

Refund Policy

FTR Global™ stands behind all its product offerings and strives to ensure that every purchase is satisfactory. In the unlikely event that it is not, FTR Global™ will refund or replace your product according to the following:

Ambassadors — FTR Global™ will issue a refund to an Ambassador upon request made to FTR Global™ in writing within **thirty (30) days** of the purchase date. Ambassadors must obtain an approved Returned Merchandise Authorization (RMA) from Ambassador Support and return the product in resalable condition. Qualified and eligible products shall receive a refund **less a 20% restocking fee** minus all shipping and handling charges associated with the order.

Customers — If a customer purchases a product through an Ambassador's FTR Global™ replicated website, they may request a refund from Ambassador Support. FTR Global™ will issue a refund to a customer after receiving a request in writing within thirty (30) days of the purchase date. Customers must obtain an approved Returned Merchandise Authorization (RMA) from Ambassador Support and return the in resalable condition. Qualified and eligible products shall receive a refund **less a 20% restocking fee** minus all shipping and handling charges associated with the order. If the product was purchased directly from an Independent Ambassador's private website or in person, the Customer must contact the Ambassador for a refund. The Customer will need to return the product and original invoice to the Ambassador, who will refund the product purchase price. Ambassadors are required to provide a refund pursuant to the Terms and Conditions of this Refund Policy to any Customer that has purchased product directly from an Ambassador's personal stock according to the guidelines within the Policy and Procedures.

Damaged Products/Shipments — In the event an Ambassador or Customer receives damaged product, or product that is in less than commercially reasonable condition, the Ambassador or Customer must contact Ambassador Support at (888) 807-3328 within five (5) calendar days of delivery of said products and submit photos of the damaged product to Ambassador Support at reactionftrglobal@gmail.com. Ambassador Support will determine, at its sole discretion if the damaged product claim is valid. FTR Global™ reserves the right to accept or refuse a damaged shipment claim. If FTR Global™ Support finds that the claim is valid, it will provide a shipping callback tag to the Ambassador or Customer. The Ambassador or Customer must return the products to FTR Global™ in the original packaging, along with the packing slip, within **thirty (30) days** of the date of the claim. The products will not be replaced if returned after **thirty (30) days** from the date the claim is made. If Ambassador Support does not receive acceptable photos of the damaged product within **five (5) calendar days**, it will not provide a shipping callback tag. It is the responsibility of the Ambassador or Customer to act within the time frame listed above. **No exceptions will be made.**

New Ambassador Enrollment Packs — FTR Global™ will issue a full refund for enrollment packs, less applicable fees, upon written request made to Ambassador Support within **three (3) business days** of initial enrollment date. Requests should be sent to reactionftrglobal@gmail.com. Ambassador Support will provide a shipping callback tag to

the Ambassador. The complete enrollment pack must be returned to FTR Global™ within **seven (7) calendar days** of the issuance of the callback tag and must be in resalable condition. Only complete enrollment packs with all products in resalable condition are eligible for a refund. **FTR Global™ will not refund partial enrollment packs.** After **three (3) business days** from the date of enrollment, qualified enrollment packs may receive a refund for enrollment pack products only, less a **20% restocking fee** and shipping and handling charges associated with their order. Refunds will not be issued after **thirty (30) days.**

Return Merchandise Authorization (RMA) — In order to facilitate the return process, an Ambassador or Customer must obtain an RMA number by contacting Ambassador Support via email at reactionftrglobal@gmail.com. The RMA number must be written on the outside of the shipping box. If a package is returned to FTR Global™ without an RMA number on the outside, the package will be refused and returned, and no refund will be issued. Products must be received by FTR Global™ within **seven (7) calendar days** after the issuance of the RMA, in full resalable condition, or no refund will be issued, and the option of refunding will be forfeited.

Disputes/Clawbacks- It is expressly forbidden for the Customer stop payment and/or dispute charges without following the Terms and Conditions set forth in this Refund Policy. The Customer understands that FTR Global™ has the right, at it's sole discretion, to withdraw any offers for Refunds or Replacements, and Customer agrees to release back to FTR Global™ any funds which were retained or clawed back as a result of the Customer violating this provision of the Refund Policy.

Bonus and Commission Attribution — Any bonuses and commissions attributable to the refunded products and enrollment packs will be deducted from the Ambassador who received bonuses or commissions on such sales. Deductions will occur in the month in which the refund is given and continue every pay period thereafter until the commission is recovered. In the event FTR Global™ is unable to recover commissions from inactive Ambassadors, the other compensated upline Ambassadors may be subject to commission deductions. FTR Global™ has the exclusive right to determine any applicable deductions, within appropriate state and federal guidelines. In the case of enrollment fees, Ambassadors may cancel any time prior to midnight of the third business day, after the date of the initial enrollment (subject to various state requirements for cancellations. (see Policies and Procedures for further details)