

REFUND POLICY

You may request a refund of any amounts charged by contacting customer service at support@practrition.com. If for any reason you are not completely satisfied with any ÜClue product purchased directly from ÜClue via our website, you may request a refund within 30 days from the date of purchase for a full refund or exchange. Refunds and exchanges will be made to the credit card with which the product was purchased. You will need the following to make your request for refund:

- Proof of Purchase.
- Unused portion of the product or empty product containers.

Your refund includes only the cost of the product. It does not include the costs of shipping. Before any product is returned to ÜClue, the Wellness Provider must contact support at support@practrition.com to obtain a Return Merchandise Authorization (“RMA”) number. Any packaged received without this information on the outside of the box may be refused, and may result in a refund not issuing.

RETURN PROCESS

All returns, by a Wellness Provider, must be made as follows: Obtain a Return Merchandise Authorization (“RMA”) from ÜClue by contacting support@practrition.com and submit a request.

- Ship items to the address provided by ÜClue Members Services when you receive your Return Merchandise Authorization.
- Provide a copy of the sales receipt or invoice with the returned products or service. Such invoice must reference the RMA and include the reason for the return.
- Ship product back in the original manufacturer’s box exactly as it was delivered.
- All returns must be shipped to ÜClue pre-paid, as ÜClue does not accept shipping COD packages. ÜClue recommends shipping returned product by UPS or FedEx which includes tracking information and insurance, as risk of loss or damage in the shipping process of the returned product shall be borne solely by the Wellness Provider. If returned product is not received at the address provided on

the RMA, it is the responsibility of the Wellness Provider to trace the shipment of the product wherein no credit will be applied.

- The return of \$500 or more of products accompanied by a request for a refund within one (1) calendar year by a Wellness Provider, may constitute grounds for involuntary termination.

AUTO SHIP CANCELLATION

Please email support to cancel or modify your auto ship at any time at support@practrition.com, without penalty. You can also modify or cancel your order at any time at www.Practrition.com. By selecting the “auto ship” & option on our order form, you are giving ÜClue Inc. authorization to submit paperwork on your behalf to the manufacturer to enroll you in the automatic shipping program. The manufacturer will ship your products directly to you. You are also authorizing ÜClue Inc. to charge your credit card for the products you have ordered on a monthly basis. You may cancel at any time without obligation and without penalty by emailing support@practrition.com or canceling the order on the Practrition portal. All auto ship cancellations must be performed or delivered to ÜClue Inc. within 3 business days of the next shipment to guarantee cancellation of that shipment.

