



The Akea Essentials Guarantee

The experts at Akea are confident you'll feel stronger, healthier, and more energetic thanks to Akea Essentials.

But if you don't find that to be the case, Akea offers this money-back guarantee on Essentials:

If you feel Essentials does not work for you, simply call Akea to request a refund.

- For the initial order, Akea will refund up to 100% of the purchase price of two cans of Essentials (excluding shipping and handling), no questions asked, provided the refund is requested within 60 days of the initial order. Additional containers or boxes of Essentials from the initial order will be refunded at 100% of the purchase price (excluding shipping and handling) provided they are returned in re-sellable, as-new condition.
- On any Essentials order after the initial order, Akea will refund 100% of the purchase price of the product (excluding shipping and handling), provided the product is returned to Akea unopened and in re-sellable condition within 60 days of your order. A return processing fee will be charged (\$9 per container of Essentials; \$6 per box of Essentials). Refunds will be issued after the product(s) are received in re-sellable condition by Akea.
- For items other than Essentials (such as BlenderBottles, brochures, etc.) Akea will refund 90% of the purchase price paid, plus any applicable sales tax. Items returned must be in re-sellable, as-new condition.

How to Return a Product

Before returning a product, you must first contact Akea customer service and obtain a Return Merchandise Authorization (RMA) number before the end of the applicable guarantee period (60 days from order date). Akea will not accept returns for credit/refund without a valid RMA number. Akea's customer service department (*aka* Akea Care) can be reached at 919.981.6110 x77.

Items must be received by Akea within 14 days of the date that Akea issues the RMA number and you must follow these steps:

- Ship back all products you are seeking to return to Akea and for which you received an RMA number. For partial returns, your credit/refund may be less than the invoice or individual component price due to bundled or promotional pricing or any unadvertised discounts or concessions.
- Return the products in their original packaging, in as-new condition, along with any media, documentation, and any other items that were included in your original shipment.
- Ship the product(s) at your expense, and insure the shipment or accept the risk of loss or damage during shipment.
- Pre-authorized returns should be shipped to: Akea Returns Center, 3937 Hickory Hill Rd, Memphis, TN 38115.

Refunds

Credit card refunds will be sent to the card-issuing bank within 5 business days of receipt of the returned package. Please contact the card-issuing bank with questions about when the credit will be posted to your account. Depending on your credit card company/bank, it may take an additional 2 to 10 business days after your credit is applied/refund is issued for it to post to your credit card/bank account.

Cash payments will be refunded in the form of a check from Akea, which will be mailed to your billing address within 14 calendar days of receipt of the returned package.