

# Associate Return Authorisation Request Form

(Please read and complete this form carefully.)

Note: Any Associate 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.

Mannatech's Compensation Plan is based on retail product sales. Associates should only order enough products to reasonably meet their monthly needs and/or retail customers' orders. The MAXIMUM refund amount for all product returns is R8,500. Associates requesting refunds valued at or greater than the maximum amount subject their accounts to automatic termination.

## Rules for Processing the Return Authorisation Request Form:

- All returns are researched to determine if a Return Authorisation Number will be issued.
  - Only the Payor who originally paid for the order(s) can complete this form and request a Return Authorisation Number.
- Any returned products or packs for refund that entitles any Associate to qualify for incentives and/or commissions may result, at Company discretion, in loss of incentive qualification and any commissions earned.
- Associates can have only one Satisfaction Guarantee for the same product.
  - Product price and applicable tax are credited to the original order payment method within 21 business days after product(s) is returned to Mannatech, Incorporated.

## Reason for Return (please check one box)

- Satisfaction Guarantee—I understand that:

  - I can only return products purchased within the past 90 days.
  - Commissions earned are deducted from the refund amount due.
  - Applicable returns are subject to a 10% processing fee.
  - If I return my sign-up order, I agree to account termination.

Voluntary Termination/Refund Request—I understand that:

  - I agree to terminate my account.
  - Only unopened products in good, reusable condition can be returned within a year of the purchase date.
  - Returns are subject to a 10% processing fee.
  - Applicable refunds are subject to the 70% Rule (See Policy 5.10 and 5.11).
- By signing this document, I acknowledge that:**
- This request could affect qualifying volume and commission for myself and my upline.
  - It is my responsibility to ensure that products are returned to Mannatech at my cost.
  - Only the products authorised for return are eligible for a refund.
  - Shipping fees are non-refundable.
  - Products being returned for an approved refund must be returned within 30 days after the Return Authorisation is issued.

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

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

## Required Information (must provide):

Account #: \_\_\_\_\_ Order #: \_\_\_\_\_

List of product(s) returned:	Qty	Open/ Unopen	Product lot numbers:

Account # (if applicable): \_\_\_\_\_ Preferred Method of Contact: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Submit form via email to 4-star@mannatech.com or fax to Attention: Return/Refunds Department at 0800-981-113 for review and approval.

The Return/Refund department will contact you within five business days to discuss the return. All returns must have a Return Authorisation Number assigned or a refund will not be issued.