

Please allow 4–6 weeks for refunds to be processed. Arbonne is committed to using only beneficial and high-quality ingredients. All our formulations are subjected to rigorous laboratory testing. If, however, within 45 days of purchase your Client is not completely satisfied with any Arbonne product, you may return the unused portion to Arbonne for a full refund. Independent Consultants are subject to deduction from the refund or purchase amount. Independent Consultants may return product for refund within 45 days of the order date. Independent Consultants, please refer to the current Policies & Procedures.

To return product, **YOU MUST OBTAIN a Return Merchandise Authorisation (RMA) Number. Please call 1800 650 760 to request an RMA #. Packages received without an RMA # will be returned to sender.**

RMA #:

**Consultant and Client Information** (CLIENT INFORMATION MUST BE COMPLETED FOR ALL CLIENT REFUNDS AND EXCHANGES)

Name \_\_\_\_\_ Arbonne ID \_\_\_\_\_  
 Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_  
 Daytime Phone \_\_\_\_\_ Evening Phone \_\_\_\_\_ Fax \_\_\_\_\_  
 Client Name \_\_\_\_\_ Telephone \_\_\_\_\_  
 Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

**Products Returned to Arbonne** (ALL COLUMNS MUST BE COMPLETED)

Item #	Description	Order # (required)	Qty	RRP Total	Reason Code

**Total RRP\***

**Reason Code for Return** Please enter the number that applies in the Reason Code column above.

1. Product damaged
2. Product defective
3. Do not like
4. Received incorrect product
5. Not as described/pictured
6. Other (please explain) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\*Clients, use this total for Refund. Consultants, transfer this total to Line 1 and complete Lines 1–5 for Refund.

**Please Note:** In accordance with the policies and procedures of the credit card companies, all refunds must be credited back to the credit card used to place the order. If another form of reimbursement is requested, we must have a signed, written request by the Consultant attached to this form. Consultant overrides, bonuses, incentives, campaigns, promotions and other benefits are subject to deduction from refunds or repurchase amount. Refunds paid directly to Client will be paid in full. Please allow 4–6 weeks for processing.

**Refund by:**  Cheque (Consultants only)  Credit Card

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_ / \_\_\_\_

Name on Credit Card \_\_\_\_\_

**SEND RETURN TO:**  
**Attn: Warehouse Product Return**  
 7 Eucalyptus Place  
 Eastern Creek, NSW 2766

1. Total RRP value of products returned GST inclusive \$ \_\_\_\_\_
2. GST (Line 1 - [Line 1 ÷ 11]) \$ \_\_\_\_\_
3. RRP Tax Adjusted (Line 1 - Line 2) \$ \_\_\_\_\_
4. Discount 35% (Line 3 x 0.35) \$ ( \_\_\_\_\_ )
5. **Total Refund** (Line 3 - Line 4) x 1.1 \$ \_\_\_\_\_

**RMA # MUST BE printed clearly on exterior of package.**