



**Trunited**

**REFUND POLICY**



# HOW TO QUALIFY

## Refunds:

- To qualify for a refund from Trunited, you must have first purchased a product using the Trunited.com check out cart. These purchases are subject to a Product Satisfaction Guarantee.
- Products available through Trunited may come with additional product guarantees, limitations, and disclaimers, on a product by product basis.

## Product Returns:

- For a refund and return on a purchase through a Direct-to-Consumer Brand or TruBox Club, a Customer or Affiliate must submit a formal request in writing to Trunited to [admin@trunited.com](mailto:admin@trunited.com).
- Requests for full refunds through Global Partner brands shall be handled with the respective partner brand. Trunited offers no satisfaction guarantee on products outside of the Direct-to-Consumer Affiliate Brands and TruBox Club.

## Refund Formulas:

- The Formula for a Refund for the Refunding Member:
    - $\text{Price Paid for Product} - (\text{Profit Points of Product} * \text{Profit Point Value in Month Purchased}) - (\text{Match Points Earned from Product Purchase} * \text{Profit Point Value in Month Purchased}) = \text{Refund Amount}$
    - If Refund Amount is a negative number, the amount beyond what was paid will be in the Refund Balance that must be paid before any Refund is processed.
  - The Formula for a Refund for Anyone Who Matched and Was Paid Commission Upline:
    - $\text{Match Points Earned from Refunded product} * \text{Profit Point Value in Month Purchased, Matched and Paid} = \text{Refund Balance}$
    - Refund Balance subtracted from Month End Payouts until 100% Returned.
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## Refund Type and Timeline:

- Refund Issued by Same Means Product Was Purchased, Generally
- Refund Amount given instantly if Truwallet or Trunited Gift Card Credit, preferred if satisfactory to member.
- Refund Amount processed in 5-7 Business Days if Credit Card

## THE IMPACT OF REFUNDS:

- As you can see from the Refund Formulas, Refunds impact, most heavily, the individual who is processing the refund and the line of connections that Trunited compensates through its match referral payout system. Even though Trunited is happy to accept and process the refunds of its members, some may find it to be a simple process of selling or gifting the product to another member, but must do so at the same or within 10% of the price. Under no circumstances may a Trunited product be sold on any other platform as outlined in Trunited Regulation 6.9(a) and (b), and the Trunited Terms of Service.
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