

PROPRE Return & Refund Policy

Effective 1 October 2019

Terms & Conditions

Propre is committed to providing you with high-quality, no-compromise products. If for any reason you are not 100% satisfied, you may be eligible to return the products for a refund under the Propre Satisfaction Guarantee. This is in addition to any rights and remedies which may be available to you under the Australian Consumer Law.

If you receive damaged or defective products, please contact Propre Customer Care immediately. Propre can replace the products at no charge within 90 days from the invoice date. In some circumstances, you may be entitled to a refund.

No refunds or exchanges will be given if you have simply changed your mind.

Propre reserves the right to not supply future products to customers and Partners who claim excessive returns.

Return Policy

To initiate a return please contact Customer Care by email CustomerService@Propre.com.au. Please have your Propre Customer ID number or invoice number available. If approved, Customer Care will email the Return Instructions.

Propre reserves the right to decline a refund if a Return Merchandise Authorisation (RMA) was not issued prior to returning the product(s).

The following items are non-refundable, except as required by law: shipping fees, membership fees, administration fees, sales tools (Newsletters, Welcome Kit) and promotional items.

Propre will not be responsible for the cost of postage of any returned items. Propre is not responsible for lost, stolen or product(s) damaged during the return process and therefore it is recommended that articles are returned via Registered Mail.

Propre reserves the right to issue a refund on returned items only. You are required to return all opened and unopened containers, as applicable, to the address provided by Customer Care, for a refund.

If eligible for a refund, Proper will credit the original form of payment within 60 days of the product being logged as returned by our distribution centre.

Any business-related volume (**BV**) associated with the product(s) will be deducted once the refund is issued. The effect of returned BV on an account may force that account **inactive**. Proper reserves the right to recoup any commissions or other compensation paid when the product that generated that compensation is returned.

To the extent permitted under the law, Proper reserves the right to reject returns or replacements on orders which process or occur in breach of our Policies and Procedures. For example, unauthorised online sales via eBay are not protected by the Proper Returns Policy. Proper reserves the right to reject repetitive returns or replacements.

REFUND & RETURNS POLICY

Customer & Partner Returns

90 DAY GUARANTEE

Proper offers a 90 Day Guarantee on your initial order with Proper, opened or unopened. This guarantee only applies to your very first order on your account, any consumable item that you are trying for the first time and does not include shipping and handling or membership fees. Please contact Customer Care within 90 days from the invoice date. This is in addition to any rights or remedies which may be available to you under the local Consumer Law if a product does not comply with a statutory guarantee.

FIRST REWARDS ORDER*

Your first Rewards order with Proper falls within our Returns Policy. All products returned must be unopened and in their original packaging. This is not intended to limit the availability of any statutory guarantees under the local Consumer Law. Please contact Customer Care within 90 days from the invoice date. To the extent permitted by the law, Proper reserves the right to reject returns of subsequent Rewards orders to the extent they contain items you have previously purchased.

** The Rewards Program is an exclusive, convenient option which is selected during enrolment, with the consent of the cardholder. It can also be added after enrolment. Customers and Partners can cancel a Rewards orders at any time. Any accumulated benefits held by a Rewards Customer or Partner will be lost.*

INVENTORY BUY-BACK POLICY (ACCOUNT TERMINATION)

Propre's Partner Account Termination Buy-Back Policy is designed to protect individuals who want to discontinue being a Partner, leave the Propre opportunity, and believe they mistakenly purchased more inventory than they could sell.

This policy specifically does not apply to an Independent Partner who, for the purpose of qualifying for a bonus or some other benefit, has falsely certified that the inventory for which they are attempting to receive a refund has been previously consumed or sold.

The request for Buy-Back must be made in writing to CustomerService@Propre.com.au within 12 months of the invoice date. For more information on the Buy-Back Policy, please view Section 4.8 of the Policies and Procedures.

RETAIL ORDERS

Retail Customers may apply for the 90 Day Guarantee (as outlined above) where the retail order was processed on a Propre Official Partner or Customer Website. The invoice number must be provided to Customer Care.

To apply for the 90 Day Guarantee on retail orders sold directly to a customer, Propre requires the invoice number from the reseller inventory, full contact information and a completed Customer Retail Receipt (located on the Back Office). The original receipt must be returned with the products.