



## Shipping, Return & Refund Policies

# THE ROOT BRANDS RETURNS POLICY

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Retail Customers may return products within 30 days of purchase for a 100% refund of the paid product price, excluding shipping and handling, by providing a Return Merchandise Authorization ("RMA") from the ROOT Brands Customer Support Team.

All approved refunds will return in the form of payment used during the purchase. Wallet funds will return to Wallet, credit card refunds must apply to the same credit card used, and PayPal will be credited back to PayPal if applicable. In case the same credit card, bank account or PayPal account is unable to receive the returned funds, those funds will be returned to the ROOT Wallet.

Once the refund is executed, it might take up to 10 business days to be seen in the Customer/Ambassador's credit card/PayPal/bank account balance.

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.

In case The ROOT Brands Customer Support Team is unable to alter any details in an already purchased order or cancel an order before it is fulfilled, The ROOT Brands is not responsible to arrange a refund in case the products are not received by the ordering customer.

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

Obtain Return Merchandise Authorization ("RMA") from The ROOT Brands by submitting a return ticket request to the customer support team:  
[hello@therootbrands.com](mailto:hello@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 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 address provided by The ROOT Brands Customer Support Team, it is the responsibility of the Customer or Ambassador to track the shipment before product credits or refund is applied.

### RPS RETURN POLICY

Customers can return their first RPS Order. Second and all consecutive RPS Orders are non-refundable unless under specific circumstances; if the Root Wellness LLC Customer Support Team is contacted and the refund is approved, the Customer can return the second or later RPS Orders for a refund.

Second and all other RPS orders returned after the first RPS order may result in changes to RPS tokens and other RPS rewards.

### 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.

## 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](mailto: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.

For more information about the countries The ROOT Brands is shipping to, please refer to the document found in the backoffice:  
[https://therootbrands.com/r-docs/Current\\_Available\\_Countries.pdf](https://therootbrands.com/r-docs/Current_Available_Countries.pdf)

## 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., where 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.

## 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.

## 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 and will not be responsible for any orders that are not delivered to the Customer.

## RETURNS POLICY ON SPECIFIC ROOT BRANDS ITEMS

Cure the Cause; The book "Cure the Cause" is non-refundable in any form, physical & digital, and any requests about returns will not be approved by The ROOT Brands Customer Support Team.

## LOST PACKAGES

Retail Customers and Ambassadors can reach out to The ROOT Brands Customer Support Team within 30 days of purchase if their orders were not delivered or shipped. In case the customers are informing The ROOT Brands about a lost or not-delivered package more than 30 days after the purchase, The ROOT Brands reserves the right to refuse a refund and/or reshipment.

## PICKING ERRORS / MISSING PRODUCTS FROM PACKAGES

Retail Customers and Ambassadors have 10 days after they receive a package to inform The ROOT Brands about missing products in that package. Should the Customer/Ambassador share this information too late, The ROOT Brands may refuse to arrange a reshipment or a refund of the missing product.

In case the Customer/Ambassador is unable to retrieve the package personally and another person that received that same package does not inform them of the missing product in that 10-day period the Customer/Ambassador is not eligible to receive a reshipment or a refund of the missing product.