

## VivaMK Returns Process – Unwanted Items / Good Condition

Where possible, we ask our agents to re-sell any unwanted items that are in a good condition, so that you don't lose any commission earned on the item(s). However, should you need to return an item, please fill in the VivaMK returns form. This can be found on [www.vivamk.com](http://www.vivamk.com) under downloads.

Simply follow this step by step process:

1. Fill in the returns form with all the required information.
2. Send a copy of the returns form to [distributorreturns@vivamk.com](mailto:distributorreturns@vivamk.com)
3. Print out a copy of the returns form to put inside your returns box. N.B. if you do not have a printer then a written copy can be included but we will require all the relevant information that is listed on the returns form. Without this information we will be unable to link the return to your account.
4. Send the returns parcel back to VivaMK:  
VivaMK  
Bodelwyddan Business Centre  
Abergele Rd  
Bodelwyddan  
LL18 5SX

Please ensure you read the returns policy before sending an item back to VivaMK. Any items returned outside of the returns policy will not be refunded unless prior permission has been given by head office.

## VivaMK Returns Policy – Unwanted items / Good Condition

The company recognises that there are occasions when Distributors may find it necessary to return product(s) for reasons beyond their control. The returns policy and procedures outlined here are applicable to all VivaMK distributors and must be adhered to at all times, to ensure that returns are dealt with efficiently and with the minimum of delay.

1. Items will be accepted for return providing they are within 42 days of the original invoice date. Please be advised that there may be some exceptions to items you can return, these will be stated at point of sale.
2. All non-faulty items must be returned in unmarked and original packaging. In the event that they are marked with price labels, Distributors' address labels, or not within original condition and packaging, no credit will be given. Any cosmetic items must be returned unopened, unused and in a re-saleable condition with all tamper-resistant seals, packaging and any cellophane intact. Any cosmetic product opened will have no credit given unless faulty.
3. Returned goods must only be sent back after sending your returns form via email to [distributorreturns@vivamk.com](mailto:distributorreturns@vivamk.com) with all the required information. All items must then be returned to VivaMK within 14 days of the return form being sent. Any items not received within this time frame will be deemed to have been re-sold and will no longer be eligible for a credit.
4. Returned products will only be credited to your account once they have been received and checked by VivaMK. If there are any discrepancies with your returns, VivaMK will contact you.

5. All products will be credited at the invoiced price within 3 working days of receipt.
6. Sponsoring and Retailing Aids will not be accepted for return unless they have been incorrectly supplied.
7. Any items returned that are outside the returns policy will be disposed of and no credit will be given. We will not return any item(s) back to the sender that have been incorrectly sent.
8. VivaMK will refund up to the value of £7.00/€10.00 per distributor per calendar month to cover the cost of any returns. To obtain this refund you will need to send VivaMK a copy of your returns receipt showing the cost and proof of return to [distributorreturns@vivamk.com](mailto:distributorreturns@vivamk.com) Any Costs incurred above this value will be at the distributor own expense.
9. It is the responsibility of the VivaMK distributor to retrieve the goods for return from their customer and send to VivaMK.