



## RETURN POLICY

At **OPTAVIA**, we believe there is a better way to a better you, and we strive to provide the best experience possible.

If you are not completely satisfied with your **OPTAVIA.com** order, you may return the consumable products in your order for any reason; non-consumable items are non-refundable. Please return consumable products within 30 days of receipt of your order for a refund (less shipping fees).

### Frequently Asked Questions

#### How do I return my order to **OPTAVIA**?

In order to initiate your return of consumable products, simply log into your Client account, select the products you wish to return, the reason you wish to return the items and a Return Merchandise Authorization (RMA) number will be generated. When possible, pack the items in their original box, write the RMA number on the outside of the shipping carton and take to your preferred shipping carrier of choice. We recommend that you retain your proof of return in the event your package does not reach our warehouse as expected. Please visit [this article](#) for further information on how to return your consumable items to **OPTAVIA**.

#### What if after returning some items from my order, I want to return additional consumable items in my order?

It's simple! Just repeat the same steps you followed for making your initial return, another RMA number will be generated for any additional returns that you make. Please just ensure that you return any consumable items within 30 days of receiving your order.

#### What are consumable/non-consumable products?

Consumable products are those items that can be eaten or consumed by a Client, for example, Fuelings, snacks and infusers; non-consumable products include items such as books, bottles or other tools.

#### Can I exchange one of my consumable products for another?

Unfortunately, **OPTAVIA** does not permit exchanges, but you are welcome to return eligible consumable products for a refund.

#### Am I responsible for return shipping costs?

Yes. Clients are responsible for any return shipping fees to return consumable products back to **OPTAVIA**. Clients simply choose the shipping carrier of their choice to send back consumable products to **OPTAVIA**.

#### Does **OPTAVIA** provide a return shipping label?

**OPTAVIA** does not currently provide return shipping labels. Clients are responsible for any return shipping fees to return consumable products. Clients simply choose the shipping carrier of their choice to send back consumable products to **OPTAVIA**.



## What if I haven't received my order yet?

Please call Client Support at [1.888.OPTAVIA](tel:1888.OPTAVIA) (1.888.678.2842).

## When should I expect to receive my refund?

Clients can generally expect to have their refund processed within 2-4 business days from when we receive your returned product. Once processed, Clients generally see their refund within 1-5 business days.

## How will I be refunded?

Refunds will be credited to the original form of payment.

## How long do I have to return consumable items in my order?

Consumable products must be returned within 30 days of receipt of your order.

## I shipped my consumable products back to **OPTAVIA** but I'm concerned you will not receive it within the 30 day return period, will you still honor my refund?

As long as your package is postmarked within 30 days of receipt, we will honor a refund. For example, if you received your order from **OPTAVIA** on the 10th day of the month and you decide to return the non-consumables in your order, your return package to **OPTAVIA** will need to be postmarked on or before the 9th day of the next month in order to qualify for a refund.

## What about free promotional items in my order (free boxes, blender bottle, etc.)?

Free promotional items, such as boxes of Fuelings or blender bottles, do not qualify for a refund and are yours to keep.

## Is the **OPTAVIA** business kit returnable?

Should a Coach wish to cancel their independent **OPTAVIA** Coach account, generally speaking, the Coach may return their business kit within 12 months of its purchase, for more details, see the [OPTAVIA Policies and Procedures](#). Please call Coach Support for assistance with setting up the return. Shipping labels related to the return of Business Kits will be provided by the Company at no cost to the Coach.

## Is the **OPTAVIA** Certification Course/Exam returnable?

The **OPTAVIA** Certification Course/Exam is non-refundable.