Return Authorisation Request Form

MANNATECH

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

Note: Any Associate / Preferred Customer found to violate the Policies and Procedures, the Compensation Plan, or any incentive rules will be subject to disciplinary action up to and including termination. This does not affect your statutory rights.

Rules for Processing the Return Authorisation Request Form

- All returns will be researched to determine if a Return Merchandise Authorisation (RMA) number will be issued.
- Only the Associate who originally paid for the order(s) can complete this form and request a Return Merchandise Authorisation 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 / Preferred Customer can have only one Satisfaction Guarantee for the same product.

❒ Reason for Return (please tick one box)

Satisfaction Guarantee – I understand that:

- I can return products purchased within the past 90 days only.
- Only returned bottles/containers are eligible for a refund.
- If my refund exceeds the Satisfaction Guarantee amount of € 500,00, 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 payments for myself and my upline.
- Only the products authorised for return are eligible for a refund.
- No shipping charges will be refunded.
- Returned products without their corresponding order numbers will not be processed.
- It is my responsibility to ensure that products are returned to Mannatech at my cost.

Tip: Obtain a tracking number and/or insurance from the postal carrier when shipping the package.
Note: Return only those items authorised. For denied refunds, no products will be returned to you.
Required Steps (must provide):

Mannatech Account number:_____ Order number: _____

Product Name	Order Number	Quantity

List product(s) you plan to return

Payor Account Number_____ Preferred Method of Contact: _____

Signature _____ Date _____

Print Name _____ Mobile Phone_____

E-mail Address _____ Home Phone _____

Return Merchandise Authorisation (RMA) _____

Please return the completed form by email to iecustserv@mannatech.com. **All returns must have a Return Merchandise Authorisation (RMA) number assigned or a refund will not be issued.** Do not return your products with this form until you have a RMA number. The address for returns once RMA received is; Mannatech Swiss International GmbH, c/o JAS Contract Logistics, Schaapherderweg 24, Ridderkerk, 2988 CK, The Netherlands. Once an RMA number is approved, please allow **2-4 weeks** for processing after the products are received at our office.