

PYUR Global Products Return and Refund Policy

Your product order can be used as a base qualification to receive commissions. Returning your products will void any qualification that is based on your order and cause you to forfeit all Pending commissions. Additionally, if commissions have been paid on a returned order, those commissions will be reversed.

Domestic Orders will be accepted for a refund if the PYUR Global Product is returned to the Home Office within 30 days of the ship date. Returns must be sent to the below address. We credit less S&H (shipping and handling) and a \$5 restocking fee per order. The credit will be issued within two weeks of the PYUR Global box arriving in our Home Office.

International Orders will be accepted for a refund if the PYUR Global Product is returned to the Home Office within 45 days of the ship date. Returns must be sent to the below address. We credit less S&H (shipping and handling) and a \$5 restocking fee per order. The credit will be issued within two weeks of the PYUR Global box arriving in our Home Office.

Bulk Orders:

Bulk orders are defined as orders of 5 or more of PYUR Global Products in a single order. Items from these orders will be accepted for a refund if the PYUR Global Product is returned to the Home Office within 90 days of the ship date. Returns must be sent to the below address. We credit less S&H (shipping and handling) and a \$5 restocking fee per order. The credit will be issued within two weeks of the PYUR Global box arriving in our Home Office.

All Returns: All products must be returned in the original packaging and presentable for resale.

**It is strongly recommended that all returns be sent by a guaranteed/insured method of shipping because credits will ONLY be issued if the products are actually received in our office.

PYUR Global
8529 Meadowbridge Rd Ste 300
Mechanicsville, VA 23116

Damaged Products

We allow 45 days from ship date of an order for a Member/Customer to report any issues with a shipment or products. After 45 days, no actions can be taken shipment or product issues.

Non-Receipt Policy

If you have not received your shipment, you must notify PYUR Global within 45 days of the ship date. You may notify PYUR Global by one of the following methods:

1. Phone: 804-559-8900 or
2. Support Inquiry: Simply go to your personal website at <http://PYURGlobal.com> and click **Contact Support**. There you can fill out the inquiry form. The information we will need is your:
 - Name
 - USERNAME/ID
 - Correct e-mail address (as it is listed on your account)
 - Correct shipment address

If your address is correct and you have notified us within 45 days, we will reship the order to you at no cost. If you do not notify PYUR Global within 45 days, PYUR Global will not replace the shipment.

IMPORTANT:

PYUR Global will not reship products to you if you are relying on a forwarding order. We have found that packages do not forward as letters do. We require that our Customers/Member ensure that they have the correct address on file with us at all times.

Non-receipt credits:

As stated, we reship orders that have not been received. If a Member/Customer requests to receive a credit for an order not received, the credit will be issued per our Return Policy as if the order had been returned to our office. Promotion, Introductory, and Free Product are not eligible for non-receipt credits.