

SECTION 8 - PRODUCT RETURNS AND REPURCHASE

8.1 - Retail Sales

Personal sales and retail sales to the customer and merchant are the foundation of Engage Global. The entire commission structure is based upon volume of retail sales referred by the individual Member as well as their entire organization.

8.2 – Money Back Product Guarantee

Engage Global has a product efficacy guarantee titled the “Feel Great Money Back Guarantee”. This Guarantee is exercisable within the first 35 days of purchase and allows for an individual to return the unused portion of the purchased product for a full refund should they not be satisfied with it. Shipping and handling is non-refundable.

8.3 – Cancellation of Monthly Direct Order (MDO)

Monthly Direct Orders are orders that re-occur on a monthly basis to ensure prompt delivery of Engage Global products. MDOs can be setup during enrollment or setup at any time by contacting member services or online at www.engage-global.com by logging into the online account administration (back office). MDOs are available to either customers or members. MDOs can be cancelled at any time through the online account administration tool (back office) or by contacting member services (801) 655-4501 or emailing at support@engage-global.com.

8.4 - Voluntary Cancellation of Membership Contract and Returning of Unused Product

Requests by an Engage Global Member to return their product for a refund may be treated as a request to voluntarily cancel that Member's account. If a Member wishes to return product purchased within the last 90 days that is in new and resalable condition, the Company shall repurchase it and the Member's Agreement shall be canceled. A Member may only return product(s) purchased by him or her that are in new and resalable condition.

Upon receipt of the returned product, the Member will be reimbursed 90% of the cost of the original purchase price(s), not to include shipping and handling charges. If the purchases were made through a credit card, the refund will be credited back to the same account.

- Member must inform the company of intent to exercise the product buy-back option within 10 business days of resignation notice.
- All products to be returned for refund under this provision must be approved in advance of shipment to Engage Global, by calling the Member Services Department 801 655-4501 or by email support@engage-global.com.
- Member will be asked to submit invoices detailing the product to be returned.
- Upon approval from the company, returns may be sent to the company's headquarters and must be accompanied by an invoice copy for each item.

8.5 - Montana Residents

A Montana resident may cancel his or her Member Agreement within 15 days from the date of enrollment and may receive a full refund within such time period for good and resalable sales aids or trainings that have not been attended.