

To ensure speed and accuracy while processing your returns, please place this form inside with product, and ship to:
dōTERRA Malaysia Sdn. Bhd. BO3-B-05-1, Menara 3A, No 3, Jalan Bangsar, KL Eco City, 59200 Kuala Lumpur.

Member Name

Wellness Advocate/Member ID #

Email Address

Telephone Number

Reason for Return?

How would you like your credit applied?

Card Used for Order

In-Store Credit (AR)

List product being returned (please use back of sheet if more space is needed):*

Order #

Item:

Order #

Item:

Additional items listed on reverse

RETURNS POLICY:

	Within 30 Days after purchase	31-90 Days after purchase	91-180 Days after purchase	181 Days – 1 Year after purchase
Un-Opened, Marketable Product	100% In-Store Credit or Credit Card Used	100% In-Store Credit or 90% back Credit Card Used	90% In-Store Credit or Credit Card Used	75% In-Store Credit or Credit Card Used
Opened Product	100% In-Store Credit or 90% back to Credit Card Used	Non-Refundable	Non-Refundable	Non-Refundable

- Approval for the return must be received prior to the return of the shipment to the Company. This approval must be obtained either by phone call or email, and the actual return shipment must be accompanied by the Wellness Advocate ID number, a printed dōTERRA Returns Form, and the original order invoice for any items being returned.
- The Company will provide the Wellness Advocate with the correct procedures and location for returning the products or Sales Aids. All return shipping costs must be paid for by the Wellness Advocate.
- Products or Sales Aids returned to the Company without prior authorization will not qualify for a product credit or refund and will be returned to the Wellness Advocate at the Wellness Advocate's expense.
- The Company will process return requests for any product purchased from dōTERRA Malaysia only.
- The order's shipping fee is not refundable.
- The refund amount is subjected to less shipping costs and paid Bonuses.
- Limited time offers, BOGO items, promotional items and expired items are not refundable and returnable.
- Please see individual products for product warranties or trial period information.

Kits: All items of the kit (and any add-on items) must be returned in order to receive a refund.

Points: Items purchased with points are non-refundable.

For additional information, contact dōTERRA Member Services at: +603 2633 7888 or visit www.doterra.com/MY/en_MY