



# Shipping, Return & Refund Policies

## WHAT IS YOUR RETURNS POLICY?

Retail Customers may return products within 30 days of purchase for a 100% refund of the paid product price, excluding shipping and handling, providing they have received return authorization from The ROOT Brands Customer Support Team.

All approved refunds will return in the form of payment used during the purchase. Old-Wallet funds will return to the wallet, credit card refunds must apply to the same credit card used, and PayPal will be credited back to PayPal if applicable.

Shipping costs associated with returning the product are the responsibility of the Customer/Ambassador returning the product. Any commissions and rewards paid by The ROOT Brands (Root Wellness, LLC) on the sale of the returned product will be reclaimed from the Ambassadors.

All returns, whether domestic or international by a customer, or ambassador, must be made as follows:

Obtain Return Merchandise Authorization ("RMA") from The ROOT Brands by submitting a

return ticket request to customer support team:  
info@therootbrands.com

Ship items to the address provided by The ROOT Brands Customer Support Team when you are given the RMA number in your customer service response.

Provide a copy of the invoice with the returned products or services. Such invoices must reference the RMA number.

No credits or refunds will be issued until the product is returned and is received by The ROOT Brands.

All returns must be shipped to The ROOT Brands pre-paid, as The ROOT Brands does not accept C.O.D. (Collect On Delivery) packages. If the returned product is not received at The ROOT Brands corporate office, it is the responsibility of the Customer or Ambassador to track the shipment before product credits or refund will be applied.

## WHERE DO WE SHIP TO?

The ROOT Brands, (Root Wellness, LLC) ships to the continental U.S.A, which includes Hawaii, Alaska, Puerto Rico, British Virgin Islands, U.S. Virgin Islands, and all APO/FPO/PPO addresses.

The Root Brands is also a registered entity in 60 international countries and has logistic partners that provide shipping services. You may find a list of registered countries in your back office under documents, or you may contact The ROOT Brands Customer Support at info@therootbrands.com to verify if your country is permitted. International shipping outside of our permitted countries is prohibited and a violation of our policies and procedures.

## I NEED TO CHANGE THE ADDRESS OF AN ORDER I JUST PLACED; CAN I DO THIS?

Unfortunately, No. Our system is set up to transfer all orders to our shipper expeditiously. It is highly recommended that personal information (name, address, phone number, and email) is verified before order submission.

## HOW LONG DOES SHIPPING TAKE WITHIN THE USA?

We ship using multiple carriers, which can take up to 3–10 business days to arrive (that excludes weekends or holidays). APO/DPO and PPO locations can take anywhere from 5–to 12 business days depending on the location.

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## International Orders

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### **CAN I SHIP ROOT WELLNESS PRODUCTS TO ANOTHER COUNTRY THAT ROOT WELLNESS IS NOT REGISTERED?**

The ROOT Brands can only ship products from this website into permitted countries outside of the U.S.A. that we have legal entity registration. International shipping outside of our permitted countries is prohibited and a violation of our policies. Please note: It's not uncommon for products legally sold and distributed in one market to be regulated or even prohibited in another. In fact, it's common for unregistered products arriving at a country's border to be stopped or seized by Customs authorities; consequently, Root Wellness

accepts no responsibility for products shipped to destinations outside of the USA that do not have legal entity registration.

### **CAN I USE A FREIGHT-FORWARDING SERVICE?**

The use of freight and postal forwarding services to accommodate the export of products into unregistered countries outside of the USA is prohibited; moreover, it often results in Customs seizures, high taxes and/or duties, and other more serious complications. The ROOT Brands reserves the right to cancel orders which are in violation of this policy.

### **WHAT HAPPENS IF MY PACKAGE IS SEIZED?**

It is very important that you make sure you are shipping to a permitted country. If not, the ingredients may not be registered in your country. If ingredients are not registered, it is extremely unlikely your package will be seized. In the event your order does get seized with Customs, unfortunately, we are not able to offer a refund if it was shipped to a country not permitted by the company. International shipping outside of our permitted countries is prohibited and a violation of our policies.