

Returns, Refunds, Exchanges and Cancellation:

1. First Product Purchase:

- Returns allowed within 30 days for unopened, sealed products.
- A full refund is given on product price, excluding shipping and handling.
- Opened or damaged products are not eligible.
- Refunds are issued to the original payments source. If for any reason this can not happen refunds are issued to the Member's back office credit wallet.

2. Subsequent Orders:

- Returns allowed within 30 days of each new order placed for unopened, sealed products.
- A full refund is given on product price, excluding shipping and handling.
- Open or damaged products are not eligible.
- Refunds are issued to the original payments source. If for any reason this can not happen refunds are issued to the Member's back office credit wallet.

3. Commission Adjustments:

- Commissions on returned products will be deducted.
- Returns may affect rankings and commissions.
- Over 50% product return from a single order affects commissions.

4. Shipping Responsibilities:

- Returnees cover shipping costs.
- CollectDirect is not responsible for damage or loss during shipping.
- Members cover all customs, duties, or country fees.

5. Non-Refundable Fees:

- Please note that any fees imposed by PayPal at the time of purchase will be non-refundable. CollectDirect is not responsible for these fees, and they are subject to PayPal's terms and conditions.

6. Exchanges:

- Submit an exchange request to support@collectdirect.com. You will be required to provide the original order details, including the order number and the reason for the exchange, providing pictures when necessary.
- Upon receipt of the exchange request, Collect Direct will review and authorize the exchange based on the eligibility criteria. Once approved, you will receive an RMA and further instructions on how to proceed.
- Non-Refundable Original Shipping Fees: Original shipping fees paid for the initial purchase are non-refundable. This applies to both standard and expedited shipping options, as well as any fees incurred for international shipments.
- Once we receive the returned product, our team will inspect it to ensure it meets the criteria for exchange. To be eligible for an exchange, the product must be returned in its original condition, with all tags and packaging intact, and any accessories included with the original purchase. If the product does not meet the required conditions, we reserve the right to deny the exchange.
- Please note that exchange requests are subject to shipping fees to receive the exchanged product. These fees are the responsibility of the customer and may vary depending on the location and shipping method selected.

Return Location:

USA, Canada, International:

Collect Direct Returns

3601 N. 4th Ave.

Sioux Falls, SD USA 57104

Return procedure:

- i) Write Member ID or Customer ID in the return address on the box
- ii) Provide Full Name and Member ID or Customer ID inside the box and the reason for return
- iii) Obtain an RMA number from support@collectdirect.com for your return to be processed
- iv) Provide a tracking number to support@collectdirect.com ensure the package is received in a timely manner

7. The Company will exchange Product if the Product is incorrectly sent due to a Company error. However, when an exchange is not feasible, the Company will refund the amount of the returned Product. If Product is sent to you in error, Members should contact the Company within ten (10) days of receipt of the order.

8. Cancellation Policy:

- Please contact support@collectdirect.com, in most cases orders can be canceled the same day they are placed. However, if an order has already reached fulfillment status it will not be able to be canceled and the order will then fall under the Return/Exchange Policy.