



## **REFUND & RETURN POLICY**

IDEAL GLOBAL, LLC – UNITED STATES

## **1. Scope**

This Refund and Return Policy applies to all Customers and Distributors who purchase products from Ideal Global, LLC, whether directly or through an authorized Independent Distributor.

## **2. Purchases from Independent Distributors**

Refund requests for purchases made through an Independent Distributor should be submitted directly to the Distributor. Ideal Global, LLC reserves the right to review and intervene in such requests to ensure compliance with Company policies and applicable laws.

## **3. Purchases Made Directly from Ideal Global, LLC**

Refunds of up to one hundred percent (100%) of the product purchase price may be issued within thirty (30) calendar days from the date of purchase, provided products remain unopened, unused, and in resalable condition. Shipping and handling costs are non-refundable.

## **4. Enrollment Packages – Special Conditions**

Enrollment packages may be eligible for refund in accordance with applicable laws. Any approved refund on any initial order will generally result in the cancellation of the Distributor account and the removal of eligibility for benefits associated with the refunded transaction, including rank, commissions, and participation in the Compensation Plan.

Compensation, bonuses, and rank qualifications are conditional upon valid, completed, and non-refunded transactions, and may be adjusted accordingly if such transactions are reversed. Access to digital tools, platforms, or systems may be considered non-refundable once accessed or used, where permitted by applicable law.

## **5. Commission Adjustment - Clawback & Refund Impact**

In the event of a refund, return, cancellation, or chargeback of any order (including initial or qualifying orders), any commissions, bonuses, or incentives generated from such transaction may be subject to adjustment, reversal, or reclassification within the Compensation Plan.

The Company reserves the right to offset or deduct such amounts from future commissions or compensation where applicable. Additionally, the Company may delay or withhold the payment of certain commissions or bonuses until transaction validity has been verified.

## **6. Chargebacks - Payment Disputes & Fraud Protection**

VIP Customers and Distributors agree to contact the Company's Customer Support prior to initiating any chargeback or payment dispute.

Any chargeback or payment dispute may result in the suspension or termination of the associated account, as well as the loss of eligibility for commissions, bonuses, and participation in the Compensation Plan related to such transaction.

The Company reserves the right to investigate all disputes and to take appropriate action in cases of suspected misuse, abuse, or fraudulent activity, including restricting account access and withholding pending commissions.

Transactions that are disputed, reversed, or identified as unauthorized may result in adjustments or reversals of any associated compensation.

## **7. Return Process (RMA)**

All returns require prior authorization through a Return Merchandise Authorization (RMA). Products must be returned in original packaging with proof of purchase. Return shipping costs are the responsibility of the Customer.

## **8. Shipping & Delivery Issues**

Ideal Global, LLC is not responsible for delays or issues caused by shipping carriers or customs authorities; however, the Company will make reasonable efforts to assist in resolving such situations.

## **9. Customer Responsibility**

Customers and Distributors are responsible for ensuring accurate shipping information. Orders returned due to incorrect addresses may be refunded excluding shipping costs.

## **10. Digital Services**

Certain products or packages may include access to digital tools or platforms. Once accessed, such services may be non-refundable where permitted by law.

## **11. Contractual Integration**

This Policy forms an integral part of the Independent Distributor Agreement and Company Policies. Non-compliance may result in disciplinary action.

## **12. Abuse & Policy Protection**

The Company reserves the right to limit, deny, or reverse refunds, returns, or account privileges in cases of excessive returns, repeated cancellations, chargeback activity, or suspected abuse of Company policies, in accordance with applicable laws.