

Exchanges Procedure:

In Ardyss we stand behind the products we sell. If for any reason you are not satisfied with your purchase, follow the next 3 steps...

Step #1: Go online or Call Ardyss



Go online to submit your Exchange or call our Customer Service Department (866)811-5499 and tell us the reason for your exchange, you will receive your RMA number. The more details you give us about your case we can help you better.

Step #2: Send the Package to Ardyss International



Send the product you want to exchange in PERFECT CONDITIONS along with a copy of the invoice to our warehouse located at 470 Mirror Court Suite 104 Henderson, NV 89011. Please read carefully the Exchange policies attached at the end.

Step #3: Keep track from your Back Office



You can keep track of your exchange in your Back Office, just go to the section "Order History" and identify whether the package was already received, if it is in progress or has already been sent back to your home.

Exchange Policies:

- 30 Day Period:** Our guarantee includes 30 days from the date you received the order. There will be no exchanges after 30 days. Inspect all your products upon arrival.
- Perfect condition:** If you are dissatisfied with your purchase send the product in perfect condition, in original packaging, original tag, unlaundered, clean and folded.
- Exchanges in Power Packs:** Power Packs can only be returned in their full complete packaging. Incomplete power packs cannot be returned or exchanged. The garments included may be exchanged for the same item in different color or size.
- Nutrition and Cosmetics Products:** For health safety reasons there are not exchanges or returns in nutrition and cosmetics products.
- Factory Defect:** In the event that you receive a product with a manufacturing defect, this will be replaced immediately by another of the same color and size. The default warranty applies for a problem of origin, not by the use of the product. The garment must be in perfect conditions to be approved.
- Include in the shipment:** Please include a copy of the invoice in the package with the products you want to exchange.
- Exchanges for the same product in different size or color:** Exchanges of a product by a different color or size can be made in-store or by sending the product to the central warehouse in Las Vegas.
- Charge for exchange:** If you want to exchange a garment for another size or color there will be a \$7.00 USD charge if the product is sent from Las Vegas. A charge of \$3.00 USD will apply if exchange occurs at a local warehouse. This fee does not apply on manufacturing defects.
- Exchange for a different product:** Exchanges of one product for another can only be made by sending the product to Las Vegas. When this happens we shall issue an on-screen credit for the value of the product (no shipping and handling) for billing the new desired product. If there were a difference in price of another product the Distributor should pay for it.
- Response time:** In the event that we cannot make the exchange within 8 days after we receive your package in Las Vegas, we will automatically apply a 100% screen credit on the value of the product (No shipping charges and handling) You can use for the purchase of any other Ardyss product.
- Discontinued and Promotional Products:** Not applicable for exchanges or refunds on products purchased in promotions or special sizes.
- Garments are changed only once:** Because of the intimate nature of our garments, we cannot accept more than one exchange of a single garment.
- Allocation of earnings in the Plan:** All returns will affect your earnings and your upline.

*We reserve the right to refuse an exchange if you fail on any of these conditions