



Form-090 Returned Product Inventory | Instructions

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In response to your request to return product for a refund, we have enclosed the required form and instructions. Please follow these steps:

1. **Return Merchandise Authorization.** First, call or e-mail AdvoCare Customer Service to obtain a **Return Merchandise Authorization Number (RMA)** required to identify any returned product associated with this request
2. **Required form.** Please include a signed **FORM-090 Returned Product Inventory Form** (page 2) with all returned products. You must include all documentation and materials listed below to be eligible to receive a product refund. If a Distributorship has a Co-applicant, both Applicant and Co-Applicant signatures are required on the Returned Product Inventory Form.

Mailing address. Send your completed **Returned Product Inventory Form**, any product submitted for refund, and any other paperwork to:

AdvoCare International L.P.
Attention: Returns
2800 Telecom Parkway
Richardson, TX 75082

Please include a **Returned Product Inventory List** (page 2) with all returned products. **NOTE:** If your return requires more than one package, please be sure and include a copy of the **Returned Product Inventory Form with the RMA number** in each return package to identify your returned merchandise.

Allow up to 14 business days from the time AdvoCare Returns Department receives your completed paperwork and returned product to handle your request.

If a Distributorship is cancelled for one of the following reasons the Distributor may be entitled to receive a refund for the cost of his or her Distributor Kit, plus shipping and handling*, sales tax (if applicable)** as well as a refund or credit for the unused portion of products purchased from AdvoCare:

- Distributorship converted to a Preferred Customer account,
- Distributorship non-renewal upon anniversary,
- Or Distributorship termination (when appropriate).

To be entitled to a refund, the following requirements must be met:

1. Products must be returned to AdvoCare at the time the Returned Product Inventory Form is submitted;
2. Returned products must be accompanied by a Returned Merchandise Authorization (RMA) number provided by AdvoCare Customer Service, an inventory list of product(s) returned, and proof of purchase; and
3. Returned products must also appear in the order history of the Distributor to be eligible for a refund.

Product refund process:

- Unless specifically traceable from the order history, the refund amount is based upon the retail price at the time the product is repurchased minus the applicable Distributor discount, plus shipping and handling* and sales tax (if applicable)**.
- Product refunds are processed in the same form of payment as the product purchase. If you have since closed such an account, AdvoCare will refund any amount owed with a check. Any funds owed to AdvoCare at the time of resignation will be deducted from any potential refund or compensation. Compensation includes any commission, Override, Leadership Bonus or other bonus or incentive.
- Any product returned that does not meet the criteria listed above shall not be eligible for a refund. All product returned to AdvoCare with a resignation shall be retained by AdvoCare, regardless of whether the return meets the criteria for receiving a refund.

* Refunded shipping costs are calculated as the lesser of 5% retail value of the items returned or \$75, but no less than the current standard flat shipping rate.

** This requirement is not applicable to residents of Maryland, Wyoming, Georgia, Massachusetts and Puerto Rico.

AdvoCare Customer Service | 1-800-542-4800



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◆ Return Merchandise Authorization No.

◆ Distributor or Preferred Customer ID

REQUIRED INFORMATION

◆ Applicant Name (First, MI, Last)	
Co-Applicant Name (First, MI, Last)	
◆ Have you returned or do you intend to return any product for a refund? ☐ Yes ☐ No	◆ Please select your reason for your product return: ☐ I wish to convert my Distributorship to a Preferred Customer account. ☐ I have chosen not to renew my Distributorship. ☐ My Distributorship has been terminated by AdvoCare International, L.P.

RETURNED PRODUCT INVENTORY LIST

Product Name	Product Code	Quantity Returned	Please note that all product returned to AdvoCare shall be retained by AdvoCare, regardless of whether the return meets the criteria for receiving a refund. Unless specifically traceable from the order history, the refund amount is based upon the retail price at the time the product is repurchased minus the applicable Distributor discount, plus shipping and handling* and sales tax (if applicable)**. Product refunds are processed in the same form of payment as the product purchase. If you have since closed such an account, AdvoCare will refund any amount owed with a check. Any funds owed to AdvoCare at the time of resignation will be deducted from any potential refund or compensation. Compensation includes any commission, Override, Leadership Bonus or other bonus or incentive. * Refunded shipping costs are calculated as the lesser of 5% retail value of the items returned or \$75, but no less than the current standard flat shipping rate. ** This requirement is not applicable to residents of Maryland, Wyoming, Georgia, Massachusetts and Puerto Rico.

By signing this form, you agree that all of the above product return information is complete and accurate. If a Distributorship has a co-applicant, both Applicant and Co-Applicant signatures are required below.

Applicant Signature	Date
Co-Applicant Signature	Date

Please complete and include this form and any product being considered for refund to:
AdvoCare International, L.P., Attention: Returns, 2800 Telecom Parkway, Richardson, TX 75082.

◆ Indicates a required field.