

Returns & Cancellation Policy

Brand Partner, Retail Customers, & Ambassadors (Does not include Starter Kits and Enrollment Packs. See Section 8.2 of Bravenly's Policies and Procedures.)

Bravenly Global is sure you will be happy with your order. However, if you wish to return your product, we gladly offer a 45-day, satisfaction guarantee to all Brand Partner, Retail Customers, and Ambassadors. Bravenly Global must have the return physically in possession by day 45 for the satisfaction guarantee. If a Brand Partner, Retail Customer, or Ambassador is dissatisfied with any product, you may return the item in its original packaging, along with the original invoice, to Bravenly Global within 45 days of the purchase for a 90% refund of the purchase price minus shipping. The Individual is responsible for the cost of return freight. Non-accepted delivery charges will be debited to the Individual's account for refusing product.

For information on refunds of Starter Kits, please reference section 8.2 of Bravenly Global's Policies and Procedures.

All Bundles (including but not limited to: BBGTRIO, FEELGOODBUNDLE, GOLDENBREW BUNDLE, AND TOTALBODYBUNDLE) have a grouping of products with an additional pricing discount. SKU's that are considered bundles are not eligible for a partial refund. In order to qualify for our Return and Cancellation Policy, you will need to return all the products within the Bundle that was purchased. After we receive these products, we will refund the product depending on the purchasing price of the bundle for a 90% refund, minus shipping.

If the product was purchased directly from an Independent Brand Partner, please contact them for a refund. You will need to return the product and original invoice to the Brand Partner, who will refund the product purchase price. The Brand Partner will then return the product to Bravenly Global for a replacement product.

If the product was purchased from a Brand Partner website, please contact the Bravenly Global Support Department.

Easy Ship

If trying to cancel your Easy-Ship, login to your back office and click the Easy-Ship button at the top of your page. This will bring you to your Easy-Ship profile, where all your Easy-Ships are located. To the right, you will see a button that says "View Easy-Ship Profile", click on the correct Easy- Ship you want. On the right hand side, you will see the following options to choose from. If you're wanting to cancel your Easy-Ship, simply click "Cancel Profile" and then click, "YES".

[Edit Address](#)

[Edit Schedule](#)

[Edit Payment](#)

[Edit Product](#)

[Cancel Profile](#)

In order to facilitate the return process, the Retail Customer or Ambassador is required to contact Bravenly Global to obtain a Return Merchandise Authorization (RMA) Number. This number must be written on the outside of the shipping box. If a package is returned without an RMA Number, the refund may be delayed or refused.

For additional information or assistance in processing a return, please contact the Brand Partner from whom the product was originally purchased, or the Bravenly Global Support Department at support@bravenlyglobal.com.

Brand Partners

A Brand Partner who terminates his or her business relationship with the company has the right to return for repurchase on commercially reasonable terms currently marketable inventory including company produced promotional materials, sales aids, and kits in the Brand Partner's possession and purchased for resale prior to the date of termination. Goods are in "currently marketable condition" if they are unopened and unused and packaging and labeling has not been altered or damaged. For purposes hereof, reasonable commercial terms shall mean the repurchase of marketable inventory within twelve (12) months from the Brand Partner's date of purchase at not less than 90% of the Brand Partner's original net cost less appropriate set-offs and legal claims, if any. Original shipping costs are not refundable and the customer is responsible for the cost of return freight. Any commissions, overrides, and/or bonuses paid to customers will be deducted from the refund. In addition, for purposes of this section, products shall not be considered currently marketable if returned for repurchase after the product's commercially reasonable, usable, or shelf-life period has passed (shelf life will be deemed to have passed if the product package has been opened); nor shall products be considered currently marketable if the company clearly discloses to Brand Partner prior to purchase that the products are seasonal, discontinued, or special promotional products and are not subject to the repurchase obligation. No refunds will be issued unless a Brand Partner is in strict compliance with the published refund policy that is part of the Bravenly Global Policies and Procedures Manual. Non-accepted delivery charges will be debited to the Brand Partner's account for refusing product.

Return Procedure

If the product was purchased directly from a Bravenly Global Brand Partner, please contact him or her directly for a refund. You will need to return the product and original

invoice to the Brand Partner, who will refund the product purchase price. If the product was purchased from a Bravenly Global Brand Partner website, you must contact Bravenly Global by ticket at support@bravenlyglobal.com or by phone at 1-800-537-5301 to obtain a Return Request Form (RRF). The RRF form needs to be completed before we complete the return.

The Order Number must be written on the outside of the return shipping box and a completed Return Request form must be included in the return package. A refund will be processed within 10 business days following the receipt of an authorized return. All refunds will be in U.S. Dollars. If a package is returned without an RRF, the refund may be refused or delayed.

Returns will not be authorized due to an Easy-Ship Order not being cancelled in time. An Easy-Ship cancellation form must be submitted at least five (5) business days prior to the next scheduled Easy-Ship process date. For additional information or assistance in processing a return, please contact the Brand Partner from whom the product was originally purchased, or the Bravenly Global Support Department at support@bravenlyglobal.com

A Brand Partner can request a refund of their annual renewal fee five (5) business days from the date of their renewal, this will terminate their Brand Partner Account and the Brand Partner would need to still comply with the Policies and Procedures. To request a refund, please contact the Bravenly Global Support Department at support@bravenlyglobal.com

Restocking Fee

A ten percent (10%) restocking fee shall be charged for authorized returns. The refund amount shall be ninety percent (90%) of the original net purchase price.