

SHIPPING, RETURNS, REFUNDS AND CANCELLATION POLICY

SHIPPING AND ORDER CONFIRMATION

Orders can take up to 5 business days to be processed and shipped, dependent on the destination. You will receive an email confirmation with the order number, description of your purchase and the tracking number once the order is ready for pickup by the mail carrier. Please note that we cannot redirect packages to a different address once they are enroute.

RETURNS

1

DIGITAL PRODUCTS:

NVisionU offers a three (3) day money-back guarantee from the date of purchase for digital products.

2

PHYSICAL PRODUCTS:

NVisionU a thirty (30) day money-back guarantee from the date of purchase for physical products (*less shipping handling charges and restocking fees).

PHYSICAL PRODUCT RETURNS BY RETAIL CUSTOMER

We believe you will love our products, but if for any reason you are not satisfied with your NVisionU purchase, you may return the unused product within thirty (30) days of purchase for a full refund of the purchase price (*excluding shipping costs).

NVisionU through its Visionary Builders, offers a one hundred percent (100%) thirty (30) day money back guarantee (*excluding shipping) on physical products to all Customers. Every Visionary Builder is bound to honor the Customer guarantee. If a Customer returns a product to the Visionary Builder through whom it was purchased, the Visionary Builder may return it to the Company for an exchange or refund (*excluding shipping costs).

The Customer may return the unused portion of the product to the Visionary Builder through whom it was purchased, or directly to NVisionU within thirty (30) days for a replacement, or a full refund of the purchase price (*excluding shipping costs).

*Note: Some products and/ or promotional orders in which the customer purchased will be considered non-exchangeable and non-refundable, there will be no refund offered on promotional items or items marked as final sale in the description unless they are damaged.

** If a regular order purchased is being returned for a refund, the entire order must be returned in order to receive a full refund, we do not accept partial order returns.

RETURN OF INVENTORY AND SALES AIDS BY VISIONARY BUILDERS UPON CANCELLATION

Upon cancellation of a Visionary Builder's Agreement, the Visionary Builder may return any products and sales aids personally purchased for refund. In order to receive a refund from NVisionU pursuant to the Policies and Procedures, the following requirements must be met:

- A. The items being returned must have been personally purchased by the Visionary Builder from NVisionU (Purchases from other Visionary Builders or third parties are not subject to refund);
- B. The items must be in Resalable condition (see Definition of "Resalable" below); and
- C. The items must have been purchased from NVisionU within one year prior to the date of cancellation.

Products and sales aids shall be deemed "Resalable" if each of the following elements is satisfied:

1. They are unopened and unused;
2. Packaging and labeling has not been altered or damaged;
3. They are in a condition such that it is a commercially reasonable practice within the trade to sell the merchandise at full price; and;
4. They are returned to NVisionU within one year from the date of purchase. Any merchandise that is clearly identified at the time of sale as nonreturnable, discontinued, or as a seasonal item, shall not be Resalable any promotional items will not be refunded. They are considered final sale.

Shipping charges incurred by a Visionary Builder when the items were purchased, and return shipping fees, will not be refunded.

If a Visionary Builder was paid a bonus or commission based on a product that he or she purchased, and such product is subsequently returned for a refund, the bonus and/ or commission that was paid to the Visionary Builder based on that product purchase will be deducted from the amount of the refund.

RETURN INSTRUCTIONS FOR PHYSICAL PRODUCTS

- A. Customers and Visionary Builders must contact Customer Service to obtain a Return Authorization Number.
- B. This Return Authorization Number must be written on each carton returned. Returns received without this number will be rejected.

- C. The return must be accompanied by the original invoice and a completed and signed Product Return Form.
- D. If an exchange is requested, a completed order form with the exchange products must be included with the return.

Proper shipping cartons and packing materials must be used in packaging the products being returned for replacement or refund, and the best and most economical means of shipping is suggested. All returns must be shipped to NVisionU shipping pre-paid. NVisionU does not accept shipping-collect packages. The risk of loss in shipping for returned product shall be on the Customer who returned the product. If returned product is not received by the Company's Distribution Center, it is the responsibility of the Customer to trace the shipment.

PLEASE SHIP ALL ITEMS TO:

NVisionU Returns

23345 N 23rd Ave, Suite 100

Phoenix, AZ 85027

[Get NG and MX return addresses](#)

RETURN OF INVENTORY AND SALES AIDS BY VISIONARY BUILDERS UPON CANCELLATION

A refund will be issued once we have received, examined and logged your returned items. Refunds do not include any shipping or handling charges, except in the case of faulty or damaged items. Your refund will be credited to the original form of payment used for the original transaction and will be in the amount of the product price excluding shipping costs.

Please note that credit card refunds may take up to ten (10) business day for your bank to complete, depending on their processing times.

NVisionU Customer Support Hours:

Monday to Friday: 8 a.m.-8:00 p.m. CST

Saturday: 8:00 a.m.-5:00 p.m. CST

Sunday: 10:00 a.m.-3:00 p.m. CST