

Retail Customers

If a Retail Customer purchases a Nu Skin product directly from Nu Skin, then unless otherwise required by applicable law or a specific product guarantee, Nu Skin will provide said Retail Customer with a 100% refund on the returned product; (i) if the product is returned within 30 days from the purchase date, and (ii) regardless of whether the product has been used, is re-stockable or resalable. The Retail Customer is responsible for the cost of returning the product.

Members

Nu Skin will provide a Member a refund as follows:

- 100% of the purchase price of the product sold by Nu Skin to the Member, if the returned product is unopened, resalable and returned at the Member's own cost within 30 days from the order date.
- 90% of the purchase price of the product sold by Nu Skin to the Member, if the returned product is unopened, resalable and returned at the Member's own cost within 12 months from the order date.

Brand Affiliates

Nu Skin will provide a Brand Affiliate a refund as follows:

- 100% of the purchase price of the product sold by Nu Skin to the Brand Affiliate if the returned product is unopened, resalable and returned at the Brand Affiliate's own cost within 30 days from the order date.
- 90% of the purchase price of the product sold by Nu Skin to the Brand Affiliate if the returned product is unopened, resalable and returned at the Brand Affiliate's own cost within 12 months from the order date.
- You may only return the products you personally purchased from Nu Skin. Nu Skin does not refund the original shipping costs on products that you return. In order for Nu Skin to correctly back out the applicable bonuses on returned products, you must keep the sales order number from the invoice. You must also provide the sales order number to Nu Skin at the time you request a refund. You may also return individual products that are purchased as part of a kit or package. The form of the refund will be based on the original form of payment such as a bank transfer or a credit card charge

Undeliverable or Refused Packages

- In the US, if a package is returned to our warehouse as undeliverable or if it was refused, it will receive a 90% refund, even if the order was placed within the last 30 days. We also do not refund the original shipping cost in this case.
 - In Canada, if a package is returned because of an incorrect address, then it will receive a 100% refund. If the package is returned because the delivery was refused, then it will receive a 90% refund, even if the order was placed within the last 30 days. In either case, the original shipping charge is not refunded. We will attempt to contact the receiver when a package is returned.
 - For either market, if you check your tracking information and see the package is being returned to sender, but has not yet been received, you can contact us to set up a replacement to a different address. The request to change the address must come from the account owner. The replacement will be released as soon as the original package arrives in our warehouse.
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