

# Visbiome® Vet - Satisfaction Program Refund Request Form

## STEP 1 – Fill out Contact / Ship To Information

Order#: \_\_\_\_\_ - VET

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Main Phone # \_\_\_\_\_

Alternate Phone # \_\_\_\_\_

Email Address: \_\_\_\_\_

Reason for Return: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date Submitted:                    /                    /

### Product Being Returned: SELECT ONE

- Visbiome Vet Capsules
- Visbiome Vet 225 Packets
- Visbiome Vet Constipation Care

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

To receive a refund, you must return this completed form along with:

- 1. The original product package,**
- 2. The 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, insulated cooler box, receipt or packing slip, and any unused product to:

ExeGi Pharma, LLC – Satisfaction Program Refund Request  
77 Upper Rock Circle STE 102  
Rockville, Maryland 20850

Please see next page for important policy details.

## Visbiome® Vet Satisfaction Program Information

We stand behind our product, our science, and our cold chain shipping. That's why we are proud to offer our customers a money-back guarantee!

If you are not satisfied with a Visbiome® Vet product that you purchased directly from our website ([www.Visbiomevet.com](http://www.Visbiomevet.com)), you may return the product within 60 days of purchase, for a refund of the purchase price you paid, not to exceed the cost of two bottles of Visbiome Vet capsules, one box of 225 Powder Packets or one box of Constipation Care 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 two boxes of Visbiome Vet Capsules or one box of 225 Powder or one box of Constipation Care Powder that you have purchased directly from our website ([www.Visbiomevet.com](http://www.Visbiomevet.com)). We will only issue one refund per person, and one refund per mailing address.

To receive a refund, you must return:

- 1) The original product package,
- 2) The 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.Visbiomevet.com](http://www.Visbiomevet.com), and
- 2) Send the Refund Request Form, original product package, cooler box, receipt or packing slip, any unused product to:

ExeGi Pharma, LLC – Satisfaction Program Refund Request  
77 Upper Rock Circle STE 102  
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/(348-4887) or [info@ExeGiPharma.com](mailto: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.