

Renova Worldwide
RETAIL CUSTOMER TERMS & CONDITIONS

(Updated 5/22/19)

These Terms and Conditions (the “**Terms and Conditions**” or “**Agreement**”) are made by and between Renova Worldwide™ (the “**Company**” or “**Renova**” or “**Renova Worldwide**”) and each Customer (hereinafter “**you**” or “**your**”), and govern all online credit card or debit card transactions.

I. PAYMENT

Upon entering into this Agreement, you hereby certify that you have provided a valid credit card or debit card number to the Company along with the card’s expiration date, associated zip code, and any other information necessary to process payment for your product(s) order (hereinafter “**Order**”). You also certify that you are the authorized cardholder.

If you have selected a credit card as the method of payment, you hereby authorize the Company to charge your credit card for the Order. If you have selected a debit card as payment, you authorize the Company, either by paper or electronic means, to debit your savings or checking account for the Order.

The Company shall make no other charge to your account except that which you have authorized for the Order. If a charge is dishonored or reversed by the credit card company, with or without cause and whether intentionally or inadvertently, the Company will not be liable.

II. REFUND POLICY

Returns: If you are not satisfied with your product(s), you can return the unused portion back to the Company within thirty (30) days of the original purchase date and the Company will refund 100% of the purchase price.

Procedure for Return:

1. The product(s) must be returned in the original container.
2. The return must have a Return Merchandise Authorization (RMA) number. To obtain an RMA number, contact Support at (866) 217-5806.
3. Return the product(s) through a traceable delivery system, e.g., UPS. It is your responsibility to track the shipment. The Company is not responsible for product(s) lost or damaged during shipment.
4. Upon receipt of the product(s), the Company will issue a refund for the full price paid for the product. The original shipping costs on the returned product(s) will not be refunded.

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III. EXCHANGES

The Company will provide an exchange for any product that is defective or incorrectly sent, if the exchange request is received in writing or via email to support@renovaworldwide.com within thirty (30) days of purchase.

IV. PRIVACY

To protect your personal information, we take precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

If you provide us with your credit card information, the information is encrypted using secure socket layer technology (SSL) and stored with AES-256 encryption. We follow all PCI-DSS requirements and implement additional generally accepted industry standards.

When you order products on the website, your name, email address, mailing address, credit card number, security code, and expiration date is needed. This allows us to fulfill your order and to notify you of your order status. **IF YOU DON'T WANT TO USE YOUR CREDIT CARD ON THE INTERNET—NO PROBLEM.** Just call Renova Worldwide Support at (866) 217-5806.

V. GENERAL TERMS AND CONDITIONS

You agree that Renova Worldwide (including without limitation its officers, directors, employees, and affiliated entities) and Affiliates will not be held liable for any claims, damages or costs, whether direct or indirect, consequential or special, arising out of or in any way connected to your use or inability to use this website.