



Return Authorization Guidelines for Associates and Customers

Mannatech stands behind the quality of its products and your satisfaction. If for any reason you try our product and are not completely satisfied, you may return it within 90 days of purchase for an exchange or refund of the product price and applicable tax. Please go to Mannatech.com and login to your account to request a refund.

- An online return form must be completed per Mannatech account (This only pertains to refund requests of more than one account).
- The Mannatech Account Holder MUST be the person completing the online return form. If Payor is different from the Mannatech Account Holder, you must contact our Customer Care Department for further assistance.
- Satisfaction Guarantee applies to one refund request of the same product.
- A Mannatech Account Holder may only return product purchased within 90 days.
- Shipping fees are non-refundable.
- A refund request could affect qualifying volume, commission earned and loss of incentive qualification. Mannatech will not notify Associates that are impacted by returns.
- Only product approved for refund can be returned.
- Products must be postmarked no later than 30 days after the approval request is granted.
- Product/s price and applicable tax are credited to the original order payment method within 21 business days after a product is returned.
- Associates should only order enough product to reasonably meet their monthly needs and/or retail customer order.
- For refunds requested in excess of \$1000, the customer service department must be contacted to request the refund. Multiple and frequent returns could be subject to additional review and a denied refund request. Excessive refund requests could be reason for account termination.
- Applicable refunds are subject to the 70% Rule (See Policy 5.10 & 5.11 for additional information).
- Partial and Full Refund Requests may be submitted online.
- Please contact the Customer Care Department for a product complaint or order error.

If you have additional questions or need any clarification, please contact our Customer Service Team and they will be happy to assist you Monday – Friday from 9:30 am to 6:00 pm CST.

English: 1-800-281-4469

Chinese: 1-866.847.2834

Spanish: 1-800-472-0149

Korean: 1-866-717-2176

Fax number: 800.825.6584

Email address: Custserv@mannatech.com

Note:

Any Customer or Associate found to violate the Policies & Procedures, the Incentive Rules and/or the Compensation Plan will be subject to disciplinary action up to and including termination.

Please obtain a tracking number and/or insurance from the postal carrier when returning product(s).

Please only return items that are authorized through Mannatech.com or through the call center. If a refund is denied, and product is returned, the product will not be returned to you.