

REFUNDS & RETURNS POLICY

Zilara · goDesana · Heart & Body Naturals · Effective May 15, 2026

The Promise

If a product from one of our Brands does not meet your expectations, return it within sixty (60) days of receipt for a refund of the product price. No restocking fee.

Customer Returns

You have sixty (60) days from the date you receive a product to return it for a refund.

- The refund covers the product price.
- Original shipping is not refunded.
- Return shipping is the Customer's responsibility unless the product was shipped in error or arrived damaged.

How to Return

Mail the product to the return address published on the Site. Include a copy of the original invoice. Shipping is prepaid by the sender; collect shipments are not accepted.

Refunds are processed to the original payment method after the return is received at our distribution center.

Damaged or Incorrect Orders

If your order arrives damaged or contains the wrong items, notify us within thirty (30) days of receipt through the support ticket system on the Site. The Company will cover return shipping and either replace the items or refund the order.

International Orders

International shipping rates are posted at checkout. Customs duties, import taxes, and any other fees imposed by the destination country are the Customer's responsibility.

Before placing an international order, check with your country's customs office to confirm that the products you are ordering are permitted and that any required licenses or permits are in place.

The Company cannot refund packages that are:

- Seized, destroyed, returned, or delayed by customs or local carriers.
- Misrouted because of an address change made after dispatch.

For lost international packages, the Company may, at its discretion, issue store credit in lieu of a refund.

Consultant Inventory Returns

An Independent Consultant who resigns may return inventory under the terms set out in the Company's Policies and Procedures (Section 8.2).