

# Return Policy — Quick Reference

All commissionable volume returns will have a negative commission adjustment to the upline and to the IPC (if applicable).

## IPC Account Orders—First order of product (Fax, Mail, and Phone Orders)—For Non-terminating IPC Accounts

Must be the first order of the product being returned. Only one used container will be refunded (except one case of Tahitian Noni® bioactives). Empty container must be returned to TNI.

Date received from order date*	1–90 days	91–180 days	181 days+
Credit or exchange amount	100% minus shipping	90% minus shipping	Not accepted without termination (see “Buy Back”)

IPCs must pay all costs to send product back to TNI unless it was shipped by TNI error.

## AutoShip Orders—For Non-terminating IPC Accounts

No more than two AutoShip orders may be returned.

Date received from order date*	1–90 days	91–180 days	181 days+
Credit or exchange amount	100% minus shipping	90% minus shipping	Not accepted without termination (see “Buy Back”)

Any returned or refused AutoShip orders may result in AutoShip termination.

## Product Buy Back—For Terminating IPC Accounts

- May return all marketable product within one year of purchase date.
- All product will be bought back at 90% minus original shipping costs (and commissions deductions, if any).
- Sales aids in marketable condition will be bought back at 90% minus original shipping costs within one year of purchase date.

## 100% Customer Satisfaction Guarantee

TNI offers a 90-day, 100% money-back guarantee to all its customers. A customer who is not satisfied may receive a full refund. Only one container per product type may be opened and used (except up to one full case Tahitian Noni bioactives) by the customer to receive a refund from TNI or replacement for the returned product to the IPC. Empty container must be returned to TNI.

### 1. Retail Purchase from an IPC:

The retail customer simply returns the unused portion of the product to the IPC who sold the retail customer the product within 90 days of the purchase. The IPC will then provide the customer with a full refund. TNI will provide the IPC with a replacement product when TNI receives the Retail Exchange Form and the used container from the IPC within one year of the original purchase date from TNI. Any retail customer who is not refunded by an IPC may contact the TNI Customer Service Center.

Date received from order date*	1–90 days	91 days to 1 year
Credit or exchange amount	100% refund to customer	Product replacement to IPC

### 2. Purchase from Tahitian Noni International:

The customer simply returns the used container to TNI within 90 days of purchase. TNI will then provide the customer with a 100% credit less shipping costs.

Date received from order date*	1–90 days	91 days to 1 year
Credit or exchange amount	100% minus shipping from TNI	90% minus shipping (unused product only)

## Sales Aid Return Policy

Only the first order of a particular sales aid may be returned for non-terminating IPC accounts. Must be unopened and marketable.

Date received from order date*	0–90 days	91 days to 1 year
Credit or exchange amount	90% minus shipping	Not accepted without termination

\*This refers to the number of days between the time the IPC placed the order and the date TNI received the returned product.

\*\*Promotional and certain specialty items may have more restricted conditions for returns.

Contact TNI Customer Service for details.

