



REFUND POLICY

Professional Service Agreement (PSA) Cancellation Policy

Professional Service Agreements (PSAs) are entitled to a 3 day cancellation option.

You may cancel your PSA agreement without any penalty or obligation within 3 business days from the date of purchase. If you cancel, any property traded in, any payments made by you under the contract of sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the Company of your cancellation notice, and any security interest arising out of the transaction will be cancelled. If you cancel, you must make available to the Company at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale so the Company may arrange for return shipment of goods at the Company's expense and risk. PSAs may not be cancelled or refunded after 3 business days from the date of purchase – all sales are final. To cancel your PSA transaction, mail, deliver or fax (801-406-0149) a signed and dated written cancellation notice to Strongbrook REIC, 518 West 800 North, Suite 204, Orem, UT 84057.

Damaged, Defective or Incorrect Orders

In the event your Strongbrook Direct, LLC (Company) order is received damaged, defective, or incorrect in any way, you must contact Strongbrook Customer Support within 5 business days of receipt to request corrective action. The Company will arrange for return and replacement of the damaged/defective/incorrect products at Company expense utilizing a Return Merchandise Authorization (RMA) number. To request an RMA for a damaged, defective, or incorrect order, please contact Strongbrook Customer Support at 801-691-0375.

Refund Policy

Strongbrook Direct, LLC (Company) will refund 100% percent of the original purchase price of non-PSA products, plus applicable tax, under the following conditions.

- The refund request must be made to the Company within 30 days from the date of original purchase.
- All products must be returned in new, resalable condition.
- Original shipping and handling charges are non-refundable. Return shipping charges are the sole responsibility of the Customer and will not be refunded.
- Refunds will be credited to the original payment account within 10 business days of Company receipt of returned products.

- Approval in the form of a Return Merchandise Authorization (RMA) number must be received prior to return shipment to the Company. The actual return shipment must be accompanied by the RMA number. Returns received by the Company without prior authorization will not qualify for a refund and will be returned at Customer expense. To request an RMA, contact Strongbrook Customer Support at 801-691-0375.

Independent Business Developer (IBD) Buyback Policy

If an IBD has purchased products for inventory purposes or mandatory sales aids (including the mandatory IBD Starter Kit) while the IBD agreement was in effect, all such products in resalable condition in possession of the IBD, which have been purchased within 12 months of cancellation/termination, shall be repurchased by the Company at a price of 90% of the original net cost to the participant returning such goods, taking into account any sales made by or through such participant prior to notification of cancellation/termination. Any return of a mandatory IBD Starter Kit purchased by a new IBD shall be considered a voluntary request for IBD cancellation. IBD status shall be cancelled upon completion of the refund request in accordance with the Company's published Statement of Policies and Procedures. Standard Return Merchandise Authorization (RMA) procedures shall apply as outlined above in the Refund Policy.

Effect of Refunds on the IBD Compensation Plan

The Company shall be entitled to repayment of any commissions previously paid on a sale of a product/service if the product/service is cancelled or reversed, or a refund paid for a terminated purchase. The Company shall recover commissions by adjustment on the next IBD commission payment. In the event that no commission is available for adjustment in the following period, the IBD who received the commission shall repay the commission paid on the "reversed sale" within 30 days of the Company's notice to repay. The company reserves the right to recover all override or bonus commissions that may have been paid to other IBDs. Furthermore, the company reserves the right to offset from any Pooled bonuses and commissions the company deems as unable to recover.

The Company will honor statutory mandated refund and buyback requirements of every jurisdiction where such requirements differ from standard Company policy.