



Return and Refund Policy

Satisfaction Guarantee

Subscriptions: You may cancel your subscription at any time without penalty by navigating to your profile settings and selecting the "Cancel Subscription" option. Access will continue until the end of the current billing cycle (monthly or yearly) based on your last payment.

Products: The return policy for products is subject to our third-party vendor or distributor's terms. Typically, products can be returned within 30 days from the original purchase date for a refund of 90% of the purchase price, reflecting a 10% restocking fee.

Please note that shipping costs for returns are the responsibility of the customer or Affiliate making the return. Additionally, any commissions or bonuses earned on returned products will be subtracted from the refund. Returns may also affect bonuses and commissions of the upline/sponsor, and Affiliates must maintain good standing.

Return Process:

1. Request a Return Merchandise Authorization (RMA) from NeloLife, LLC support.
2. Return the items to the address specified by NeloLife, LLC customer service upon RMA issuance.
3. Include a copy of the invoice with the returned products, mentioning the RMA and the reason for the return.

All returns must be sent to NeloLife, LLC or to the associate Vendor with shipping costs prepaid by the sender, as collect shipments are not accepted. We suggest using UPS or FedEx with tracking and insurance for your protection, as the risk of loss or damage in transit will be borne by the sender. If NeloLife, LLC does not receive the returned product, it is the sender's responsibility to track the shipment. No credit will be issued for items lost or damaged in transit.

Cancellation Policy: You have the option to cancel your active subscription by navigating to your profile settings and selecting the "Cancel Subscription" option. If you need to cancel an physical order, please reach out to our customer support team at support@NeloLife.com or utilize our online chat feature for assistance.

The site reserves the authority to modify these terms at its sole discretion. It is advisable to review these provisions periodically to ensure ongoing compliance with the current version.