



REFUNDS

We want you to be happy. 100% HAPPY. We call ourselves The Happy Co., so you know we take this part seriously. We want you to be 100% HAPPY and love our products. If a customer or Brand Partner wishes to return a product, then the following refund policy will apply.

CUSTOMERS:

If a retail customer purchases product directly from The Happy Co., then unless otherwise is required by applicable law, The Happy Co. will provide the customer with an exchange or a 100% refund on the returned product so long as the product is returned within 30 days from the date of purchase. The customer is responsible for the cost of returning the product.

BRAND PARTNERS:

The Happy Co. will refund a Brand Partner as follows:

- A. 100% of the purchase price of product sold by The Happy Co. directly to the brand partner if the product is returned within 30 days from the order date and is unopened and resalable. The Brand Partner is responsible for the cost of returning the product.
- B. 90% of the purchase price of product sold by The Happy Co. directly to the Brand Partner if the product is returned within twelve (12) months from the order date and is unopened and resalable. The Brand Partner is responsible for the cost of returning the product.
- C. Only products that you personally purchased from The Happy Co. may be returned. The Happy Co. does not refund the original shipping costs on returned products. You must provide the order number to The Happy Co. at the time you request a refund as this is necessary for The Happy Co. to correctly back out any applicable bonuses on returned product. The form of the refund will be based on the original form of payment.

NO REFUNDS ON SPECIAL PRICING:

The Happy Co. will not issue refunds on special pricing for events such as annual conventions, training events, or special conferences.