



CUSTOMER RETURN AND REFUND POLICY

Updated April 1, 2020

If a Customer purchased a product directly from an Independent Affiliate and is not satisfied with the product, the Customer may request a refund from the Independent Affiliate they made the purchase from. Independent Affiliates are required to offer a one hundred percent (100%) thirty-day (30) money back guarantee to all Customers on products that are unopened and in resalable condition. Vida Divina is not responsible for any refunds or returns when a Customer purchases product from an Independent Affiliate.

If a Customer purchased products directly from Vida Divina, through a local office or from an Independent Affiliate's replicated website, where Vida Divina collected funds for the purchase, then Vida Divina will provide a one-hundred percent (100%) thirty-day (30) day money back guaranteed refund on all products that are no more than 50% consumed. Vida Divina is not responsible for refunding any shipping costs incurred on any refunds or returns.

Vida Divina is not responsible for refunds on any Customer orders that were lost or damaged by customs or by any shipping providers. Customers may request a refund from their country customs office and/or directly from the shipping provider.

Return Process

A. All returns, by an Affiliate, must be made as follows:

I. Obtain Return Merchandise Authorization ("RMA") Number from Vida Divina by emailing returns@vidadivina.com or by calling Customer Support at (909) 333-5443

II. Ship items to the following address:

Vida Divina Worldwide Inc.
Returns Department
1700 S. Milliken Ave.
Ontario, CA 91761

