

Refund Policy

WOR(l)D offers a refund policy with the following conditions:

1. For any **Customer** or **Member** orders, refund requests must be made within **fourteen days** from the time the product was shipped/within **seven days** from the time the product was received.
2. The refund **amount** is ninety percent of the order total, minus shipping.

3. Users may return individual products that are purchased as part of a kit, bundle, or a package (partial refund). In such cases, refunds are awarded considering the value of the products in proportion to the entire pack costs.

For example, if there is a free product inside a pack and the user wants to return only part of this pack, the free product discount amount will be split in equal proportion to any products inside the pack in order to make the refund reasonable.

In this case, the calculation and the offer depends solely on the customer service representative.

4. The Company accepts refunds only on products that the user has personally purchased from the Company.

The Company does not provide refunds for products or services purchased from another distributor.

5. The Company accepts refunds only if it is previously authorized by a customer service representative. The user needs to contact customer service by writing a ticket in the [customer service](#) and support area.

The user must provide the order number to the Company at the time the request is made.

6. Users must receive approval for the return in the form of a Return Merchandise Authorization for a Refund ("Refund-RMA").

Only after you get your RMA number can you ship products back to the Company.

7. RMA numbers expire thirty days after their creation.

Users must ship back products in time for them to arrive **within thirty days**.

8. Products sent to the Company without a valid and authorized RMA or with an expired RMA (more than thirty days) will not qualify for a refund, and the product will be returned to the user at his or her expense.

9. Products must be in their original condition; only unaltered packs and unopened, unsoiled, unused product will be eligible for a refund.

Product must be in a condition approved for resale and restock in order to be eligible for refund. An item approved for resale must be in its original packaging with seals and wrapping in place.

10. Brand **packaging** should be intact.

11. The Company does not accept the refund request for the following cases that are managed as "Exchange-RMA":

- Defective products
- Product is used/worn or altered
- Physical damage to the box or to the product
- If sealed package of branded products is open
- The packet was empty/some item or accessory was missing

12. All return shipping costs must be paid by the user and will not be refunded.

13. The money back payments of the refund will be executed within sixty days from the time the returned product is received (or sixty days from the approval if there are no products to ship back).

14. Refunds, wherever applicable, will be processed by reversing the mode of payment.

For example, refunds of credit card transactions will be processed by reversing the payment to the credit card only.

15. The refund of products may affect eligibility to receive bonuses and rank advancements.

16. The Company may evaluate, at its sole discretion, whether to close customer or member accounts.