



Return Policy

30-day Guarantee

- Hyten Global has a 30-day satisfaction guarantee for the Initial Order purchase.
- Initial Orders of one unit may not need to be returned to us. All products in excess of one unit must be returned to the Company in resalable condition in order to be eligible for a refund. Contact CS for refund instructions for single items.
- You must contact us within 30 days of receiving the Initial Order to request a RMA to return.
- Returned physical Product must be sent through a form of delivery that can be traced and must be received within 7 days with an RMA provided by customer service.
- Upon receipt, the return will be noted and a refund will be issued to the Distributor within 30 days. Any additional orders made within thirty 30 days of the enrollment date will be subject to all standard return policies.
- The Initial Order guarantee applies to Customers who purchase product directly from the Company.
- No refunds will be given for Hyten Promotional Packs as stated by specific promo pack order.

Standard refund

- Distributors or Customers, who have purchased a Distributor System or Travel Membership may, within thirty (30) days of enrollment, may cancel with a 100% refund, so long as there has been no travel booking by the Customer or Distributor. No refunds will be given where travel has been booked through the booking engine. Refunds will be credited to the same form of payment as that used to purchase the membership. All rewards given as a result of an account that is cancelled under this paragraph shall be “clawed back.”
- All product purchased outside the Initial Order may be returned up to 90 days for a refund. Orders returned 31-60 days are subject to a 15% restocking fee. Order 61-90 days will be refunded subject to a 25% restocking fee.
- All returned product must be in unopened and in resalable condition.
- All shipping and handling costs for the return of product will be born solely by the Distributor. In no event shall the Company refund shipping expenses for the delivery of the returned product.
- Any damage or loss that occurs to returned product during shipping will be the responsibility of the Distributor. Should the product arrive to the Company damaged (thereby rendering it non- resalable), the Company will reject the shipment.

- Hyten Global reserves the right to reject repeated returns or replacements
 - If any product from a qualifying purchase is returned, the balance of the qualifying amount for the month must be repurchased in order to remain qualified with sufficient volume. Large orders of 6 or more product units cannot be returned.
 - Commissions which have previously been paid on returned product will be retracted by deducting the earned amount from any future commission payments. Distributors are subject to adjustments of commissions paid on product returned by Distributors in their Downline Organization.
 - Refunds will be paid back to the Distributor using the original form of payment, if possible.
- In order for a Distributor to obtain a refund for returned Product, the Distributor must do the following:
 - Contact the Company to obtain a Return Merchandise Authorization number. This number is valid for 30 days and should be clearly written, along with the Distributor's return address, on the outside of the package being returned.
 - Be able to provide verification of the original orders, receipts, or proofs of purchase; and ship the product, prepaid, to the Company in a protective container or carton.
 - Product returned to the Company without prior authorization will not qualify for a refund and will be returned to the Distributor at the Distributor's expense.
 - Sales Tools are nonrefundable
 - Product should not be consumed if the seal is broken or tampered with in any way. Product that is determined to be defective will be promptly replaced without charge. The Customer/Distributor will not be responsible for shipping charges incurred in the return of defective product. The Company must be contacted within 10 days of receipt of the damaged product.
 - A Customer may return product to the Distributor who is then responsible for issuing a refund to the Customer. Customers who order directly from Hyten Global should contact the company directly for authorization and return product following the return procedures as outlined.

If you have any questions, please contact the Hyten Global Customer Care at cs@hytenglobal.com

[PH 888-434-5850](tel:888-434-5850)

Thank you