



Refund Policy

The following procedures apply to all returns, refunds, or exchanges of pureVibranz products:

- 100% money back guarantee in the first 30 days from date of purchase with proof of purchase (**Original Order Number/date of purchase**).
- **ALL** merchandise must be returned by who originally made the purchase from PureVibranz website (**Original Order Number/date of purchased**).
- **ALL** returns **MUST** have a **Return Merchandise Authorization (RMA) number**. This can be obtained by contacting the **Customer Service Department 800-356-7935** within 30 days of purchase.
- **The RMA # MUST be written on ALL cartons, boxes, envelope – for items that are being returned.**
- **WITH NO RETURN MERCHANDIZE AUTHORIZATION (RMA)—the process can be delayed.**
- *Return any/all unused product(s) in its original carton/container, if applicable.*
- Proper shipping carton(s) and packing materials should be used when packing product(s) for return or replacement or refund. Use shipping services that provide a tracking number for each package. Please provide tracking information if possible.
- Send to PureVibranz shipping/receiving department at customer's expense to:
PureVibranz, 3111 S. Valley View Blvd, Suite Y-102, Las Vegas, NV 89102
- PureVibranz **DO NOT accept** packages at our warehouse – “COLLECT”.
Postage **MUST** be prepaid by the customer.
Lost shipments are the responsibility of the customer. PureVibranz cannot be held liable for the loss of return shipments. If returned products are **NOT** received by PureVibranz warehouse, it is the responsibility of the customer to track/trace the shipment.
- **IF** customer purchased the product(s) **directly** from a distributor/consultant/customer and **NOT** from a PureVibranz website; the product(s) **MUST** be returned to the distributor/consultant/customer whom they purchased from and PAID to --- for any return/refund or exchange; and **NOT** through PureVibranz corporation (as the item was NOT bought from or paid to pureVibranz, but bought from and paid directly to the individual).
- **ALL conditions in this policy must be met prior to receiving a refund or exchange.**

- **SMARTSHIP RULES and REFUND POLICY**

It is the **CUSTOMER's** (your) responsibility to **MANAGE** your **SMARTSHIP** on-a monthly basis.

1. Log into your personal website “My Dashboard”
2. Choose **Manage your SS order** from the Main Menu (**NOTE: NOT** all products are available for SmartShip)
3. Choose Your **SmartShip subscription** Items (**FREE Shipping (USA Only) for orders over \$125.00 - Otherwise S&H will be charged**)
4. This means that **EVERYMONTH** you will be charged on the **SAME date**, for the **SAME items** that have been set up as SMARTSHIP SUBSCRIPTION - **UNLESS OTHERWISE YOU MAKE THE CHANGES ON ITEMS TO BE SUBSCRIPTION THE SUBSEQUENT MONTHS**), see example below.

Example:

- a. If you set up a 2x4 Smart Saver Pack as your 1st month SmartShip, for \$112.00 plus sales tax totaling \$121.24. And had indicated on the **Check Out** process to be charged on the 15th of the month. Your credit card will be charged on the 15th and items will be shipped from our warehouse. **However, this product is less than \$125.00; therefore, you will be charged S&H.**
- b. On your 2nd month of SmartShip, IF you **HAD NOT** changed/Manage your order from the previous month to something different other than the 2x4 Smart Saver Pack, you **WILL BE CHARGED** and will be shipped again for the exact same amount and the exact same items from the previous month.
- c. **HOWEVER**, if on the 16th of the month you noticed that had been charged for the same thing and you **DO NOT** want them. **YOU MUST contact our Customer Service** via **Email and Telephone call to alert them as NOT ship the order, otherwise**

1. **You will be charged a 5% Processing fee if products have NOT yet been Shipped, or**
2. **You will be charged a 15% Restocking fee if products have ALREADY been shipped to you and you are returning (at your expense) them due to a duplicate order or changed your mind.**

5. You must **Manage YOUR MONTHLY SMARTSHIP** Subscription. You can cancel/deactivate your subscription at any time.



Replacement Policy

Replacement policy for Pendants, Frequency Discs and Intention Discs

- 100% money back guarantee in the first 30 days from date of purchase with proof of purchase (Original Order Number/date of purchase).
- PureVibranz will replace any pendants, frequency discs (8" and/or 3.5" discs) **that are accidentally dropped and/or broken by you (NOT by the COMPANY) with PROOF OF PURCHASE (order #) at 50% of the current retail cost Plus shipping and handling PAY by you for the replacement.**
- **With NO PROOF OF PURCHASED we WILL NOT BE ABLE TO DO A REPLACEMENT.**
- **ALL ABOVE conditions must be applied regarding your request for RMA#** (either return of the broken pieces and/or a photo of the broken items) to Customer Service at cs@getVibranz.com
- **ALL RMA# MUST BE WRITTEN ON BOXES/PRODUCTS BEING RETURN at your expense.**
- **NO RMA# -- YOUR Replacement process WILL BE DELAYED**
- **Contact Customer Services 800-356-7935 or email: CS@getVibranz.com for an RMA number BEFORE returning ANY and ALL products.**
- **DO NOT RETURN products WITHOUT contacting our Customer Service Dept.**

Replacement policy for ReVitalazers

Date of purchase to 12 months

- PureVibranz has a 12-month warranty from the date of purchase on any ReVitalazers that are **defective or faulty- At no cost to the customer.**
- **MUST contact Customer Service regarding RMA# and verification of purchase (original order number / date of purchase).**
- **NO RMA# -- YOUR Replacement process WILL BE DELAYED**
- **ALL RMA# MUST BE WRITTEN ON BOXES/PRODUCTS BEING RETURN.**
- Contact Customer Services 800-356-7935 or email: CS@getpureVibranz.com
- **Must ship back the broken laser at your own cost to PureVibranz shipping/receiving warehouse to:**

PureVibranz, 3111 S. Valley View Blvd., Suite Y-102, Las Vegas, NV 89102

From 12 months +1 day to 3 years

- PureVibranz will replace the defective or faulty laser at **50% replacement cost of the current retail value for the revitalazer plus shipping and handling PAID by YOU.**
- **MUST contact Customer Service regarding RMA# and verification of purchased (original order number / date of purchase).**
- **ALL RMA# MUST BE WRITTEN ON BOXES/PRODUCTS BEING RETURN.**
- **With NO RMA# --this can delay your process.**
- Contact Customer Services 800-356-7935 or email: CS@getpureVibranz.com
- **Must ship back the broken laser at your own cost to PureVibranz shipping PREPAID to:**

PureVibranz, 3111 S. Valley View Blvd, Suite Y-102, Las Vegas, NV 89102