

Refund Policy

Wor(l)d offers a refund policy with the following conditions:

1. Request timing and amount refundable:

a) For digital/electronic products, assuming that the delivery takes place at the same time as the payment, the refund requests must be made within 30 days of the purchase date. In this case, the amount refundable is 95 percent of the total price.

SmartLife Genetic Reports are digital/electronic products strongly related to the use of a physical product, the Smart Life Collection Sample Kit, and the refund policy is impacted by the status of the Collection Sample Kit.

In that acceptance Smart Life Genetic Reports can be refunded within 30 days from the order data and before the linked Smart Life Collection Sample Kit has been received from the laboratory.

If the user purchases a further Smart Life Genetic Report linked to a Smart Life Collection Sample Kit already shipped, it will be possible to request the refund within 30 days from the purchase and before the Smart Life Collection Sample Kit has been received from the laboratory.

b) For physical products already shipped out, refund requests must be made within 30 days of the day the product was shipped. In this case, the amount refundable is 90 percent of the total cost, minus the shipping cost.

c) For physical products not yet shipped due to company delay, the refund request can be done anytime. In this case, the amount refundable is 95 percent of the total cost (shipping cost included).

d) For physical products already shipped but not received due to shipping company issues, the refund request can be done anytime (Only until the tracking code can be traced). In this case, the amount refundable is 95 percent of the total cost, minus the shipping cost.

e) For physical products with shipping address issues, that they cannot be shipped (that means that the user provided an incorrect shipping address), the refund request can be done anytime. If the request is done within 30 days of the order purchase date, the amount refundable will be 90 percent, shipping costs included. If the refund request is done after the 30 days, the amount refundable will be 50 percent, the shipping costs included.

f) For physical products shipped and came back to the Company, because shipping address issues (that means that the user provided an incorrect shipping address), the refund request can be done anytime. If the request is done within 30 days of the order purchase date, the amount refundable will be 90 percent, minus the shipping costs. If the refund request is done after the 30 days, the amount refundable will be 50 percent, minus the shipping costs.

2. Products purchased with Loyalty Points are eligible for refund. According to refund policy, the request for refund must be made before the product has shipped. If the refund is accepted, the Loyalty Points will be restored, and the costs paid will be reimbursed

3. For any Member inventory orders (such as orders of bundles or bulk successive to the first one), refund requests must be made within one year of the time the product was shipped.

4. Users may return individual products that are purchased as part of a kit, bundle, or a package (partial refund). In such cases, refunds are awarded considering the value of the products in proportion to the entire pack costs.
For example, if there is a free product inside a pack and the user wants to return only part of this pack, the free product discount amount will be split in equal proportion to any products inside the pack in order to make the refund reasonable.
5. The company accept the refund only on products that the user has personally purchased from the company and are in his/her possession at the moment of the refund request. The Company does not provide refunds for products or services purchased or forwarded from another distributor.
6. To request refunds, users need to contact customer service by writing a ticket in the customer service and support area. The user must provide the order number at the time the request is made. The user will receive a refund ID and must follow the procedure.
7. Users must receive approval for returns by completing a Return Merchandise Authorization for a Refund (“Refund-RMA”). Only after users get their RMA number can they ship products back to the Company.
8. RMA numbers expire 30 days after their creation. Users must ship back products in time for them to arrive within 30 days. Products sent to the Company without a valid and authorized RMA or with an expired RMA (more than 30 days) will not qualify for a refund, and the product will be returned to the user at his or her expense.
9. The money back payments of the refund will be executed within 60 days of the time the returned product is received (or 60 days from the approval if there are no products to ship back).
10. After payments, users will receive a confirmation email.
11. Brand packaging should be intact.
12. Products must be in their original condition; only unaltered packs and unopened, unsoiled, unused product will be eligible for a refund.
13. Product must be in a condition approved for resale and restock in order to be eligible for refund. An item approved for resale must be in its original packaging with seals and wrapping in place.
14. The Company does not accept the refund request for the following cases that are managed as “Exchange-RMA”:
 - Defective products
 - Product is used/worn or altered
 - Physical damage to the box or to the product
 - If sealed package of branded products is open
 - The packet was empty/some item or accessory was missing
15. All return shipping costs must be paid by the user and will not be refunded.
16. Refunds, wherever applicable, will be processed by reversing the mode of payment.
17. The Company may evaluate, at its sole discretion, whether to close customer or member accounts.

WOR(l)D reserves the right, at its sole discretion, to change, modify, add, or remove portions of this Refund Policy at any time. It is your responsibility to check this document periodically for changes.