

	WITHIN 30 DAYS FROM PURCHASE	31-90 DAYS	91 DAYS – 1 YEAR
OPENED (UNMARKETABLE)	100% store credit or 90% credit card	Nonrefundable	Nonrefundable
UNOPENED (MARKETABLE)	100% store credit or 100% credit card	100% store credit or 90% credit card	90% store credit or 90% credit card

STEP 1: CONTACT MEMBER SERVICES VIA CHAT, PHONE OR EMAIL

Verify your return and establish whether you want a refund or replacement.

- Chat online at doterra.com/au
- Australia Customer Service: (02) 8015-5080 or australia@doterra.com
- New Zealand Member Services: (08) 0046 6815 or newzealand@doterra.com

STEP 2: NOTE THE REQUEST ON THE INVOICE

- Write whether you want a refund or replacement on the order invoice.
- If a refund, please specify if you want the return credited to the original form of payment or as store credit.

STEP 3: PACKAGE UP THE ITEMS BEING RETURNED

- Include the order invoice with noted request in the return package.
- Write your member ID on the outside of the package.

STEP 4: INCLUDE THE APPROPRIATE RETURN ADDRESS ON THE PACKAGE

<p>AUSTRALIA RETURNS Attention: Returns PO Box 366 Somerton, VIC 3062</p>	<p>WESTERN AUSTRALIA RETURNS Attention: dōTERRA PERTH PO Box 1397 Bibra Lake, WA 6965</p>
<p>NEW ZEALAND Attention: National Products Fulfillment PO Box 43131 Mangere, Auckland 2153</p>	<p>NEW ZEALAND NON-PO BOX Attention: dōTERRA Returns 72 Richard Pearse Drive Mangere, AUK 2022</p>

NOTE:

- When making the return, keep the tracking number for future reference.
- If you live close to Will Call, you can return the order in person to 271 Wellington Road, Mulgrave, VIC 3170.