



MAYSENSE

SUITE 160, 3751 SHELL ROAD,  
RICHMOND, BC V6X 2W2

INFO@MAYSENSE.COM  
MAYSENSE.COM

## RETURN POLICY

### Return

MAYSENSE International Holdings Ltd. (collectively “MAYSENSE” or “we”, “us”, “our”) aims at providing high-quality products and excellent services to our customers and members. If a customer would like to return any products that are purchased through MAYSENSE member website,

1. we will provide 100% refund on the returned product (i) if the product is returned within 14 DAYS OF PURCHASE, and (ii) the product has not been opened or used and is resalable. The customer is responsible for the shipping charges for returning the product.
2. we will provide 90% refund on the returned product (i) if the product is returned within 30 DAYS OF PURCHASE, and (ii) the product has not been opened or used and is resalable. The customer is responsible for the shipping charges for returning the product.
3. we will provide 70% refund on the returned product (i) if the product is returned within 60 DAYS OF PURCHASE, and (ii) the product has not been opened or used and is resalable. The customer is responsible for the shipping charges for returning the product.

MAYSENSE will not be responsible for the products that are purchased through any MAYSENSE individual member/distributor or other MAYSENSE affiliated parties outside of CANADA.



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**Return By Mail (Canada and USA)**

1. Complete the member information change request form, which can be downloaded from MAYSENSE member system, indicating that you wish to cancel your order, and providing the invoice number of the order, the purchase date, and the reason for return. Applicant's information and both the applicant and the applicant's upline's signatures are also required to be clearly filled in the form.
2. Email your return request with the completed member information change request form to [orders@maysense.com](mailto:orders@maysense.com)
3. Make sure the product is not used or damaged before sending the returned product with the member information change request form as well as the order invoice or the packing list to the following address.

Within Canada:  
MAYSENSE Ltd.  
Suite 160, 3751 Shell Road,  
Richmond, BC, V6X1L3  
Canada

Within The U.S.  
1915 S 4800 W,  
Salt Lake City, UT 84104  
USA

Please note that it can take up to a few weeks for the returned product to arrive at our office, depending on your returned shipment method. Once your returned product is received at our office, we will start to process your return and refund request.



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### **Return In Person (Canada)**

1. Complete the member information change request form, which can be downloaded from MAYSENSE member system, indicating that you wish to cancel an order and providing the invoice number of the order, the purchase date, and the reason for return. Applicant's information and both the applicant and the applicant's upline's signatures are also required to be clearly filled in the form.
  
2. Bring the product you wish to return with the completed member information change request form as well as the order invoice or the packing list to the designated MAYSENSE branch office:
  - 2.1. If you wish to return your products in person, you need to bring them back to the branch office, from which you have purchased the products.

### **Notice**

The return of Products may affect your eligibility to receive Bonuses and your rank level, and if Bonuses have already been paid on the returned Products, then the Company will recoup your Bonuses as set forth in the Policy and Procedures. The Company does not provide refunds for Products or Business Support Materials and Services purchased from another Distributor. You must seek a refund directly from the Distributor who sold you such Products or Business Support Materials and Services.