

# CUSTOMER REFUND / RETURN POLICY

## Refund Policy

You may request a refund of any amounts charged by contacting customer support at [support@osnap.com](mailto:support@osnap.com). If for any reason you are not completely satisfied with any O'Snap products purchased directly from O'Snap via our website, you may request a refund within 30 days from the date of purchase for a full refund or exchange. Refunds and exchanges will be made to the credit card with which the product was purchased. You will need the following to make your request for refund:

- Proof of Purchase
- Unused portion of the product or empty product containers

Your refund includes only the cost of the product. It does not include the costs of shipping.

## Return Policy

Before any product is returned to O'Snap, the distributor or customer must contact customer support to obtain a *Return Merchandise Authorization* ("RMA") number. Any package received without this information on the outside of the box may be refused, and may result in a refund not issuing.

## SmartShip Cancellation

Please email support to cancel or modify your SmartShip at any time at [support@osnap.com](mailto:support@osnap.com), without penalty. You can also modify or cancel your order at any time at [www.osnap.com](http://www.osnap.com). By selecting the "SmartShip" option on the website, you are giving O'Snap authorization to enroll you in the automatic shipping program. O'Snap will ship your products directly to you. You are also authorizing O'Snap to charge your credit card for the products you have ordered on a monthly basis. You may cancel at any time without obligation and without penalty by emailing [www.osnap.com](http://www.osnap.com) or canceling the order on the osnap.com portal. All SmartShip cancellations must be performed or delivered to O'Snap within 3 business days of the next shipment to guarantee cancellation of that shipment.

## Distributor Refund Policy

Please reference O'Snap's Policies and Procedures for the Refund Policy regarding distributors.