

Last update: 14 August 2018

Advanced Wellness Solutions Limited

Cancellation, Refund and Returns Policy

Advanced Wellness Solutions Limited ("Mavie", we", "us", "our" or "Company"), a company incorporated in Hong Kong and our principal place of business is at 15/F, BOC Group Life Assurance Tower, No. 136 Des Voeux Road Central, Hong Kong. This Delivery, Refund and Replacement Policy ("DRRP") shall be governed by and construed under the laws of Hong Kong Special Administrative Region and any dispute that goes to court will be heard in the Courts of Hong Kong Special Administrative Region.

Advanced Wellness Solutions Limited stands behind the quality of its products and guarantees your satisfaction. If for any reason you are not completely satisfied with the products, you may return it within 14 days of purchase for a refund as per the terms of the Returns Policy

Right to cancel your contract

- a. You may cancel your order by (i) contacting our Customer Care at support@mavie.net within fourteen (14) calendar days from the date of order to obtain an approval and (ii) returning the products ordered (if delivered to you) in their original unopened condition together with the original undamaged box and/or packaging at your own risks and costs to **the return address enclosed within the product/kit** within 7 days of the delivery of the products to you.
- b. Any product returned to Mavie must be in its original condition and remained unopened, and returned together with the original undamaged box and/or packaging protected in a carton box with your full name, address, contact number and email. You will not be qualified for a refund if the product returned does not comply with the abovementioned requirements.
- c. Within [7] days from the date of receipt of the returned product (if applicable), we will notify you whether the product returned complied with the abovementioned requirements. If you fail to comply with the abovementioned requirements, no refund will be arranged and the products returned will be sent back to you by post or other methods as deemed appropriate at Mavie's sole and absolute discretion and at your own cost and risk.
- d. In the event that you have complied with the abovementioned requirements, a refund will be arranged. In the event that the products are purchased directly, the refund payment (if any) will be equivalent to the purchase price paid by you for the products minus an administration fee of 10% on the sales. Sales include the selling price of the product and the Value Added Tax or any kind of Sales Tax. No refund will be made for the shipping fee of the product and those non-refundable items mentioned in clause 3f below. Refund payment (if any) will be credited to you through your original payment method within [30] days from the date when the products are returned. If you fail to return the products or materials, or fail to comply with any of the abovementioned requirements, no refund will be made to you.
- e. Mavie reserves the sole and absolute discretion to decide whether to accept the cancellation of order and/or process the refund and Mavie's decision in this respect is final.
- f. Exceptions:

i. Customized Products: All customized products including customized skincare or nutritional supplements offered by Mavie are non-refundable. We do not issue refunds once the order is completed because each package is customized to you and it cannot be resold to another customer. The order will be fully charged. As a customer you are responsible for understanding this when purchasing or redeeming any customized products from our website.

ii. Customized Plans: All customized plans including fitness training plans and nutritional plans offered by Mavie are non-refundable. We do not issue refunds once the order is completed and the service is fulfilled. As a customer you are responsible for understanding this when purchasing or redeeming any services from our website and we do not entertain any request for refund of any services or plans (including meals, exercise programs or fitness trainings) for reasons that they do not fit your personal taste or preferences.

Cancellation by us

a. We reserve the right to cancel the order by serving you a notice of cancellation at our sole and absolute discretion in accordance with the terms and conditions of this policy at any time or under the following circumstances:

i. We have insufficient stock to deliver the products you have ordered;

ii. We do not deliver to your area; or

iii. One or more of the products you ordered was listed at an incorrect price due to any inadvertent error or an error in the pricing information received by us from our suppliers;

iv. Default payment on your part or breach of the terms and conditions contained in this policy;

v. Any unforeseen circumstances beyond our control arise.

b. Subject to Clause 4c below, if we do cancel your order, we will notify you by email. In any event within 30 days of the date of our cancellation notice, we will credit the refund to your account after any sum deducted by us from your original payment method as soon as possible. You agree, acknowledge and confirm that we may cancel the order at our sole and absolute discretion, and you will not be entitled to seek any further amount and / or compensation from us for such cancellation.

c. If Mavie cancels the order because of your default in payment or your breach of the terms and conditions of this policy, Mavie reserves the rights to recover administrative expenses and/or other losses from you or to deduct the same from the amount to be refunded.