period, and ensure that the date of the order or purchase is entered on the order form or sales receipt. All Customers must be provided with a copy of an official NVISIONU sales receipt at the time of the sale. The back of the receipt provides the Customers with written notice of his or her rights to cancel the sales transaction.

RETURN OF INVENTORY AND SALES AIDS BY VISIONARY BUILDERS UPON CANCELLATION

Upon cancellation of a Visionary Builder's Agreement, the Visionary Builder may return their Visionary Builder Starter Kit and any products and sales aids they may have in their inventory for a refund. In order to receive a refund from NVISIONU pursuant to this policy, the following requirements must be met:

- A. The items being returned must have been personally purchased by the Visionary Builder from NVISIONU (Purchases from other Visionary Builders or third parties are not subject to refund);
- B. The items must be in Resalable condition (see Definition of "Resalable" below); and
- C. The items must have been purchased from NVISIONU within one year prior to the date of cancellation

Upon receipt of a Resalable Visionary Builder Starter Kit and/or Resalable products and sales aids, the Visionary Builder will be reimbursed as per the chart below of the net cost of the original purchase price. Shipping charges incurred by a Visionary Builder when the items were purchased, and return shipping fees, will not be refunded. If the purchases were made through a credit card, the refund will be credited back to the

same account. If a Visionary Builder was paid a bonus or commission based on a product that he or she purchased, and such product is subsequently returned for a refund, the bonus and/or commission that was paid to the Visionary Builder based on that product purchase will be deducted from the amount of the refund.

Products and sales aids shall be deemed "Resalable" if each of the following elements is satisfied:

1. they are unopened and unused;
2. packaging and labeling has not been altered or damaged;
3. they are in a condition such that it is a commercially reasonable practice within the trade to sell the merchandise at full price; and
4. they are returned to NVISIONU within one year from the date of purchase. Any merchandise that is clearly identified at the time of sale as nonreturnable, discontinued, or as a seasonal item, shall not be Resalable any promotional items will not be refunded. They are considered final sale.

PROCEDURES FOR ALL RETURNS

The following procedures apply to all returns for refund, repurchase or exchange:

CUSTOMER AND RETAIL CUSTOMER RETURNS

Customers and Retail Customers may return product for refund or exchange pursuant to Section 'Returns By retail Customer' above. Customers return products directly to the Company. Customers return products directly to the Company or to the Visionary Builder through whom the product(s) were purchased. If a Customer or a Retail Customer returns the product(s) directly to the Company, the Visionary Builder should assist the Customer or Retail Customer to insure that the following procedures are followed:

A. The Customer or Retail Customer must first obtain a Return Authorization Number by calling Customer/Visionary Builder Services. This Return Authorization Number must be written on each carton returned.

B. If an exchange is requested, a completed order form with the exchange products must be included with the return

C. Proper shipping cartons and packing materials are to be used in packaging the products being returned for replacement, and the best and most economical means of shipping is suggested. All returns must be shipped to NVISIONU shipping pre-paid. NVISIONU does not accept shipping-collect packages. The risk of loss in shipping for returned product shall be on the Customer or Retail Customer who returned the product. If returned product is not received by the Company's Distribution Center, it is the responsibility of the Customer or Retail Customer to trace the shipment.

VISIONARY BUILDER RETURNS

The following procedures apply to all returns by a Visionary Builder, whether the return is of products returned by a Customer pursuant to Section 'Return by Retail Customer', a return of products by a Visionary Builder pursuant to Section 'Product Guarantee', or a return of products and/or sales aids upon the cancellation of the Visionary Builder's NVISIONU business pursuant to Section '**Return of Inventory and Sales Aids by Visionary Builders Upon Cancellation**'.

A. All merchandise must be returned by the Visionary Builder who purchased it directly from NVISIONU, or who arranged the sale of merchandise to the Customer from NVISIONU.

B. The return must be accompanied by the original invoice and a completed and signed Product Return Form.

C. Proper shipping cartons and packing materials are to be used in packaging the products being returned for replacement, and the best and most

economical means of shipping is suggested. All returns must be shipped to NVISIONU shipping pre-paid. NVISIONU does not accept shipping-collect packages. The risk of loss in shipping for returned product shall be on the Visionary Builder. If returned product is not received by the Company's Distribution Centre, it is the responsibility of the Visionary Builder to trace the shipment.

D. If a Visionary Builder is returning merchandise to NVISIONU that was returned to him or her by a personal Customer, the product must be received by NVISIONU within ten (10) days from the date on which the Customer returned the merchandise to the Visionary Builder. No refund or credit will be issued, or exchanged of the product will be made if the conditions of these rules are not met.

RETURN POLICY

NVISIONU is confident that you'll love everything you purchase from us. We offer a 30-day money back guarantee (excluding shipping and handling charges and the restocking fee) to all customers. For digital products and services offered NVISIONU offers a 3-Day money back guarantee.

After 30 days, NVISIONU offers a 50% refund of the purchase price (*excluding shipping and handling charges and restocking fee) on the return of all unopened and unused product. We will happily refund the purchase price (*excluding shipping and handling charges and restocking fee) of returned item(s) to the original form of payment. Any returns after 31 days from when the customer receives their order will not be accepted.

RETURN & REFUND POLICY – ON PHYSICAL PRODUCTS

Product Return Timeframe	Refund of Purchase Price	Refund of Shipping and Handling Fees	Customer responsible for return shipment cost
Order returned within 7 days after delivery date	FULL	NO	NO
Order returned after 7 days and before 30 days after initial delivery date	FULL	NO	NO
Order returned after 31 days after initial delivery date	NO	NO	N/A

RETURN & REFUND POLICY – ON DIGITAL PRODUCTS

Product Return Timeframe	Refund of Purchase Price	Refund of Shipping and Handling Fees	Customer responsible for return shipment cost
Order returned within 3 days after delivery date	FULL	N/A	N/A
Order returned after 3 days after initial delivery date	NO	N/A	N/A

***Note:** Some products and/or promotional orders in which the customer purchased will be considered non-exchangeable and non-refundable, there will be no refund offered on promotional items.

****** If a regular order purchased is being returned the entire order must be returned in order to receive a full refund, we do not accept partial order returns. The customer will not receive a refund.

FEES TABLE

FEES	AMOUNT IN USD
Restocking Fee	\$35.00 USD

Items Not Eligible for Return

Please note that we do not accept returns of final sale merchandise or products that are specified as non-returnable or non-refundable in its description, unless they are faulty.

How To Return Your Order

Returns on items eligible for returns are accepted within 30 days of receipt (please see the rules above for specific time frames). Items must be returned unopened/unused, in their original packaging. To return product for a refund, you must return the products directly to NVISIONU and follow the steps listed below:

1. You must first obtain a Product Return Authorization Form (PRA) by contacting the NVISIONU Customer Support team at email: returns@NVISIONU.com

In order to receive authorization for the return, the Customer Support will send you a form to fill out labelled 'Product Return Authorization Form'. In this form you will need to include what is being returned and the reason for the return. Once this form is received, if approved you will receive a Product Return Authorization Label

2. Once the PRA has been approved from Customer Support you will be responsible to prepare the items to be shipped and ensure to receive a tracking number from the postal service. You will be required to reply to the (PRA approval email) initiated for the refund and supply the Customer Support team with the tracking number. ***Please see the approved packaging for returns.***

3. **Proper shipping** cartons and packing materials must be used in packaging the products being returned. All returns must be sent by a tracking number to reduce the risk of loss products. NVISIONU will not issue a refund if the product is not received by NVISIONU. The risk of loss in shipping for returned product shall be on the Customer returning the product. If returned product is not received by the NVISIONU's Warehouse Receiving Center, it is the responsibility of the Customer to trace the shipment.

4. The items must be returned to NVISIONU within 30 days from the date of purchase.

****Please refer to the table above for the time frame requirements***

Please ship all items to:

NVISIONU Returns

23345 N 23rd Ave, Suite 100

Phoenix, AZ 85027

5. Any merchandise that is identified at the time of sale as non-returnable, discontinued, promotional or as a seasonal item, **may not be returned for a refund.**

SHIPPING

While we continue to navigate and respond to current events, NVISIONU is committed to making the safety of our employees and community of customers a top priority. As we fulfill orders and process returns at our warehouse, increased safety precautions are being taken at every step, and we are doing everything we can to ship your orders in accordance with our regular schedule. However, delays in shipping are expected during this unfortunate time.

Order and Shipping Confirmation

You will receive an email confirmation once your order has been successfully placed, which will include the description of your order, your order number, your tracking number

and shipping method. Please make sure your shipping address is correct as we are unable to redirect goods once they are on route to you.

Orders can take up to **4-7 business days** to be processed and shipped, dependant on destination and country. Once your order is prepared for shipment, you will receive a shipping confirmation email with your tracking information and description of your order.

Receiving A Refund

A refund will be issued once we have received your returned items. Any items that are damaged when we receive them are not eligible for refund. Refunds do not include any shipping or handling charges, except in the case of faulty or damaged items. Your refund will be credited to the original form of payment used for the original transaction and will be in the amount of the product price less shipping and handling fees and restocking fees.

Please note that credit card refunds may take up to 10 business day for your bank to complete, depending on their processing times. This can vary greatly between credit card issuers.

Monthly digital subscription payments are generally **non-refundable**, however, the company reserves the right to review these requests on a case by case basis; all digital products are non-refundable after the time frame listed above; Refunds on Digital Products.

Where We Ship

We currently ship to U.S. addresses only. We are working on expanding to other countries soon. Please refer to our company communications for country expansion.

Shipping Costs

Taxes

NVISIONU charges applicable sales tax on all orders. Taxes are calculated according to shipping destination and itemized on the Order Summary page.

Chargebacks

NVISIONU takes a zero tolerance approach to chargeback fraud. Furthermore, in the event of any unmerited chargeback requests, we reserve the right to recover monies by any legitimate means available to us, including third-party debt collection agency, or any other lawful means to recover funds successfully charged back to you in such circumstances. Any accounts that receive a chargeback on their account will be subject to a service fee of \$50.00 and the account will be terminated effective immediately. Chargebacks on the account constitute that the account owner no longer wishes to be a part of the company and therefore the account will be terminated and closed.

CANCELLATION PROCESS

CUSTOMER CANCELLATION

Freedom of Cancellation: Please email our Customer Support team at email: returns@NVISIONU.com to opt out of any of the Program(s) at any time.

Please note: Once you have enrolled, NVISIONU will assess the following cancellation fees if you do not meet or qualify our customer support team will ensure to communicate this to you.

You can contact NVISIONU Customer Support by email at:

returns@NVISIONU.com

NVISIONU Customer Support Hours:

Monday to Friday: 8 a.m.–8:00 p.m. CST

Saturday: 8:00 a.m.–5:00 p.m. CST

Sunday: 10:00 a.m.–3:00 p.m. CST