

Return Authorization Request Form

(Please read and complete this form carefully as the rules may have changed.)

Note: Any Associate/Member found to violate the Policies and Procedures, the Incentive Rules or the Compensation Plan will be subject to disciplinary action up to and including termination.

Rules for Processing the Return Authorization Request Form

- All returns will be researched to determine if a Return Authorization Number will be issued.
- Only the Associate who originally paid for the order(s) can complete this form and request a Return Authorization Number.
- **Any commissions earned for the past 6 months will be deducted from the refund.**
- The payment method used on the original order(s) will also be used for the refund.
- Associates/Members can have only one Satisfaction Guarantee for the same product.

Reason for Return (please check one box)

- Satisfaction Guarantee—I understand that:
- I can return products purchased within the past 180 days only.
 - Only returned bottles/containers are eligible for a refund.
 - If my refund exceeds the Satisfaction Guarantee amount of \$1,000, my account will be terminated.
 - Any commissions I earned will be deducted from the refund.
 - If I am returning my sign up order, I agree to terminate my account.
- Refunds to Independent Associates and voluntary terminations—I understand that:
- Products may only be returned in unopened, good, reusable condition within a year of purchase, and I agree to terminate my account.
 - Returns are subject to a 10% restocking fee.

By signing this document I acknowledge that:

- This request could affect qualifying volume and commission checks for myself and my upline.
- It is my responsibility to ensure that products are returned to Mannatech at my cost.
- **Only the products authorized for return are eligible for a refund.**
- No shipping charges will be refunded.
- Products being returned from an approved refund must be returned within 60 days from the approval date.

Tip: Obtain a tracking number and/or insurance from the postal carrier when shipping the package.

Note: Return only those items authorized. For denied refunds, no products will be returned to you.

Required Steps (must provide):

Account number: _____ Order number: _____

List product(s) you plan to return:	Qty	List product(s) you plan to return:	Qty

Payor Account # _____ Preferred Method of Contact: _____
 Signature _____ Date _____
 Print Name _____ Cell Phone _____
 Email Address _____ Home Phone _____

Fax to 972-471-8191 or email 4-star@mannatech.com the completed Return Authorization Request Form. The Customer Care Return/Refund department will contact you within three to five business days to discuss the return. **All returns must have a Return Authorization Number assigned or a refund will not be issued.**

If a Return Authorization Number is approved, please allow 4–6 weeks for processing after the products are received at our facility.