

# ESSENTIALITIES® REFUND POLICY

Solutions. For the way You Life.

We pride ESSENTIALITIES® for providing Prepackaged Solutions for you to meet your Lifestyle demands. Our Goal for ESSENTIALITIES® is to provide Satisfaction and Seamless Purchase or Return Experience. However, we understand sometimes products or ESS® Prepackaged Kit(s), may not work out for you and want to ensure a seamless Return Process experience as you have had purchasing from ESS.

## **ESSENTIALITIES® Guarantee**

We purchase products, available in all ESSENTIALITIES® Prepackaged Kits, from creditable Brand Suppliers and assemble each Kit with great attention to detail.

This ensures each customer receives the quality deserved.

Should you find ESS® Prepackaged Kit(s) or the contents within the Kits, lacking to meet your satisfaction or expectations, contact ESS® immediately upon receipt.

## **ESSENTIALITIES® REFUND POLICY:**

For a full refund, we ask you to return your Kit and contents within 15 days of receipt.

Currently, at present, ESSENTIALITIES® does not have a physical location. However, on occasion ESSENTIALITIES® provides Pop Up Shops, in certain locations.

If you have purchased products or ESS® Kits from one of our Pop-Up locations, please know, we will provide the utmost seamless Return experience.

To ensure a prompt and seamless experience, we ask you to have the proper items or documents available when contacting ESS®.

\*Order number, receipt, and/or invoice.

## **ESSENTIALITIES® ONLINE PURCHASES:**

Our Goal for ESSENTIALITIES® is to provide a complete Satisfaction and Seamless Experience through our ESS® online / e-commerce service and ask you to contact ESS® immediately if you are not satisfied with your ESS® Prepackaged Kit(s), or a product(s) within the Kit.

**For a complete refund**, ESSENTIALITIES® Prepackaged Kit and contents should be returned in the original condition, unused, or consumed, within 15 days upon receipt.

Upon receipt of your return, ESSENTIALITIES® will inspect, evaluate, and issue a full refund. (Under the condition, there are no missing product(s) or items).

Allow up to 7 days, after we have received and inspected the item(s), for a full refund.

### **MISSING ITEMS: Online purchases**

If items are missing, ESSENTIALITIES® will deduct the full purchase price amount of the product or item from the refund balance. Customer will be notified of any missing items prior to issuance of refund and given the opportunity to return missing items.

Refunds will be returned to the card account used at the time of purchase.  
(Contact your bank or credit card company for processing schedule).

If an item or product was damaged upon receipt, due to package or product negligence, ESSENTIALITIES® will replace and expedite the product(s) free of charge. (To prevent future accidents, we may contact you for more information or/or proof of damage).

ESSENTIALITIES® will provide full refunds on product(s) or Kit(s), returned within 15 days of receipt for the original purchase price to the form of payment used at the time of purchase. For a prompt return experience, we ask that you please include the original receipt or invoice.

Complete Return Forms in entirety, if available with your order, and send with return.

\*If no return forms are available, note the invoice stating the reason for return.

### **ESSENTIALITIES® for REPLACEMENTS:**

We will replace damaged, defective, or expired item(s) or product(s) contained in Kits.

\*We may ask customers to validate proof of defective, damaged, or expired item.

### **ESSENTIALITIES® for LOCAL DELIVERY RETURNS**

ESSENTIALITIES® offers same day local delivery in select locations.

Contact ESS® immediately if you are not satisfied with your ESS® Prepackaged Kit(s), or a product(s) within the Kit.

**For a full refund**, return your ESSENTIALITIES® Kit(s), in original, intact, (unused), and un-consumed, condition, within 3 days after Pick-Up, to the same location you picked the Kit up from.

Upon Returned receipt, ESSENTIALITIES® will inspect and evaluate the conditions of item or Kit. A full refund will be issued on the condition there are no missing items.

Allow up to 4 days, after we have received and inspected the item, for your refund. Please note\* If items are missing, ESSENTIALITIES® will deduct the full purchase price amount of the product or item from the refund balance. Customer will be notified of any missing items prior to issuance of refund and given the opportunity to return missing items.

- Refunds will be returned to the payment used at the time of purchase.

### **IN-STORE / POP-UP SHOP PURCHASES:**

ESSENTIALITIES® currently does not have a physical location to purchase ESS® Kits. We provide Pop Up Shops from time to time and offer a seamless Return Policy for Products and Kits purchased, when available.

### **RETURNS WITH THE ORIGINAL RECEIPT**

Should you choose to return a product within 15 days of the purchase date, we will happily refund the purchase price to the original form of payment. Return to ESSENTIALITIES® Pop-Up location in the country of purchase. Provide original receipt, packing slip, or invoice.

Refunds are issued in the amount displayed on receipt, at the time of purchase. Discounts, promotions, coupons or offers will be applied to refund.

For Credit Cards, refunds will be issued to the card used at time of purchase.

For ESSENTIALITIES® Gift Cards, refunds will be issued on the same or new gift card.

Store credit is an option and will be available in customers' online ESS® account.

If the item received was a gift, ESSENTIALITIES® will provide an exchange or issue a gift card for the purchased gift receipt amount.

### **RETURNS with NO RECEIPT**

For returns with No receipt, purchases of products or Kits purchased from ESSENTIALITIES® Pop-Up location, ESS online store: [www.essentialities.com](http://www.essentialities.com), or other online sales platforms, ESSENTIALITIES® will offer store credit, exchange, or gift card, offered at the lowest sale price for items purchased within 15 days.

Promotions, sale offers, discounts or coupons will be excluded in return.

ESSENTIALITIES® GIFT CARDS - Gift Cards may not be returned or redeemed for cash, except otherwise required by law.

\* All returns and exchanges must be made in the country of the original purchase.

Please package and return in the original package.

If returning in package other than the original, we ask you please include the original packaging, packaging labels, etc. inside box used for shipment.

Attach Return Label, and schedule for Pickup or drop off at any UPS location.

**To Direct mail, Mail to address:**

**ESSENTIALITIES®  
341 NW 2<sup>ND</sup> STREET  
Lawton, OK 73507  
619-639-7007**

Please contact ESS® for questions or concerns, as we are always pleased to assist.

\*ESSENTIALITIES® Return Policy is updated incessantly and is subject to change.

Please keep up with our policy changes to ensure a clear understanding of ESSENTIALITIES® Return, Refund, or Exchange processes.

Thank you for growing with ESS®

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