



## Refund/Return & Cancellation Policy

IDLife Websites

### **Customer and VIP Customer Refund Policy:**

If for any reason a Customer or VIP Customer is not completely satisfied with any IDLife product purchased directly from IDLife or from an IDLife Independent Associate's IDLife provided website, the Customer or VIP Customer may return it for a refund or product exchange within 30 days from the date of purchase. To start the refund or exchange process, contact:

Customer Advocate Department  
**info@idlife.com or 972.987.4430**

Once we receive your Return, we will promptly credit the purchase back to your credit card.\*

### **Subscription Cancellation & Refund Policy:**

You may cancel your subscriptions at any time and for any reason, from your IDLife account on IDLife.com or the IDLife APP under your My Account section. Should you need assistance in canceling your subscription, you can contact:

Customer Advocate Department  
**info@idlife.com or 972.987.4430**

Once you cancel your subscription, no further orders will be shipped. Cancelling a subscription doesn't cancel any pending unshipped order. You won't be charged until the order ships. You can request the cancellation of pending unshipped orders by contacting the Customer Advocate Department.

To receive a refund on a subscription order that has already shipped, please contact the Customer Advocate Department to arrange for a Return Merchandise Authorization (RMA) Number for the items to be returned to IDLife. Once we receive your Return, we will promptly credit the purchase back to your credit card.\*

### **Associate Kit Refund & Resignation Policy:**

If an Associate resigns for any reason, they may be entitled to a full refund of the cost of any unused portion of the Associate Product Kit and unopened products purchased within the previous 12 months. To start the refund process, contact:

Customer Advocate Department  
**info@idlife.com or 972.987.4430**

You will be required to submit an Inventory Repurchase Form. The Customer Advocate Department will arrange for a Return Merchandise Authorization (RMA) Number for the items to be returned to IDLife.

Once we receive your Return, we will promptly inspect the merchandise to confirm that it is in fact been unopened and unused, and once confirmed, credit the purchase back to your credit card.\*

*\*PLEASE NOTE: If for any reason you wish a refund on an order or subscription order that has already shipped, please know that all shipping charges are non-refundable, and if you refuse the package or return to sender, the carrier will issue IDLife a Shipping Recall Fee which will be deducted from your refund.*