

RETURN POLICY

We guarantee a replacement if the product(s) that you purchased is of inferior quality or has manufacturing defects. However, this guarantee does not extend to damage or contamination due to expiry, negligence or deliberate acts.

Product Exchange

SB10Plus warrants the quality of its products and shall exchange any defective product. Anyone returning a damaged or defective product must complete the Distributor Product Exchange or Return Form.

Product exchanges or returns made for the purpose of favorable gain through maximizing commissions or manipulating the compensation plan (as evidenced through patterns observed outside of the average Distributor pattern of exchanges) will not be honoured and are considered a material breach of the Distributor Agreement.

Preferred Customers

SB10Plus offers Preferred Customers a 100%, 7 day, money back guarantee on every product order. If for any reason a Preferred Customer is dissatisfied with any SB10Plus product, he/she may return that product to the Company within Seven (7) days for replacement, exchange, or full refund of the purchase price. After this period, customer may return any unused products to SB10Plus at 50% of the selling price within Thirty (30) days of the initial purchase. No return or refund will be entertained after the 30-day period or should the product in question be consumed.

Distributors

If a Distributor elects to cancel his/her Distributorship during the Seven (7) day Cooling Off Period immediately following his/her enrolment, SB10Plus will refund 100% of the price of the Starter Kit and all products purchased as part of the Distributor's initial order (excluding shipping). The cancelling Distributor must return the products and the entire Starter Kit in its original condition to SB10Plus, shipping prepaid, along with a letter explaining that he/she wishes to terminate his/her Distributorship and receive a refund. Please note that this no refund / exchange / return is allowed once a Distributor places his/her next product order. No return / refund / exchange will be entertained should the product in question be consumed. If a Distributor returns his/her Starter Kit and/or merchandise equal to, or exceeding RM400.00, for a refund, the return constitutes a Voluntary Cancellation of his/her Distributor Agreement. Moreover, the Company will adjust the appropriate Distributors' Sales Volume and Commission and Bonuses accordingly.

SB10Plus will not accept any partial return or exchange for individual product from Promotional Packs. All returns or exchange must correspond to quantity and items in the invoice.

In Malaysia, SB10PLUS will only accept return of products sold in Malaysia.

All product returns must be in good and resalable condition. SB10PLUS Malaysia reserves the right to reject any return not fulfilling this condition.

Procedure for Product Returns / Exchange

To receive a refund, exchange, or replacement on product purchased a Distributor must:

- Fill up a Return / Exchange form and to accompany all returned products;
- Return the product with the original invoice to SB10PLUS;
- Use proper shipping carton(s) and packaging materials to return the product to SB10PLUS. The Distributor is responsible for tracing your return shipment should that be necessary.

If a Distributor returns product from a Retail Customer, he/she must:

- Send the product to SB10PLUS within 7 days of the customer's return. The package must be accompanied by a completed Return / Exchange Form, a copy of the original sales receipt, and the unused portion in the original condition.
- Only the Preferred Customer or Distributor who ordered the product from SB10PLUS may return it.
- SB10PLUS is not liable for items lost in transit.