

CUSTOMER REFUND / RETURN POLICY

Refund Policy

Only products purchased directly from Proceller8 or a distributor are eligible for a refund. Products purchased on any non-Proceller8 website are not eligible for a refund from Proceller8. Proceller8 may refuse to issue a refund if it finds in its sole discretion that any of the conditions in this section have not been met.

You may request a refund within 30 days from the date of purchase for a full refund, less a ten percent (10%) restocking fee and the cost of shipping, of any amounts charged by contacting customer service support at support@proceller8.com. Refunds will be made to the credit card with which the product was purchased. You will need the following to make your request for refund:

- Proof of Purchase
- Unused portion of the product or empty product containers

Your refund includes only the cost of the product, less a ten percent (10%) restocking fee and does not include the costs of shipping.

Return Policy

Before any product is returned to Proceller8, the promoter or customer must contact customer service support to obtain a *Return Merchandise Authorization* ("RMA") number. Products must be received back in our facility within (14) days from the date the RMA is issued. Any package received without this information on the outside of the box may be refused, and may result in a refund not issued.

SmartShip Cancellation

Please email customer service support to cancel or modify your SmartShip at any time at support@proceller8.com, without penalty. You can also modify or cancel your order at any time at www.proceller8.com. By selecting the "SmartShip" option on the website, you are giving Proceller8 authorization to enroll you in the automatic shipping program. Proceller8 will ship your products directly to you. You are also authorizing Proceller8 to charge your credit card for the products you have ordered on a monthly basis. You may cancel at any time without obligation and without penalty by emailing support@proceller8.com or canceling the order on the Proceller8.com portal. All SmartShip cancellations must be performed or delivered to Proceller8 within 3 business days of the next shipment to guarantee cancellation of that shipment.

Distributor Refund Policy

Please reference Proceller8's Policies and Procedures for the Refund Policy regarding distributors.