



CTFO REFUND POLICY

60-DAY MONEY BACK GUARANTEE: A sixty (60) day money back guarantee is offered on each of CTFO's products and product packages on the purchase price paid, less any shipping and handling fees. Refunds are not available on marketing material, sale items, discontinued products, closeout items or outdated products. Shipping and handling charges are only subject to be refunded if the order has not been shipped. To receive a refund:

Please mail the item(s) to:

1300 Oliver Road Suite 200

Fairfield, California 94534

Include in written format:

- Your Member/Distributor ID #
- The Order/Invoice # the item(s) were ordered under
- The reason why you would like a refund

This 60-day empty bottle money back offer is good one time per product, per order, per Associate/Customer.

NOTE: When CTFO receives a package, it can take up to 30 days to process a refund request. After we have electronically released the funds, a credit should appear on the card the order was charged to within the next 5-7 business days, depending on the policies and procedures the financial institution follows. If the electronic refund is denied, CTFO will attempt to contact the Customer/Associate three (3) times, once weekly, by phone or email to confirm the disbursement of a check refund. After three (3) attempts, the Associate/Customer assumes responsibility to call/email back CTFO to request the refund check.

All containers sealed/opened, full/empty must be returned and must arrive back to CTFO prior to 60 days of shipment date. Items being returned for a refund are returned at the Associate/Customer's expense and must include written instruction as to why the product was returned, the invoice/order number and customer/associate ID number.

All orders returned due to "Incorrect Address" or "Failed Attempts" may only be reshipped upon the customer's request. Additional shipping and handling charges will apply.

Refund requests received sixty (60) or more days after the shipment date will not be refunded. If the items fall outside the 60-day guarantee, the customer will be contacted via email regarding the denied refund request and the order will be held for a maximum of twenty-one (21) days. The item(s) may be returned to the Customer upon their request, however additional shipping and handling charges will apply. If the customer does not contact CTFO regarding the order, the item(s) will be destroyed without notification.

Customers with orders returned without written instruction will be contacted via email or phone. Orders will be held for up to ninety (90) days until further direction is provided by customer. After 90 days, the product will be destroyed, and the refund is forfeited.

Any refund policy or money back guarantees made by CTFO on the products sold by CTFO are solely intended and will only be extended to the original purchaser of the product. Please note that some third parties or

Independent Associates may make unofficial offers regarding product guarantees that are not corporately endorsed, therefore CTFO Corporate cannot honor them. If you have questions about any unusual offers, please contact CTFO Customer Support directly for verification.

DAMAGED or MISSING ORDERS: Please contact CTFO Customer Support to report any damaged or missing orders within fifteen (15) business days from shipment date. The Customer/Associate may be requested to contact the appropriate shipping carrier to have an investigation opened. (Based on the carrier this process can take up to 15 business days). Damaged item(s) must be in the original packaging with the entire original casing. Damaged items may be picked up by the carrier and returned to CTFO, unless otherwise directed by CTFO. Upon receipt of the item, a new product will be sent out.

PRODUCT EXCHANGES: CTFO does not offer product exchanges currently. A Customer/Associate may request a refund for the original item purchased by following the refund instructions and use those funds they receive back to make a new purchase at the discretion and willfulness of the individual Customer/Associate.