

Japan

Japan Contact Information:

General Manager: Shimizu Tadamasa

Japan Office

The Hexagon 5F, 5-4-7 Akasaka,
Minato-ku, Tokyo Japan
107-0052

Distributor Support

Hours (calling from Japan)

Mon–Fri (Holidays Off): 10 a.m.–5 p.m. (Tokyo time)

Phone (Inquiries): 0570-039-131

Phone (Orders): 0120-756-131

Fax: 0120-596-131

Email (Japanese): japan@monavie.com

Compliance: compliancejpn@monavie.com

1. Enroll through the official MonaVie website:

- a. Log onto Monavie.com
- b. Select Japan on country drop-down menu (upper right)
- c. Click Enroll and enter your sponsor’s ID number
- d. If enrolling a Japan distributor, pick Japan under the Home Country drop-down
- e. Enter Gaiyoshomen number (explained in notes below) and complete online distributor application form

2. Enrolling through the Virtual Office (VO):

- a. Log onto Monavievo.com with your distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. If enrolling a non-Japan distributor, click on the (Enroll a non-Japan Distributor) link and complete online distributor application form
- d. If enrolling a Japan distributor, enter Gaiyoshomen number (explained in notes below) and complete online distributor application form

3. Enroll through Distributor Support:

- a. Speak with a Distributor Support representative

Japan

Phone: 0570-039-131

Fax: 0120-596-131

- b. Email application form to Distributor Support
japan@monavie.com

Notes (Enrolling Japan Distributor):

- To enroll a Japanese distributor, the sponsor must purchase a Japan Business Information Packet. The Information Packet will include all Japan business information and a Gaiyoshomen. The Gaiyoshomen contains an 11 digit unique enrollment number which must be entered at the top portion of the enrollment page.
- Under Personal Information, if you can't enter Kanji, Romaji will be accepted.
- Bank Account Information must be entered.
- Purchasing Distributor Kit, there are two types: Simplified* and Complete/Full

Notes (Enrolling Non- Japan Distributor)

- National ID may/ may not be required, depending on country.

How to Order Product:

1. Order through the Japanese Virtual Office (VO)

- a. Log onto Monavie.com
- b. Click Japan and select English/Japanese
- c. Click Virtual Office and log onto your VO with your distributor ID number and password
- d. Click Member Info, then click Order Product
- e. Fill out Order Form

2. Order through Distributor Support:

Japan

Phone: 0120-756-131

Fax: 0120-596-131

AutoShip is highly recommended and allows distributors to stay active and to generate possible commissions. AutoShip is activated through the Virtual Office or by calling Distributor Support.

Activating AutoShip through the Virtual Office (VO):

1. Go to Monavie.com
2. Click Japan and select English/Japanese
3. Click Virtual Office and log onto your VO with your distributor ID number and password
4. Click Member Info (top right)
5. Click Enroll in/Change AutoShip
6. Choose your product and date

Notes:

- AutoShip payment is posted to a distributor's credit card every 28 days.
- Coordinate your AutoShip to go out 28 days after your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.

- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three (3) business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

Shipping Information:

Pickup/Distribution Center: Coming Soon (location TBA)

Shipping Cost: 750 (Yen) per order; 750 (Yen) per order of Sales Tools; 650 (Yen) per AutoShip

Drop Ship: Available only within Japan

Return Policy: Upon receiving product, product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

Cooling Off: Upon receiving initial order or distributor kit (if only distributor kit is placed), distributorship must be canceled within 20 days for a full refund including shipping and return cost. Product will be picked up by courier when Distributor Support is notified and distributorship is canceled.

Payment Types: MonaVie accepts Visa®, MasterCard®, American Express®, JCB® (bank checks), Bank-to-Bank Transfers, and automatic withdrawals.



Singapore

Singapore Contact Information:

General Manager: Paul Lim

Distributor Support

Hours (calling from Singapore)

Mon–Fri, 12 p.m.–9 p.m. (SGT)

Phone (toll-free): 800-1301-745

Fax (toll-free): 800-1301-746

Email: singapore@monavie.com

Compliance: compliancesgp@monavie.com

How to Enroll as a New Distributor:

Option 1 - Enroll through your sponsor on their Virtual Office (VO):

- a. Log onto Monavievo.com with your sponsor and their distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

Option 2 - Enroll through the official MonaVie website:

- a. Log onto Monavie.com
- b. Select Country
- c. Select Enroll (Placement is placed to sponsor’s default setting)
- d. Enter **sponsor’s** ID number
 - i. Make sure sponsor’s ID number is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

Option 3 - Enroll through Distributor Support:

- a. Speak with a Distributor Support representative
 - Singapore**
 - Phone: 800-1301-745
 - Fax: 800-1301-746
- b. Email application form to Distributor Support
singapore@monavie.com

Notes:

- National ID# is requested.

How to Order Product:

1. Order through the Virtual Office (VO):

- a. Log onto Monavievo.com with your distributor ID number and password.
- b. Click link to place a personal order.
- c. Follow page prompts to complete process.

Note:

- To send as gift click “this gift” and provide recipient address during shipping address confirmation (only applicable domestically to Singapore).

AutoShip is a stress-free program that allows you to establish a standing monthly order with MonaVie. Your product will be delivered to you every 28 days.

Activating AutoShip through the Virtual Office (VO):

- Log onto Monavievo.com with your distributor ID number and password
- Click Manage AutoShip
- Choose the product you want to receive every 28 days
- Choose AutoShip date by colored week
- Complete Application

Notes:

- AutoShip payment is charged to a distributor’s credit card every 28 days.
- To manage your AutoShip, select same colored week as your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three (3) business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

Option 2 - Order through Distributor Support:

Singapore

Phone: 800-1301-745

Fax: 800-1301-746

Shipping Information:

Pickup/Distribution Center: Singapore

Warehouse: Sagawa

Hours:

Mon–Fri: 9 a.m.–6 p.m. SGT

Sat: 9 a.m.–1 p.m. SGT

Phone: 65-6795-5436

Address: 18 Boon Lay Way, #03-142/143

Tradehub 21 Singapore 609966

Shipping Cost: 10% of Total order

GST: (7%)

Delivery Time: 3–5 business days

Shipping Method: Sing Post & Sagawa

Order Limit: No limit on quantity (Product over \$2,000 must be approved by compliance.)

Available Product: MonaVie Original™ juice; MonaVie Active™ juice and gel

Drop Ship: Available only within Singapore

Return Policy (wholesale): Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

AutoShip: First AutoShip is 100% refundable on product, minus shipping costs.

Payment Types: MonaVie accepts Visa®, MasterCard®, and American Express®.



Australia

Australia Contact Information:

Distributor Support

Hours (calling from Australia)

Tues–Sat (AEST) 8 a.m.–6 p.m.

Phone (toll-free): 1800-104-833

Fax (toll-free): 1800-105-368

Email: Australia@monavie.com

Compliance: complianceaus@monavie.com

How to Enroll as a New Distributor:

Option 1 - Enroll through your sponsor on their Virtual Office (VO):

- a. Log onto Monavievo.com with your sponsor and their distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

Option 2 - Enroll through the official MonaVie website:

- a. Log onto Monavie.com
- b. Select Country
- c. Select Enroll (Placement is placed to sponsor’s default setting)
- d. Enter **sponsor’s** ID number
 - i. Make sure sponsor’s ID number is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

Option 3 - Enroll through Distributor Support:

- a. Speak with a Distributor Support representative

Australia
Phone (toll-free): 1800-104-833
Fax (toll-free): 1800-105-368
- b. Email application form to Australia@monavie.com

Notes:

- Australian Business Number is optional (ABN is similar to a U.S Business Tax ID number and can be obtained through www.abr.gov.au). Distributors earning more than AU\$6,000 per

year are subject to a 46.5% tax withholding on commissions by the Australian Taxation Office if ABN is not provided.

How to Order Product:

Option 1 - Order through the Virtual Office (VO):

- a. Log onto Monavievo.com with your distributor ID number and password.
- b. Click link to place a personal order.
- c. Follow page prompts to complete process.

Note:

- To send as gift click “this gift” and provide recipient address during shipping address confirmation (only applicable domestically to Australia).

AutoShip is a stress-free program that allows you to establish a standing monthly order with MonaVie. Your product will be delivered to you every 28 days.

Activating AutoShip through the Virtual Office (VO):

- Log onto Monavievo.com with your distributor ID number and password
- Click Manage AutoShip
- Choose the product you want to receive every 28 days
- Choose AutoShip date by colored week
- Complete Application

Notes:

- AutoShip payment is charged to a distributor’s credit card every 28 days.
- To manage your AutoShip, select same colored week as your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three (3) business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

Option 2 - Order through Distributor Support:

Australia

Phone (toll-free): 1800-104-833

Shipping Information:

Collection Center: Coming Soon (Location TBA)

Shipping Cost: 7% for AutoShip; 9% for personal orders

GST: 10%

Delivery Time: 3–5 business days

Shipping Method: Australian Air Express

Order Limit: No limit on quantity (product over \$2,000 must be approved by compliance)

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Available Product: MonaVie Original™ juice and gel; MonaVie Active™ juice and gel; MonaVie Pulse™ juice

Drop Ship: Available within Australia

Return Policy (wholesale): Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

AutoShip: First AutoShip is 100% refundable on product, minus shipping costs.

Payment Types: MonaVie accepts Visa®, MasterCard®, and American Express®. (Diners Club cards are not accepted.)



New Zealand

New Zealand Contact Information:

Distributor Support

Hours (calling from New Zealand)

Tues–Sat: (NZDT) 10 a.m.–8 p.m.

Phone (toll-free): 0800-44-4164

Fax (toll-free): 0800-44-4822

Email: NewZealand@monavie.com

Compliance: compliancenzl@monavie.com

How to Enroll as a New Distributors:

Option 1 - Enroll through your sponsor on their Virtual Office (VO):

- a. Log onto Monavievo.com with your sponsor and their distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

Option 2 - Enroll through the official MonaVie website:

- a. Log onto Monavie.com
- b. Select Country
- c. Select Enroll (Placement is placed to sponsor’s default setting)
- d. Enter **sponsor’s** ID number
 - i. Make sure sponsor’s ID number is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

Option 3 - Enroll through Distributor Support:

- a. Speak with a Distributor Support representative or fax distributor application form
New Zealand
Phone (toll-free): 0800-44-4164
Fax (toll-free): 0800-44-4822
- b. Email application form to Distributor Support
NewZealand@monavie.com

Notes:

- Internal Revenue Department Number is optional (IRD Number is similar to a U.S. Taxpayer Number and can be obtained through www.ird.govt.nz)

How to Order Product:

Option 1 - Order through the Virtual Office (VO):

- a. Log onto Monavievo.com with your distributor ID number and password.
- b. Click link to place a personal order.
- c. Follow page prompts to complete process.

Note:

- To send as gift click “this gift” and provide recipient address during shipping address confirmation (only applicable domestically to New Zealand).

AutoShip is a stress-free program that allows you to establish a standing monthly order with MonaVie. Your product will be delivered to you every 28 days.

Activating AutoShip through the Virtual Office (VO):

- Log onto Monavievo.com with your distributor ID number and password
- Click Manage AutoShip
- Choose the product you want to receive every 28 days
- Choose AutoShip date by colored week
- Complete Application

Notes:

- AutoShip payment is charged to a distributor’s credit card every 28 days.
- To manage your AutoShip, select same colored week as your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three (3) business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

Option 2 - Order through Distributor Support:

New Zealand

Phone (toll-free): 0800-44-4164

Shipping Information:

Collection Center: Coming Soon (location TBA)

Shipping Cost: Free

GST: 12.5%

Delivery Time: 3–5 days

Shipping Method: New Zealand Post & Castle Parcels

Order Limit: No limit on quantity (Product orders exceeding \$2,000 must be approved by compliance)

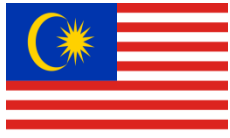
Available Product: MonaVie Original™ juice and gel; MonaVie Active™ juice and gel; MonaVie Pulse™ juice

Drop Ship: Available only within New Zealand

Return Policy (wholesale): Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

AutoShip: First AutoShip is 100% refundable on product, minus shipping costs.

Payment Types: MonaVie accepts Visa®, MasterCard®, and American Express®. (We do not accept Diners Club cards.)



Malaysia

Malaysia Contact Information:

General Manager: Paul Lim

Malaysia Office

Level 2, Unit 2.8-10

Menara UOA Bangsar

5 Jalan Bangsar Utama 1

59000 Kuala Lumpur

Phone: 603-22993399

Fax: 603-22993398

Distributor Support

Hours (**calling from Malaysia**)

Mon–Fri., 12 p.m.–9 p.m. GMT

Phone (toll-free): 1800 81 5070

Fax (toll-free): 1800 81 5071

Email: Malaysia@monavie.com

Languages supported: English, Malay and Mandarin

Compliance: compliancemly@monavie.com

How to Enroll as a New Distributor:

Option 1 - Enroll through your Sponsor on their Virtual Office (VO):

- a. Log onto Monavievo.com with your Sponsor and his/her distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

Option 2 - Enroll through the official MonaVie website:

- a. Log onto Monavie.com
- b. Select Country
- c. Select Enroll
- d. Read and verify that you agree to all following documents (Distributor Agreement, Terms and Conditions, Policies and Procedures and the Compensation Plan
- e. Please make sure you have your Sponsors and Placement ID
- f. Fill out Distributor Application Information
- g. Have your sponsor assist you through the online application process

Option 3 - Enroll through Distributor Support:

- a. Speak with a Distributor Support representative or fax distributor application form

Malaysia

Phone (toll-free): 1800 81 5070

Fax (toll-free): 1800 81 5071

- b. Email application form to Distributor Support

Malaysia@monavie.com

Compliance Notice:

- GMPC (Government Multi Purpose Card) also known as the MyKad number is mandatory and needs to be submitted within 45 days of enrollment via scan or fax. (MyKad number is similar to a U.S Identification number). After that time the company may place a sales order hold on the account
- Business Identity number should be used if registering as a business

How to Enroll a Preferred Customer:

Enroll through your Sponsor on their Virtual Office (VO):

- a. Log onto Monavievo.com or Monavievo.my with your Sponsor and his/her distributor ID number and password
- b. Click Enroll Preferred Customer (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

Note:

- Order limit for a Preferred Customer is RM 1500 every 28 days (before taxes and shipping)
- AutoShip is only available to Preferred Customers

How to Order Product:

Option 1 - Order through the Virtual Office (VO):

- a. Log onto Monavievo.com with your distributor ID number and password
- b. Click link “Place a Personal Order”
- c. Follow page prompts to complete process

**Ordering through the Virtual Office is the fastest and most convenient ordering process*

Note:

- To send as gift click “this gift” and provide recipient address during shipping address confirmation (only applicable domestically to Malaysia)
- AutoShip is not available to Distributors, only Preferred Customers

Option 2 - Order through Distributor Support: Phone (toll-free): 1800 81 5070

Shipping Information:

Shipping Cost: 15RM (per case), 4% for non-product materials

Delivery Time: 2–4 days

Order Limit: No limit on quantity (Product over \$2,000 must be approved by compliance)

Available Product: MonaVie Original™ beverage; MonaVie Pulse™ beverage

Drop Ship: Available only within Malaysia

Return Policy (wholesale): Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation

Payment Types: MonaVie accepts Visa®, MasterCard®, American Express® and Diners Club cards (only with MasterCard® logo) MonaVie Commissions (Hyperwallet)



Hong Kong

Hong Kong Contact Information:

Acting Director: Kenny Wan

Distributor Support

Hours (**calling from Hong Kong**)

Mon–Fri, 12 p.m.–9 p.m. (HKT)

Phone (toll-free): 800-905-188

Fax (toll-free): 800-905-189

Email: HongKong@monavie.com

Languages supported: English and Mandarin

Compliance: HongKongcompliance@monavie.com

How to Enroll as a New Distributor:

Option 1 - Enroll through your Sponsor on their Virtual Office (VO):

- a. Log onto Monavievo.com with your Sponsor and his/her distributor ID number and password
- b. Click Enroll a Distributor (upper left-hand corner)
- c. Have your sponsor assist you through the online application process

Option 2 - Enroll through the official MonaVie website:

- a. Log onto Monavie.com
- b. Select Country
- c. Select Enroll (Placement is placed to sponsor’s default setting)
- d. Enter **Sponsor’s** ID number
 - i. Make sure Sponsor’s ID number is correct
- e. Select Country
- f. Have your sponsor assist you through the online application process

Option 3 - Enroll through Distributor Support:

- a. Speak with a Distributor Support representative

Hong Kong

Phone: 800-905-188

Fax: 800-905-189

- b. Email application form to Distributor Support

HongKong@monavie.com

Compliance Notice:

New distributors must submit proof of identity within 45 days of their enrollment or before your commissions are paid. Failure to do so will result in an automatic suspension of the distributor account and all pending commissions until proof has been received.

Submitting proof of identity:

- You must submit a photocopy of your Hong Kong Identity Card (HKID).
- Include your distributor ID and contact phone number along with the photocopy.
 - Send your proof of identity via fax to 800-905-189 (long distance rates apply) or via email to (hongkongcompliance@monavie.com).

How to Order Product:**Option 1 – Order through the Virtual Office (VO):**

- a. Log onto Monavievo.com with your distributor ID number and password.
- b. Click link to place a personal order.
- c. Follow page prompts to complete process.

Note:

- To send as gift click “this gift” and provide recipient address during shipping address confirmation (only applicable domestically to Hong Kong).

AutoShip is a stress-free program which allows you to establish a standing monthly order with MonaVie. Your product will be delivered to you every 28 days.

Activating AutoShip through the Virtual Office (VO):

- Log onto Monavievo.com with your distributor ID number and password
- Click Manage AutoShip
- Choose the product you want to receive every 28 days
- Choose AutoShip Date by colored week
- Complete Application

Notes:

- AutoShip payment is charged to a distributor’s credit card every 28 days.
- To manage your AutoShip, select same colored week as your initial order to remain active.
- Colored weeks help distributors distinguish AutoShip week.
- The week of your AutoShip, active status will show “not active” until AutoShip is processed and shipped.
- Cancellation of AutoShip must be done three business days prior to the next AutoShip date. Requests made after that may not be effective until the following shipment date.

Option 2 - Order through Distributor Support:**Hong Kong**

Phone: 800-905-188

Fax: 800-905-189

Shipping Information:

Delivery Time: 2–3 business days

Shipping Method: DHL

Order Limit: 600 PV every 28 days

Available Product: MonaVie Original™ juice; MonaVie Active™ juice

Drop Ship: Available only within Hong Kong

Return Policy (wholesale): Unopened product is refundable within 90 days for a 90% refund, excluding shipping and return costs. See Addendum B of the Policies and Procedures for a full explanation.

AutoShip: First AutoShip is 100% refundable on product, minus shipping costs.

Payment Types: MonaVie accepts Visa® and MasterCard® and MonaVie Commissions.



Korea

Korea Contact Information:

General Manager: Bong-Yong Na

Korea Distributor Support

Hours (calling from Korea)

Mon–Fri: 9 a.m.–6 p.m. (KST)

Tel: 1566-2552

Phone Orders Only (toll-free): 080-888-2000

Fax: 1566-2622

Email: korea@monavie.com

Compliance: koreacompliance@monavie.com

Please familiarize yourself with our Distributor Support hours, phone and fax numbers, and other contact information.

We look forward to serving you and helping you with your MonaVie business. To easily reference this information in the future, visit the *Contact Us* page (found under the "Company" link) of your country-specific www.monavie.com website.

How to Enroll as a New Distributor:

All enrollment documents must be delivered to the MonaVie Korea Office at the following address:

3F Shinyoung B/D 68-5
Cheongdam-dong, Gangnam-gu
Seoul, Korea 135-100
Hours: Mon–Fri: 9 a.m.–6 p.m.

A new Enrollment Packet must include the following:

1. Completed MonaVie Korea Distributor Application
2. Photo copy of your bank book
3. Photo copy of your ID card (Driver’s License or Government ID card)

How to Order Product:

Order through the Virtual Office* (VO):

1. Visit www.monavievo.com
2. Enter your distributor ID and Password
3. Click the link “Place a Personal Order”

**Ordering through the Virtual Office is the fastest and most convenient ordering process.*

NOTE: To send MonaVie product as a gift click “gift” and provide recipient address during shipping address confirmation (**must be a Korean address**).

Order by Fax

The MonaVie Product Purchase Agreement can be printed from your Virtual Office. To print off the document, log in to your Virtual Office at www.monavievo.com. Click the “Corporate” link located on the left margin. Click the “Document Library” link. The Product Purchase Agreement can also be picked up in person at the MonaVie Corporate Office.

1. Fax your completed MonaVie Purchase Agreement to 1566-2622.
 - Please allow 24 hours for processing.
2. You may also deliver your MonaVie order form to the MonaVie Korea office.
 - Please note that it is not possible to pick up product at the time you drop off your order form.
 - All hand delivered orders require 24 hours for processing.

Order by Telephone

You may place a product order through the MonaVie Order Department by calling 080-888-2000.

Enrolling in AutoShip

AutoShip is a stress-free program that allows you to establish a standing monthly order with MonaVie. Your product will be delivered to you every 28 days. Initially, AutoShip may be set up via phone or fax to MonaVie Distributor Support.

Korea distributors will also be allowed to use our “cascading payment” feature that is available for the AutoShip program. You can enter a maximum of three separate payment methods and they can control which sequence to have their listed payment methods used. To set up the “cascading payment” feature after the AutoShip profile is created, please follow the instructions below.

How to manage the “cascading payment” feature:

- Access your [Virtual Office](#).
- Click on “Manage AutoShip” (left-hand navigation).
- Click on “Add Payment Method.”
- Enter your additional payment method information.
- Click “Save.”

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NOTES:

- AutoShip payment is charged to a distributor’s credit card every 28 days.
- Distributors in Korea can use the credit cards listed under the “Payment Types” section below to place an order or to set up AutoShip when ordering via fax or phone.

Shipping Cost: Free

VAT: (10%)

Delivery Time: 2–3 business days

Order Limit: 600 PV every 28 days

Available Product: MonaVie Essential™ juice; MonaVie Active™ juice

Drop Ship: Available only within Korea

Return Policy (wholesale): Please refer to the MonaVie Korea Policy and Procedure Addendum B for a complete explanation.

- 100% refund for product refunded within 30 days of original order date
- 95% refund for product refunded between 31-60 days of original order date
- 93% refund for product refunded between 61-90 days of original order date

Payment Types: Depending on your method of purchase, MonaVie accepts the following payment types:

- **Orders through the Virtual Office:** KEB, Shinhan, B.C., Hyundai, and Kookmin; more card brands will be accepted in the weeks following launch. We are pleased to offer bank transfers and virtual account transfers through the Virtual Office.
- **Orders via Fax or Phone to MonaVie Customer Care:** KEB, BC, Shinhan, Kookmin, Hyundai, and Visa and MasterCard international; more card brands will be accepted in the weeks following launch.

Credit Card Companies	Phone / Fax Orders*	Virtual Office Orders
Shinhan	Accepted	Accepted
Kookmin (K.B.)	Accepted	Accepted
B.C.	Accepted	Accepted
Hyundai	Accepted	Accepted
KEB	Accepted	Accepted
Visa International	Accepted	
MasterCard International	Accepted	

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Other Payment Types	Phone/Fax Orders*	Virtual Office Orders
Bank Account Transfers		Accepted
Virtual Account Transfers		Accepted