

REFUND POLICY



Beneve LLC. offers a 90-day return policy on the initial enrollment order and a 30-day return policy on subsequent orders. If a Customer or Influencer wishes to return a product, they must notify Customer Support of their intention to return products at the following email address: support@beneve.com. In addition to notifying Customer Support of your intention to return products, you must provide a list of the unopened products you will be returning, along with your name, your Beneve Influencer account ID number, and the order number in which you received the products. If you do not provide adequate account information, this may delay the return process. Refunds will not be considered on orders older than 90 days; you must contact support within 90 days of the date of your order for a refund. No refunds, exchanges or credits will be considered for orders older than 90 days.

Our product refund ONLY covers unopened, sealed, undamaged, and resalable condition packaging. The original packaging must not be opened, and all individual packets/sachets must equal the quantity distributed in the original fulfillment to meet the return policy requirements. You may be requested to provide pictures of your Beneve LLC. packing slip and/or of the products you wish to return. Your returned products should be adequately packaged to prevent damage during return shipment. In the event boxes are dented, ripped, damaged, etc. upon return receipt they cannot be restocked, and thus will not be refunded. Any product that is opened, or packaging that is not intact (damaged or otherwise) upon receipt will not qualify for refund or exchange. Upon receipt of the Shipping Vendor Report registering the receipt and reviewing the condition of the product returned, we will offer refunds on products returned in unopened, sealed, undamaged, and resalable condition, at which point you will be notified by email. Please note that returned products received that meet our return policy requirements will be subject to a 10% restocking fee. Please be advised that shipping and tax charges are nonrefundable, and we will only accept returns that fall within the requirements of our return policy. There are no refunds (including shipping and tax) for any food products – such as bread, or pancake / waffle mix.

Any product which is returned to us and meets all return policy guidelines listed above will qualify for a refund to the original payment source. If the refund/credit is declined for any reason to the original credit/debit card used for the purchase. Any product which is returned to us and meets all return policy guidelines will also be eligible for an exchange for an alternative product of the same value. If an exchange is requested, you will be responsible for the shipping cost of those exchanged items. Please note, if more than 50% of the paid products in any order are returned for refund, any commissions or associated volume earned will be withdrawn.

U.S. Orders Product Return Address:

Beneve LLC. RETURNS

5656 Isabelle Ave, Suite 4

Port Orange, FL. 33127