

Customer Return Policy

All Customers who wish to return RIMAN, INC. products to RIMAN, INC. for any reason must complete the Return Form found on RIMAN.com. Only items for which a refund is available per the Return Policies outlined below should be returned to RIMAN, INC. Items returned for which no refund is available will be discarded, and no refund will be issued.

Order Cancellation

Orders can be cancelled on the same day they were placed as long as cancellation is complete by 2:59 p.m. Pacific Time only. Orders cannot be cancelled after 2:59 p.m. Pacific Time. RIMAN, INC. will make reasonable efforts to refund an order placed in error. In the event an order cannot be cancelled, a Customers must follow the procedure described below.

Returns of Defective or Damaged Products

For any items that were defective at the time that RIMAN, INC. delivered them to the carrier, RIMAN, INC. will, at the option of the Customer: (1) replace and ship replacements for the defective items to the Customer at no additional charge if replacements are available or (2) refund the amount paid for the items by crediting 100% of the purchase price, sales tax, and shipping charges to the credit/debit card used to make the purchase. RIMAN, INC. reserves the right to arrange a pick-up for defective product(s) or for those RIMAN, INC. wishes to examine at no charge to the purchaser, at its discretion. The determination of whether the items were defective at the time of shipment shall be made by RIMAN, INC. in its sole discretion.

Returns Under the Customer Satisfaction Guarantee

If for any reason a Customer is not completely satisfied with any RIMAN, INC. product(s) they purchased individually (not in a kit or promotional bundle)*, they may return the product(s) within 30 days from the date of order for a refund of 100% of the purchase price, sales tax, and shipping charges. RIMAN INC. will cover return shipping costs. Refunds will be returned to the credit/debit card used for purchase.

All Other Returns

For any Customer Returns after 30 days, Customers may return RIMAN, INC. product(s) they purchased individually (not in a kit or promotional bundle)*, the product(s) must be unopened and resaleable, as defined below, and the return must be processed up to 60 days from the date of order refund of the amount paid for the product, minus a 10% restocking fee and shipping charges. The Customer shall be responsible for return shipping costs. Refunds will be returned to the credit/debit card used for purchase.

Returns for Resale between a RIMAN Planner and a Customer

In the event of a product resale conducted directly between a Planner and a Customer, a Planner bears the responsibility of honoring the thirty (30) day Customer Satisfaction Guarantee. A copy of the Customer Retail Sales receipt must be provided to the customer for the resale to be covered under the Customer Satisfaction Guarantee (for additional information on Customer Retail Sales Receipts, refer to the Policies & Procedures.) The cost to return ship the RIMAN, INC. products shall be the responsibility of the Customer or Planner.

Resalable Items

RIMAN, INC. Products are “resalable” only if they meet all of the following requirements:

- The items are unopened and unused.
- The packaging and labeling are current and have not been altered or damaged.
- The item must have an expiration date at least one year from date of return.
- The items and their packaging are in such condition that it is commercially reasonable to sell the items at full price.
- The items, at the time of purchase, were not identified as non-refundable, discontinued, expired or seasonal items.

**Partial returns for kits and promotional bundles are not allowed. Merchandise must be returned as a full set for a refund.*