

Returns Policy:

# BMÔR

## REFUND AND RETURN POLICIES

BMÔR Global, LLC (“BMÔR” OR “THE COMPANY”), A NEVADA CORPORATION, REFUND AND RETURN POLICY - UNITED STATES The BMÔR Refund and Return Policies apply to Retail Customers purchasing directly through [www.BMORglobal.com](http://www.BMORglobal.com) (“Customer” or “Customers”) and Brand Partners (“Brand Partner” or “Brand Partners”) of BMÔR Global, LLC (“Company”).

**BMÔR offers a thirty (30) day, one hundred percent (100%) unconditional money back guarantee on products to all Customers.**

**Brand Partners enjoy a limited 30-day return policy subject to a small restocking fee.**

Both Customers and Brand Partners need to follow the terms below to process a return:

### Customers

1. BMÔR products are created using the finest ingredients and technology available. However, they may produce different results for different people and the Company does not guarantee specific results. Customers should follow the directions with each product received.
2. Customers can request a return merchandise authorization (“RMA”) by clicking on the LOGIN button at [www.BMORglobal.com](http://www.BMORglobal.com), logging in with their username and password, and selecting Support < Submit Ticket. An RMA may also be acquired by calling the BMÔR Customer Support line. Products returned without first receiving an RMA may be refused or deemed not be eligible for refunds by the Company, at Company’s sole discretion.
3. The Customer is responsible for all return shipping costs and original shipping charges may be deducted from the total refunded amount.
4. To receive a refund, all items must be post-marked within thirty (30) days of the ship date and must be in an unopened and/or “new” condition. A traceable shipping method must be used. BMÔR is not liable for the shipping costs of returned items or any return shipments that may be lost in the return shipping process.
5. To receive a replacement or a refund on incomplete, broken, damaged or defective items, the Customer must report the matter within sixty (60) days from the date of delivery and the incomplete or defective item must be made available for inspection at the Returns Processing Center.
6. Refused orders are defined as orders that are refused upon delivery, marked return to sender, are undeliverable, or that have an insufficient address. A refused order is assigned a \$15 refusal fee that is deducted from the refund. Refusal fees are applied to orders to offset return shipping costs and return processing charges. Refused orders could take up to ninety (90) days to reach the Returns Processing Center and are not guaranteed a refund.
7. Returning an order to BMÔR will not automatically cancel monthly SmartShip orders. SmartShip orders can be cancelled through the Customer’s online account at [www.BMORglobal.com](http://www.BMORglobal.com), or by calling the local

Customer Support number. All SmartShip changes must be completed at least two (2) business days prior to the next SmartShip process date.

8. Once the returned order is received and inspected at the Returns Processing Center (usually within 10 business days), a refund will be processed to the credit card used to purchase the order. Depending on the credit card company, it may take an additional 2-10 business days after a refund is applied for monies to post to the Customer's account.

9. All returns must be accompanied with the original, or a copy of the original, packing slip.

10. All products and merchandise should be returned in original packaging and in "new" condition. If opened, the items must be in new condition and accompanied by original packaging with all original items included. "New" condition is defined as being without any alterations, defects or damages that would prevent the resale of the item.

11. If an item is returned that is not eligible for refund, you will be notified by Customer Support.

12. No returns will be accepted or refunds processed for personalized or customized items.

13. To exchange products, Customers can log into their online accounts and submit a support ticket, or call Customer Support within thirty (30) days of delivery to specify which product they would like to return and which products they would like to purchase in exchange.

## PRODUCTS MUST BE RETURNED TO:

**BMÔR, Inc.**

**Attention: Returns**

**9121 West Russell Road, Suite 116**

**Las Vegas, NV 89148**

**Customer Support Numbers: 1-702-852-1881**

### Brand Partners

1. BMÔR products are created using the finest ingredients and technology available. However, they may produce different results for different people and the Company does not guarantee specific results nor offer a money back guarantee. Customers and Brand Partners should follow the directions with each product received.

2. Brand Partners can request a return merchandise authorization ("RMA") by clicking on the LOGIN button at [www.BMORglobal.com](http://www.BMORglobal.com), logging in with their username and password, and selecting Support < Submit Ticket. An RMA may also be acquired by calling the BMÔR Customer Support line. Products returned without first receiving an RMA may be refused or deemed not be eligible for refunds by the Company, at Company's sole discretion.

3. The Brand Partner is responsible for all return shipping costs.

4. To receive a refund, all items must be post-marked within thirty (30) days of the ship date and must be in an unopened and/or "new" condition. A traceable shipping method must be used. BMÔR is not liable for the shipping costs of returned items or any return shipments that may be lost in the return shipping process.
5. Brand Partners may only return product for product credit unless they are cancelling their position with the Company.
6. In the case of Brand Partner resignation or termination, the Brand Partner has thirty (30) days (or longer where required by law) from the ship date to return products for a refund.
7. To receive a replacement or a refund on incomplete, broken, damaged or defective items, the Brand Partner must report the matter within fifteen (15) days from the date of delivery and the incomplete or defective item must be made available for inspection at the Returns Processing Center.
8. Refused orders are defined as orders that are refused upon delivery, marked return to sender, are undeliverable, or that have an insufficient address. A refused order is assigned a \$15 refusal fee that is deducted from the refund. Refusal fees are applied to orders to offset return shipping costs and return processing charges. Refused orders could take up to ninety (90) days to reach the Returns Processing Center and are not guaranteed a refund.
9. Returning an order to BMÔR will not automatically cancel monthly SmartShip orders. SmartShip orders can be cancelled through the Brand Partner's online account at [www.BMORglobal.com](http://www.BMORglobal.com), or by calling the local Customer Support number. All SmartShip changes must be completed at least two (2) business days prior to the next SmartShip process date.
10. If only a portion of a stocked package (several products grouped under one item name/number) is returned, the full value and Personal Volume (PV) or Business Volume (BV) of the item(s) kept will be deducted from the refund on the return order.
11. Once the returned order is received and inspected at the Returns Processing Center (usually within 10 business days), a refund will be processed to the credit card used to purchase the order. Depending on the credit card company, it may take an additional 2-10 business days after a refund is applied for monies to post to the Customer's account.
12. All returns must be accompanied with the original, or a copy of the original, packing slip.
13. All products and merchandise should be returned in original packaging and in "new" condition. If opened, the items must be in new condition and accompanied by original packaging with all original items included. "New" condition is defined as being without any alterations, defects or damages that would prevent the resale of the item.
14. If an item is returned that is not eligible for refund, you will be notified by Customer Support.
15. All items sold at Company events must be returned or exchanged at the time and place of the event during store hours.
16. All printed business materials must still be in resalable condition, complete, unopened and in the original packaging in order to process a return and/or refund.
17. No returns will be accepted or refunds processed for personalized or customized items.
18. There will be a 10% restocking fee applied to all Brand Partner returns and shipping charges will be deducted from the total refund amount.
19. To exchange products, Brand Partners can log into their online accounts and submit a support ticket, or call Customer Support within thirty (30) days of delivery to specify which product they would like to return

and which products they would like to purchase in exchange. Exchange orders should be placed prior to Customers returning their original items for refund to avoid a potential loss of PV or qualifications. Company is not responsible for any commissions or bonuses missed due to refunds or exchanges affecting qualifications in the BMÔR Rewarded Compensation Plan.

20. For additional information specific to Brand Partners please see the BMÔR Brand Partner Policies & Procedures and Terms & Conditions.

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