

## SECTION 7: PRODUCT RETURNS

7.1 Product Return Policy and Process All returns, whether by a Customer or Ambassador must adhere to the ASILI Product Return Policies and Procedures:

- A. Contact ASILI's Support Team: Must contact the ASILI Global Support Team to inform us of the situation via phone at +852 5167 8310 or via email at [kelly.lee@asiliglobal.com](mailto:kelly.lee@asiliglobal.com).
- B. Returns must be approved: All returns must be approved by the Support Team before they are sent back to ASILI. ASILI does not accept shipping collect packages. All returns must be shipped "prepaid". If ASILI receives an unauthorized shipment. ASILI will ship the product back to the Customer/Ambassador at the Customer's/Ambassador's expense.
- C. ASILI Return Address: Returns need to be sent to ASILI Malaysia, Level 3A, Sunway Visio Tower, Lingkaran SV, Sunway Velocity, Kuala Lumpur 55100.
- D. ASILI recommends Customers and Ambassadors to send returned products with a tracking number and insurance. The risk of damage in shipping of the returned product shall be borne solely by the Customer or Ambassador. If the product is not received at ASILI, it is the responsibility of the Customer or Ambassador to trace the shipment and no credit will be applied.
- E. Promotional products: If a qualifying purchase is returned in whole or in part and negates your qualification to receive the complimentary promotional item(s), the complimentary item(s) must also be returned, or you will be charged for the free product(s). If all promotional products aren't received, ASILI will not credit the Ambassador, as ASILI will assume the returned item(s) is/are the promotional product(s). If all promotional products are returned, ASILI will credit the Customer/Ambassador for the product purchase
- F. Product in resalable condition: Product condition is unused, unopened, in exactly the same good condition it was received, and not within 3 months of expiring.
- G. Opened Product: You must return all unused portions of the product in the manufacturer's box and/or canister. If the product has been totally consumed ASILI still expects to receive the canister or packet.
- H. Refund Method: ASILI will refund the Ambassador or Customer On the same Payment Method used on the original order.
- I. Reclaimed Bonuses and Rewards: When product is returned to ASILI, commissions and bonuses paid to Ambassadors and the Ambassador's Up-line Team from the sale of that product will be charged back and deducted from future payments to those Ambassadors who originally received the commissions and bonuses for the purchase of the items returned.
- J. Any type of abuse of the product return policy may constitute grounds for involuntary termination and legal action by ASILI to recover lost funds.

# ASILI AMBASSADOR POLICIES & PROCEDURES

Malaysia | 2022

7.2 ASILI offers a Transaction Cancellation, Product Satisfaction Guarantee, and a Product Buy Back Guarantee to Customers. Details regarding these guarantees are outlined below.

7.2.1 ASILI to Customers: For product shipped directly from ASILI to Customers:

## A. Customer Transaction Cancellation

You the Customer may cancel this transaction without any penalty or obligation at any time prior to midnight of the third business day after the date of this transaction.

To cancel this transaction you must mail, email, or deliver a signed and dated copy of the Notice of Cancellation on the Sales Invoice or any other written notice to ASILI. If you cancel you must make the products available to ASILI at your residence in the US. If you fail to make the products available to ASILI, or if you agree to return the products to ASILI and fail to do so. You may remain liable for obligations under this contract.

The Product(s) must be in the same resalable condition as it was received (i.e., unused, unopened, in the same good condition it was received and not within 3 months of expiring).

ASILI must refund the Buyer within ten (10) business days after receiving the cancellation notification and products. If ASILI doesn't pick up the order after twenty (20) days of receiving the cancellation notification. The Customer may retain or dispose of the product(s) at ASILI's expense without any further obligation. Sign and date the following fields to request to cancel this transaction on your ASILI Sales Invoice. Forward a copy of this Sales Invoice to ASILI no later than midnight on the third business day, after the date of this transaction.

## B. Customer Satisfaction Guarantee:

At ASILI we strive for excellence and quality in everything we do. All of our products come with a thirty (30) day 100% Customer Satisfaction Guarantee minus shipping. If you purchase ASILI products directly from ASILI and you are not happy with your products for any reason, please contact ASILI directly. The Customer Satisfaction Guarantee is available on the First product order placed by a Customer within thirty (30) days from the shipping date. After confirming the return is eligible for the Customer Product Satisfaction Guarantee, the ASILI Support Team will provide the Customer with an RMA "Return Merchandise Authorization" number and instructions for returning the product. The Customer must return all unused portions of the product including the manufacturer's box and/or canister.

The Customer is responsible for return shipping. When sending the product back to ASILI, the Customer must include:

- A signed and dated letter that includes the reason for the return.
- Return all unused portions of the product in the manufacturer's box and/or canister.
- A copy of the order invoice. Please include the RMA number on it.
- Write down the RMA Number on the outside of the shipping box.

# ASILI AMBASSADOR POLICIES & PROCEDURES

Malaysia | 2022

Once ASILI receives the product back, and if the Customer has submitted the complete requirements according to ASILI's Policies and Procedures. ASILI will issue a refund minus shipping to the same payment method used to pay for the original order."

## C. Customer Product Buy Back

A Customer may request a refund on orders placed up to 90 days from the order date for the Customer Product Buy Back, the product(s) need(s) to be in resalable condition. ASILI offers a 90% Product Buy Back refund minus shipping.

The Customer must contact the ASILI Malaysia Support Team and request a refund.

After confirming the return is eligible for the Customer Product Buy Back. The ASILI Malaysia Support Team will provide the Customer with an RMA "Return Merchandise Authorization" number and instructions for returning the product. The Customer is responsible for all the shipping charges and related correspondence. When sending the product back, the Customer should include:

- A signed and dated letter that includes the reason for the return.
- The product needs to be in resalable condition (i.e., unused, unopened, in the same good condition it was received, and not within 3 months of expiring).
- A copy of the order invoice.
- Write down the RMA Number on the outside of the shipping box.

Once ASILI receives the product back, and if the Customer has submitted the complete requirements according to ASILI's Policies and Procedures, and the product is in resalable condition, ASILI will issue a refund minus the 10% restocking fee and minus the original shipping to the same payment method used to pay for the original order.

## 7.2.2 Ambassador to Customer

For product delivered from Ambassador inventory to Customer:

- A. Ambassadors are responsible for their own Customer satisfaction: Please note that when you, as an ASILI Ambassador, sell, deliver or transfer products in person, you are responsible for your Customer's satisfaction. If these personal Customers are dissatisfied with a product, they must go through you the Ambassador for a replacement product or refund. Once the Ambassador makes the product exchange or refund in accordance with policy, the Ambassador may obtain a replacement product from ASILI for the returned product. If the Ambassador ignores or refuses to refund his/her Customer within ten (10) business days after receiving the Customer Transaction Cancellation and thirty (30) days for the Customer Satisfaction Guaranteed. ASILI will take care of the refund for the Customer. The Ambassador may be penalized, and all the bonuses and earnings will be put on hold until ASILI has recovered all the charges incurred or until the Ambassador has repaid ASILI. The Ambassador may be subject to disciplinary action, including termination.

# ASILI AMBASSADOR POLICIES & PROCEDURES

Malaysia | 2022

- B. Customer Sales Invoices and the Customer Refund Policy: An Ambassador must provide an official completed Sales Invoice to all Customers when the sale is completed. This must list the products sold, the sales price, and the name, address and telephone number of the Ambassador and the Customer. Ambassadors are required to maintain their copy of all Sales Invoices on file for a period of two (2) years. ASILI maintains the right to request copies of these and to verify the transactions and the terms and conditions of the sale, and the service provided by the Ambassador. The Ambassador should make the Customer aware of the Product Satisfaction Guarantee policies.

C. Customer Transaction Cancellation:

You the Customer may cancel this transaction without any penalty or obligation at any time prior to midnight of the third business day after the date of this transaction.

To cancel this transaction you must mail, email or deliver a signed and dated copy of the Notice of Cancellation on this Sales Invoice or any other written notice to the Ambassador who sold you the products. If you cancel you must make the products available to the Ambassador at your residence in Malaysia. If you fail to make the products available to the seller, or if you agreed to return the products to the seller and fail to do so. You may remain liable for obligations under this contract.

The Product(s) must be in the same resalable condition as it was received (i.e., unused, unopened, in the same good condition it was received and not within 3 months of expiring).

The Seller must refund the Buyer within ten (10) business days after receiving the cancellation notification and products.

If the seller doesn't pick up the order after twenty (20) days of receiving the cancellation notification. The Customer may retain or dispose of the product(s) at the seller's expense without any further obligation. Sign and date the following fields to request to cancel this transaction. Forward a copy of this Sales Invoice to the Ambassador who sold you the product(s) no later than midnight on the third business day, after the date of this transaction.

D. Customer Satisfaction Guarantee

At ASILI we strive for excellence and quality in everything we do. All of our products come with a thirty (30) day 100% Customer Satisfaction Guarantee minus shipping. The Ambassador offers a Customer Satisfaction Guarantee on the First product order placed by a Customer within thirty (30) days from the shipping date. The Customer must contact the Ambassador directly to request a refund. The Customer is responsible to make available to the Ambassador all unused portions of the product in the manufacturer's box and/or canister. When sending the product back to the Ambassador, the Customer must include:

- A signed and dated letter that includes the reason for the return
- Return all unused portions of the product in the manufacturer's box and/or canister.
- A copy of the order Sales Invoice the Ambassador provided to the Customer

# ASILI AMBASSADOR POLICIES & PROCEDURES

Malaysia | 2022

- After receiving the refund from the Ambassador, the Customer must provide the Ambassador with a signed letter confirming that the refund has been received.

The Ambassador will contact the ASILI Support Team to inform ASILI of the situation. The Ambassador must provide ASILI with his/hers Customer's contact information including: Full name, data of sale, phone number, email, and address.

After confirming the return is eligible for the 100% Money Back Guaranteed. The ASILI Support Team will provide the Ambassador with an RMA "Return Merchandise Authorization" number and instructions for returning the product. The Ambassador is responsible for all the shipping charges and related correspondence. Since the product was purchased directly from the Ambassador's inventory. ASILI will replace the product with the Ambassador.

ASILI replaces products to Ambassadors based on CV. The Ambassador must give ASILI the product(s) name(s) and quantity equaling to the CV of the products being returned. In exchange ASILI will then send a replacement order of product on the equal amount of PV. If the product(s) requested for the replacement order cost more than the product(s) originally ordered, the Ambassador is responsible to pay for the difference in cost. The replacement product does not come with Volume Points. Because the points already counted for the Ambassador and the Ambassador's Up-line Team when the original order was placed.

The Ambassador must provide ASILI with credit card information to charge for the shipping fee and any additional fees to send the replacement order to the Ambassador. ASILI will confirm the Ambassador's shipping address and will send the replacement via mail once the complete requirements are received at ASILI. When sending the product back to ASILI, the Ambassador should include:

- A signed and dated letter from the Customer that includes the reason for the return
- Return all unused portions of the product in the manufacturer's box and/or canister.
- A copy of the order Sales Invoice the Ambassador provided to the Customer
- The Customers full name, phone number, email, and address.
- After receiving the refund from the Ambassador, the Customer must provide the Ambassador with a signed letter confirming that the refund has been received. The Ambassador must submit this confirmation letter from the Customer to ASILI.
- Write down the RMA Number on the outside of the shipping box.

Once ASILI receives the product back, and if the Ambassador has submitted the complete requirements according to ASILI's Policies and Procedures. ASILI will send a replacement order to the Ambassador according to the specified address the Ambassador provided us when he/she contacted us regarding this return.

## 7.3 ASILI to Ambassadors

An Ambassador who wishes to terminate his/her account with ASILI may return the product for a refund according to our termination guidelines and our 70% Rule. Product must have been purchased within 90 days and the ASILI membership fee "Kit" will not be refunded.

# ASILI AMBASSADOR POLICIES & PROCEDURES

Malaysia | 2022

An Ambassador who wishes to terminate needs to send in a written cancellation notice to the ASILI Malaysia Support Team. If requesting to return products for a refund this letter must include each order number and the products names and quantities the Ambassador wishes to return. According to the 70% Rule (Ambassadors may return a 100% of the last order and 30% of the second to last orders) minus shipping, minus 10% Restocking Fee, and minus any commissions and bonuses earned on volume. If the Ambassador has a negative balance or owes ASILI a balance, it will be deducted from the refund.

The Termination letter may be sent via email at: [support@asiliglobal.com](mailto:support@asiliglobal.com) from the Ambassador's email address on file with ASILI or via mail to: Asili Malaysia, Level 3A, Sunway Visio Tower, Lingkaran SV, Sunway Velocity, KUALA LUMPUR 55100.

After confirming the return is eligible for the Ambassador Product Buy Back. The ASILI Support Team will provide the Ambassador with an RMA(s) "Return Merchandise Authorization" number(s) and instructions for returning the product(s). The product needs to be in resalable condition (i.e., unused, unopened, in the same good condition it was received, and not within 3 months of expiring). Provided they are returned within 21 days of your request for termination date. The Ambassador is responsible for all the shipping charges and related correspondence. When sending the product back to ASILI, the Ambassador should include:

- A signed and dated Termination letter that includes the reason for the return
- The product needs to be in resalable condition (i.e., unused, unopened, in the exact same good condition it was received, and not within 3 months of expiring).
- Write down the RMA Number on the outside of the shipping box
- A copy of the order invoice
- Write down the RMA Number on the outside of the shipping box

Once ASILI receives the product back, and if the Ambassador has submitted the complete requirements according to ASILI's Policies and Procedures. ASILI will issue a refund to the Ambassador.