

To ensure speed and accuracy while processing your returns, please place this form inside with product, and ship to:
dōTERRA Enterprises Singapore Pte. Ltd. 111 Somerset Road, #12-28 TripleOne Somerset

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:

Time From Purchase	Product Status	Refund Option Original Mode of payment	Product Credit Option (AR)
0 – 60 days	Currently Marketable	100% refund	100% AR
0 – 30 days	Not Currently Marketable	90% refund	100% AR
61 – 90 days	Currently Marketable	90% refund	100% AR
91days – 12 months	Currently Marketable	75% refund	75% AR

Notes: Refunds exclude shipping costs, paid bonuses, limited time offers, and expired items.

Definition of Currently Marketable

- Unopened and unused
- Packaging and labeling intact
- Commercially resalable condition
- Not expired
- Contains current dōTERRA labeling
- Excludes seasonal, discontinued, limited time, or special promotion products as disclosed prior to purchase

Return Procedures

Obtain Prior Approval: Contact dōTERRA by phone or in writing to receive a Return Authorization / Number.
If request received via phone: Advise the customer to fill in the Return Form for documentation and approval.

Unpick Orders: Wellness Advocates must obtain approval in writing before any refund can be processed.

Follow Return Instructions: Ship items to the provided location. Return shipping cost borne by the member.

No Approval = No Refund: Unauthorized returns are returned at member's expense.

Refused Shipments: A S\$13.50 handling fee may apply.

Bonus Recoup: Company may reclaim bonuses for returned products.

Sales Aids / Kit Returns: Kits must be returned in full. Personalized sales aids are non-returnable except for printing errors within 30 days.