

# Refund Policy

6.10. Refund Procedures. To receive a refund, you must comply with the following:

6.10.1. Obtain a Return Merchandise Authorization (RMA) number by contacting our customer service department. This RMA number must be written on the exterior of each carton returned. RMAs are valid for thirty (30) days from the date of issue.

6.10.2. Proper shipping carton(s) and packing materials are to be used in packaging the product(s) being returned for replacement. All returns must be shipped to ENZACTA prepaid. ENZACTA does not accept shipping-collect packages. The risk of loss in shipping for returned product shall be borne by you. If returned product is not received by the Company's distribution center, it is your responsibility to trace the shipment.

6.10.3. If you are sending product that was returned to you by your Customer, the product must be received by us within ten (10) days from the date on which your Customer returned the product to you and it must be accompanied by a copy of the sales receipt you gave to the Customer at the time of sale.

6.11. Refund to Customers. If you resell product directly to your Customer, you agree to honour ENZACTA's Customer Satisfaction Guarantee and provide a full refund of all monies paid if the Customer returns the product to you within ninety (90) days of the sales transaction. No refund will be issued to IBO's against a Customer return.

6.12. Retail Customer Product Refund / Exchange Policy. IBO's provide retail customers a 100% money-back Guarantee for ninety (90) days from the date of purchase. If an IBO fails to honor the Guarantee and refund policy of ENZACTA, the IBO will be held responsible to repay ENZACTA for any amount refunded by ENZACTA. An IBO requesting an exchange under this refund policy must do the following:

6.12.1. Send a signed statement from the dissatisfied retail customer, stating an affirmation and verification that they received a full refund from the IBO along with a request for a product exchange, and reason for product exchange request.

6.12.2. Pay shipping costs to the ENZACTA home office for returned packages and related correspondence.

This retail customer Guarantee is in addition to any sale cancellation and refund rights provided under applicable provincial consumer protection laws.