



CUSTOMER SHIPPING AND RETURN POLICY

Standard, Domestic Shipping and Handling

Yes You Can! understands the importance of processing orders and delivering products quickly. Our standard shipping for purchases made through a Coach's Personal Website is an accelerated process, which provides delivery within 2-5 business days from order processing date within the 48 contiguous states, and up to 10 business days for Alaska.

Our standard shipping and handling is as follows:

- For 50 states and Puerto Rico – UPS Ground with delivery confirmation.

Orders placed after 12:00pm (EST) may not process until the next business day. Orders received over the weekend may not process for shipment until Monday morning, excluding national holidays. UPS does not deliver packages on Saturday or Sunday. USPS may deliver your package on a Saturday. UPS Home delivery offers Saturday as a Standard delivery for most areas. None of the courier service providers deliver on national holidays.

Shipping is available in the Continental US, Puerto Rico, Alaska and Hawaii. Shipping is not currently available for other U.S. Territories. International shipping is not currently available.

Order Placement, Status & Tracking

All product orders, including initial auto-ship orders will be processed the following business day. We also offer same business day order processing and shipping with a cut-off time of 12:00PM EDT. For auto-ship orders, your subsequent monthly shipments will be processed every 30 calendar days thereafter, unless you choose to cancel your auto-shipment, pursuant to the terms of this policy.

All orders are shipped with a verified tracking number for online tracking and delivery confirmation. In special occasions, orders may require signature confirmation from recipient when delivered.

Shipping Limitations

When an order is placed, it will be shipped to the address designated by the customer as long as that shipping address is compliant with the shipping guidelines and restrictions contained in this policy. All customer purchases from a Yes You Can! Coach's Personal Website are made pursuant to a shipment contract. As a result, risk of loss and title for items pass to you upon delivery of the items by us to the carrier. You are responsible for filing any claims with carriers for damaged and/or lost shipments.

Yes You Can! Platinum Guarantee. Cancellation, Returns & Satisfaction Guarantee

We are confident that you will fall in love with our products, but, if for any reason you wish to return any Yes You Can! product(s) within 45 days of the day you receive your shipment, you are eligible for a 100% refund (minus shipping and handling costs). This product satisfaction guarantee does not apply to products damaged by abuse or misuse, or purchased outside of an authorized distribution channel (for example products purchased from online auctions or discount sites).

In order to successfully receive your refund, your product return must be postmarked within the 45- day period. Please save your shipping receipt and tracking information until your return is successfully processed. You must return all unused merchandise, including shaker bottles and printed materials. Please note that **individual components of the Transform Kits are not eligible for partial refunds** because Transform Kits are billed as one unit, and not as individual units. Accordingly, partial/incomplete Kits will not be refunded. Furthermore, YYC! will not ship back partial/incomplete returns, and all partial/incomplete Kit components received will be destroyed.

Auto-Shipment

Auto-ship customers are given all of the benefits and protections stated above.

Your first monthly auto-shipment will be charged on the day you sign-up for auto-ship and will arrive in 7-10 business days. All following monthly shipments will be charged to your payment method every 30 calendar days, from the day of your first billing. Auto-ship customers will receive an e-mail notice three business days before we charge your payment method each month and your products will be shipped within 1-2 business days after your payment is successfully processed.

Changing your Auto-Ship Order

If you wish to make changes to your monthly order, please call our Yes You Can! Customer Support Team at 888-381-0992 at least two (2) business days before your scheduled order shipping date, so we can ensure you receive your shipment correctly and on time.

Canceling Auto-Ship

If you would like to cancel auto-shipment, please call 888-381-0992 by 10:00 pm EST the day before your monthly shipment is scheduled to be shipped to avoid your payment method being charged. The scheduled date of your shipment will be included in your auto-ship e-mail notice.

In the event, you receive your products and refund after cancellation but decide to keep them, your payment method will be charged the full amount of auto-ship for that last month. All shipments will stop from that point after unless you indicate otherwise by calling Yes You Can! Customer Support Team at 888-381-0992 to continue on the auto-ship program.

Auto-Ship Returns

Please note that auto-ship returns and refunds are treated as automatic cancellations of auto-shipment. If an auto-ship return occurs prior to your second consecutive monthly auto-shipment, we will deduct the cost of shipping of your initial order from your refund and the return will constitute an automatic cancellation of your auto-ship subscription.

If you cancel auto-shipment after the second consecutive month and after your payment has already been processed, a refund will be issued, but you may be charged a \$19.99 fee if (1) your package was already shipped and needs to be re-routed back to our warehouse in-transit; (2) you refuse your package upon delivery; (3) you accept delivery of your package and would like us to send you a return label to ship the products back to our warehouse.

Shipping Your Return Instructions

Follow these steps for a quick and easy return:

- Step 1 Call our Yes You Can! Customer Support Team at (888) 381-0992 to confirm your purchase is covered by our Satisfaction Guarantee.

- Step 2 Secure all product you are returning in a box.

- Step 3 Mail the package to the appropriate address below. Make sure to save your tracking number. If there are any issues with the carrier, we will use this information to process your refund. Package must be postmarked within 45 days of shipment being received.

Yes You Can! / ATT: Returns
Regis Salons Distribution Center
5300 West Harold Gatty Dr
Salt Lake City, UT 84116

Refunds

As stated above, shipping costs are non-refundable unless they were incurred as a result of our error. Product refunds are issued back to the original method of payment. All appropriate charges, if any, should appear on your payment method within 4 weeks of our receipt of returned products and all relevant paperwork. Please note that your funds may be held by your financial institution for up to five business days after we process cancellation of your order. Please contact your financial

institution for further details. Yes You Can! is not responsible for any bank or credit card fees that you may incur. For any questions on the delay policy and/or cancellation policy, please feel free to call Customer Care at (888) 381-0992 or email: Orders@YesYouCan.com.

Offline Product Purchases

If you wish to return a product that you purchased directly from your Independent Yes You Can! Coach, please contact your Yes You Can! Coach. Yes You Can! Coaches must offer a 100% money back guarantee (minus applicable shipping) on products returned by customers within 45 days from the date the shipment is received. This product satisfaction guarantee does not apply to products damaged by abuse or misuse, and shipping costs are not refundable. If your Coach is non-responsive or you have any questions or complaints, please call us at (888) 381-0992 or email Orders@YesYouCan.com.

Yes You Can! Return Product

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Yes You Can! Customer Support

(888) 381-0992
www.YesYouCan.com