

RETURN POLICY

Product Opened?	Returned within 30 days of purchase	Returned within 90 days of purchase	Returned within 1 year of purchase
Yes	90% Refund or 100% Product Credit	Non-Refundable	Non-Refundable
No	100% Refund or 100% Product Credit	90% Refund or 100% Product Credit	90% Refund or 90% Product Credit

**Product Credit applies the value of your purchase back to your account as credit that can be used on a future order. This is also referred to as "Store Credit" or "AR."*

RETURN PROCESS

To return product for a refund or exchange:

- Contact Member Services via phone, email, or chat to initiate the return request
 - **Phone:** 1-800-411-8151
 - **Email:** service@doterra.com
 - **Chat:** Available on any dōTERRA.com webpage weekdays from 8:00 a.m. - 10:00 p.m. and Saturday from 9:00 a.m. - 2:00 p.m. Mountain Time
- Ensure items being returned are securely re-packaged
- List your name and ID number on the outside of the return shipment package
- Include original order number or a copy of the invoice inside return shipment
- Include a note indicating if you would like a refund, product credit, or exchange
 - For exchanges, please also list the items you would like to exchange for
- Return the package to the dōTERRA Returns address
(make sure to document and keep a tracking number for this return)
dōTERRA Returns
549 S 1300 W
Pleasant Grove, UT 84062

ADDITIONAL INFORMATION

- Products that are considered seasonal, discontinued, limited-time offers (LTO), or special promotions may be subject to an alternate return policy.
- All sales are final on products purchased with points.
- Products purchased as part of a kit or package cannot be returned individually.
- You may be charged full price for any promotion, incentive, or discount you no longer qualify for as a result of a return.
- Return shipping costs are not covered by dōTERRA and are the responsibility of the customer.

For the full return policy please visit doterra.com/US/en/policy-manual-product-returns.