

## **Guarantee, Shipping and Return Policy**

*(Distributors)*

The Retail Customer Satisfaction Guarantee does not apply to Distributors who purchase product for their own use. Except as noted below, all sales to Distributors are FINAL.

### **(a) DEFECTIVE PRODUCT**

If a defective product is delivered to you directly from the Company, you will receive a replacement of the same product in exchange by following the procedure outlined below.

Within thirty (30) days of the date you receive the defective product, contact Distributor Support and request a Defective Product Replacement. Depending upon the circumstances, it may be necessary for you to return the defective product at the Company's expense. The replacement product will be shipped to you at the Company's expense.

### **(b) RETAIL GUARANTEE PRODUCT REPLACEMENT**

If you refund money to your Retail Customer because they were not satisfied with a product, you as the selling Distributor can receive a replacement of the same product by following the procedure outlined below.

After purchasing product from you, your Retail Customer has 30 days to request a refund. Then you immediately need to contact FLP Bulgaria at 02 954 95 80, 02 953 18 14, or 02 491 20 01 and request a Retail Guarantee Product Replacement. Your request will be noted and the warehouse notified. You will be instructed to send proof that the sale was made and that a refund was made. Usually this can be done by sending us a copy of the sales receipt that details the name and contact information of the Customer, the date of sale, the product(s) purchased, the amount refunded and the Customer's signature. As soon as this is received by the Company, the replacement product will be shipped to you.

### **DAMAGED OR LOST SHIPMENTS**

If you receive a damaged shipment, you and the Speedy courier have to fill in a written statement of findings in two identical copies which you will both need to sign. Then you have to contact FLP Bulgaria at 02 954 95 80, 02 953 18 14, or 02 491 20 01. The damaged shipment in its entirety will be returned to our office by Speedy and you will receive a replacement shipment containing all the products in your order at the Company's expense.

In the case of lost shipments, you should notify FLP Bulgaria at 02 954 95 80, 02 953 18 14, or 02 491 20 01. The Company will file a claim with the carrier. If the shipment is not located, the Company will reship the order at the Company's expense; however, we cannot honor repeated lost shipment claims involving the same shipping address.

### **SHORTAGES**

All orders are double-checked by our staff before being packaged and shipped. The name and the signature of the employee who has checked your order will be on the Packing Slip. Occasionally an error is made. If you did not receive all of the products you ordered or a wrong product has been sent, you should notify FLP Bulgaria at 02 954 95 80, 02 953 18 14, or 02 491 20 01 within 24 hours of receipt of your order. We will ship any shorted product to you as soon as possible. In case you need to return a product wrongly included in your package, the shipment charges will be at the Company's expense.

### **RETURNED SHIPMENTS**

If a shipment is returned as undeliverable, the Company will attempt to contact you to correct the address. The order will then be reshipped to the corrected address at your expense.