

# OlivGlobal LLC Refund Policy

OlivGlobal LLC is committed to providing a fair and transparent refund policy for all customers, in compliance with Federal Trade Commission (FTC) regulations, Truth-In-Advertising standards, and consumer protection laws. This policy applies to product purchases, membership fees, and affiliate join fees for our multi-level marketing (MLM) business and e-commerce platform.

## 1. Refund Policy for Product Purchases

- **Eligibility:** Customers may return products purchased from OlivGlobal LLC within 30 calendar days from the date of purchase for a full refund.
- **Condition:** Products must be returned in their original condition (unopened, undamaged, and unused) to qualify for a refund.
- **Return Process:**
  - Send the product(s) to:  
**OlivGlobal, LLC Returns**  
800 W. Main Street, Unit 1460  
Boise, ID 33458
  - Include your name as it appears on the order and/or your order ID number with the return.
- **Processing:** Refunds will be issued to the original payment method within 7 business days of receiving the returned product(s).
- **Shipping Costs:** Customers are responsible for return shipping costs unless the product is defective or was misrepresented.

## 2. Refund Policy for Membership Fees

- **Eligibility:** Monthly membership charges are refundable if a refund is requested within 7 calendar days from the date of the charge.
- **Condition:** No product purchases must have been made using the membership during this 7-day period to qualify for a refund.
- **Request Process:** To request a refund, email [support@olivglobal.com](mailto:support@olivglobal.com) with your name and/or membership ID number.
- **Processing:** Refunds will be issued to the original payment method within 7 business days of the request.

## 3. Refund Policy for Affiliate Join Fees

- **Eligibility:** Affiliate join fees are refundable if a refund is requested within 7 calendar days of joining.

- **Request Process:** To request a refund, email [support@olivglobal.com](mailto:support@olivglobal.com) with your name and/or affiliate ID number.
- **Processing:** Refunds will be issued to the original payment method within 7 business days of the request.

## **Additional Information**

- **Submission Requirements:** All refund requests must be submitted in writing via email to [support@olivglobal.com](mailto:support@olivglobal.com) or by mail to the return address provided.
- **Policy Updates:** OlivGlobal LLC reserves the right to update this refund policy. Any changes will be posted on our website, and customers are encouraged to review the policy before making a purchase.
- **Contact:** For questions about this policy, contact our customer support team at [support@olivglobal.com](mailto:support@olivglobal.com).

This policy ensures transparency and fairness, aligning with FTC regulations and consumer expectations.