

Refund and Exchange Policy

REFUNDS AND COMPANY CREDIT:

WITHIN 15 DAYS OF INITIAL TRANSACTION

The following procedures apply to all returns for refund or credits applied to your MojiLife account.

You can choose to return an item within 15 days of shipment. The return must have a **RETURN MERCHANDISE AUTHORIZATION** number that may be obtained by calling Customer Service at **1.844.446.6654**. The RMA must be written on the outside of the box. Items must be in original condition and in original container to be accepted as a return.

All returns must be shipped prepaid to MojiLife. Refunds and credits will be issued once MojiLife has processed the return. The Company will determine the acceptable refund alternatives for product returns, including but not limited to MojiLife credit, bank check, bank transfer, or credit card charge back. The actual form of refund will be based upon the original form of payment. Refunds will only be paid to the original payor. This return/refund procedure may vary in jurisdictions where different repurchase requirements are imposed by law. Applicable laws may dictate the terms of the refund policy.

RETURN OF DAMAGED OR INCORRECTLY SENT PRODUCTS.

MojiLife will exchange products if the returned products were received by the purchaser in damaged condition or were incorrectly sent. You must contact a MojiLife customer service representative at **1.844.446.6654** (1.844.4GO.MOJI) to notify them of the discrepancy or damage within 5 business days of receipt. MojiLife will provide you with a **RETURN MERCHANDISE AUTHORIZATION** number that you must include on the box, as well as a return shipping label. Such products must be returned within thirty (30) days of receipt. Failure to notify MojiLife of the damage or discrepancy within 5 business days will forfeit your right to request a correction. Whenever possible, returned products will be replaced with undamaged products. However, when an exchange is not feasible, the Company reserves the right to issue a credit for the amount of the exchanged products.

SHIPPING AND HANDLING CHARGES

Shipping charges will be calculated at 5% of the order value or \$8.00, whichever is greater. All orders over \$200.00 will receive free shipping.