

# Café Utopia Return Policy

## Retail Customers

Cafe Utopia, Inc. is sure you will be happy with your order. However, if for any reason you wish to return your product, we gladly offer a 30-day, money-back satisfaction guarantee to all Retail Customers. If a Retail Customer is dissatisfied with any product for any reason, you may return the item in its original un-opened packaging, along with the original invoice, to Cafe Utopia, Inc. within 30 days of the purchase for a full refund of the purchase price minus shipping. The Customer is responsible for the cost of return freight. Non-accepted delivery charges will be debited to the Customer's account for refusing product.

If the product was purchased directly from an Independent Utopia Partner, please contact them for a refund. You will need to return the product and original invoice to the Utopia Partner, who will refund the product purchase price. The Utopia Partner will then return the product to Cafe Utopia, Inc. for a replacement product.

If the product was purchased from a Utopia Partner website, please contact the Cafe Utopia, Inc. Support Department.

In order to facilitate the return process, the Retail Customer is required to contact Cafe Utopia, Inc. to obtain a Return Merchandise Authorization (RMA) Number. This number must be written on the outside of the shipping box. If a package is returned without an RMA Number, the refund may be delayed or refused.

For additional information or assistance in processing a return, please contact the Utopia Partner from whom the product was originally purchased, or the Cafe Utopia, Inc. Support Department at [support@cafeutopia.com](mailto:support@cafeutopia.com).

## Utopia Partners

A Utopia Partner who terminates his or her business relationship with the company has the right to return for repurchase on commercially reasonable terms currently marketable inventory including company produced promotional materials, sales aids, and kits in the Utopia Partner's possession and purchased for resale prior to the date of termination. For purposes hereof, "reasonable commercial terms" shall mean the repurchase of marketable inventory within thirty (30) days from the Utopia Partner's date of purchase at not less than 90% of the Utopia Partner's original net cost less appropriate set-offs and legal claims, if any. Original shipping costs are not refundable, and customer is responsible for the cost of return freight. Any commissions, overrides, and/or bonuses paid to customer will be deducted from the refund. In addition, for purposes of this section, products shall not be considered "currently marketable" if returned for repurchase after the product's commercially reasonable, usable, or shelf-life period has passed (shelf life will be deemed to have passed if the product package has been opened); nor shall products be considered "currently marketable" if the company clearly discloses to the Utopia Partner prior to purchase that the products are seasonal, discontinued, or special

promotional products and are not subject to the repurchase obligation. The company will not issue a refund for, nor replace, any product that has been used. No refunds will be issued unless a Utopia Partner is in strict compliance with the published refund policy that is part of the Cafe Utopia, Inc. Policies and Procedures Manual. Non-accepted delivery charges will be debited to the Utopia Partner's account for refusing product. Any consumable products that are opened are NON- REFUNDABLE.

## **Return Procedure**

If the product was purchased directly from a Cafe Utopia, Inc. Utopia Partner, please contact him or her directly for a refund. You will need to return the product and original invoice to the Utopia Partner, who will refund the product purchase price. If the product was purchased from a Cafe Utopia, Inc. Utopia Partner website, you must contact Cafe Utopia, Inc. by ticket at [support@cafeutopia.com](mailto:support@cafeutopia.com) to obtain a Return Merchandise Authorization (RMA) Number. An RMA Number is valid for ten (10) business days.

The RMA Number must be written on the outside of the return shipping box and a completed Return Authorization form must be included in the return package. A refund will be processed within 10 business days following the receipt of an authorized return. All refunds will be in U.S. Dollars. If a package is returned without an RMA, the refund may be refused or delayed.

Returns will not be authorized due to an Auto Delivery order not being cancelled in time. An Auto Delivery cancellation must be submitted in writing at least five (5) business days prior to the next scheduled Auto Delivery order process date. For additional information or assistance in processing a return, please contact the Utopia Partner from whom the product was originally purchased, or the Cafe Utopia, Inc. Support Department at [support@cafeutopia.com](mailto:support@cafeutopia.com).