

Visbiome® - Satisfaction Program Refund Request Form

STEP 1 – Fill out Contact / Ship To Information

Order# EX _____

Customer Name: _____

Address: _____

City: _____

State: _____

Zip Code _____

Main Phone # _____

Alternate Phone # _____

Email Address _____

Product Being Returned: (Select One)

- Visbiome Capsules
- Visbiome Unflavored Packets
- Visbiome Extra Strength Packets

Customer Signature: _____

Date Submitted: ____/____/____

STEP 2 – Enclose this fully completed form with the materials listed below

In order to receive a refund, you must return to us this completed form along with:

1. The original product package,
2. The Styrofoam cooler,
3. The receipt or packing slip, and
4. Any unused product. The product does not need to be returned cold

Send the Refund Request Form, original product package, Styrofoam cooler, receipt or packing slip, and any unused product to:

ExeGi Pharma, LLC – Satisfaction Program Refund Request
90 Church Street
Rockville, Maryland 20850

Please see next page for important policy details.

Visbiome® Satisfaction Program Information

For orders placed on November 1st, 2019 and thereafter, if you are not satisfied with a Visbiome® product that you purchased directly from our website (www.Visbiome.com), or through our call center (1-844-FIT-GUTS/348-4887) you may return the product within 60 days of purchase, for a refund of the purchase price you actually paid (after any discounts or coupons) not to exceed \$61.95 per bottle of Visbiome Capsules, \$92.95 per box of Visbiome Unflavored Powder, or \$175 per box of Visbiome Extra Strength Powder. Taxes, shipping and other incidental charges are not eligible for refund. Promotional or free products are not eligible for refund.

We will refund only one carton (bottle, box, or bag) of Visbiome Capsules, Visbiome Unflavored Powder or Visbiome Extra Strength that you have purchased directly from our website (www.Visbiome.com), or through our call center (1-844-FIT-GUTS/348-4887). We will issue only one refund per person, and only one refund per mailing address.

In order to receive a refund, you **must return** to us:

- 1) The original product package,
- 2) The Styrofoam cooler,
- 3) The receipt or packing slip, and
- 4) Any unused product. The product does not need to be returned cold.

To request a refund, please follow these steps:

- 1) Complete and print the Refund Request Form found online at www.Visbiome.com, and
- 2) Send the Refund Request Form, original product package, Styrofoam cooler, receipt or packing slip, and any unused product to:

ExeGi Pharma, LLC – Satisfaction Program Refund Request
90 Church Street
Rockville, Maryland 20850

You are responsible for the cost of sending these items to us and we will not refund you that cost. Your refund request must be postmarked within 60 days from the date the product was purchased. No requests from groups, clubs, or organizations will be honored. We will not honor incomplete submissions. We are not responsible for lost, late, or undelivered submissions.

Please allow 6-8 weeks for processing. If you have any questions about the refund process, please contact us at 1-844-FIT-GUTS/(348-488) or info@ExeGiPharma.com

This is a limited guarantee. The terms and conditions of this limited guarantee must be satisfied to receive a refund. Requests for refunds that do not comply with the terms and conditions of this limited guarantee will not be honored. We may change or eliminate this guarantee at any time.