



Money Back Guarantee - Europe

Let Prysm iO provide immediate scores of your carotenoid levels and track your measurable journey. If your Prysm Score, as defined below, remains **unchanged**—or does **not** show any increase—after 90 to 100 days of taking **1 (one)** Prysm Certified Product (LifePak+, JVi, Beauty Focus Collagen+, or Beauty Focus MultiBeauty) at the recommended dosage, we will refund the full purchase price of that product. Please review the full Terms and Conditions below for complete details.

By submitting this form, you agree to be bound by the terms and conditions outlined below. Nu Skin reserves the right, at its sole discretion, to refuse any claim that does not comply with these terms and conditions.

Terms & Conditions

In order to take advantage of this Money Back Guarantee, you must adhere to the following requirements:

1. This Money Back Guarantee is open to all Brand Affiliates and Registered Customers aged eighteen (18) years old or older holding a valid Nu Skin ID and legally residing in Nu Skin's Authorized Markets in Europe where the Products, as defined below, are available for sales.
2. This Money Back Guarantee applies only to individuals who have not used any Products for at least three (3) consecutive months immediately preceding their Initial Scan and who have not previously received any refund under this Money Back Guarantee.
3. You must complete an Initial Scan, as defined below, with the Prysm iO to determine and record your Prysm Score in the App, as defined below.
4. Within seven (7) days of the Initial Scan, you must create and place a monthly ADR Subscription (as defined below) order for at least one (1) of the Products or add at

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least one (1) of the Products to your current monthly ADR Subscription, for at least three (3) consecutive months.

5. You must use the Products for at least three (3) consecutive months while adhering strictly to the Product usage directions¹.
6. You must complete a Re-Scan, as defined below, with the Prysm iO to determine and record your Prysm Score in the App between ninety (90) and a hundred (100) days after the Initial Scan.
7. “Unassigned Scans” as stated in the App are excluded from this Money Back Guarantee.
8. Each Nu Skin account is eligible for only one single refund under this Money Back Guarantee.
9. If you used multiple Products at the same time, Nu Skin will refund only (1) one Product, excluding shipping fees, under this Money Back Guarantee. You may select which Product you wish to have refunded.
10. Provided all conditions are met, Nu Skin will refund an amount equal to the purchase price, excluding shipping fees, paid originally for your purchase of three (3) months’ worth of the Product. This means that if you purchased the Product as part of an ADR Subscription package or at a promotional price and request a refund under this Money Back Guarantee, your refund will be issued at that same promotional price for that specific Product (and not the entire package).
11. A Product purchased with product points is not eligible for a refund under this Money Back Guarantee.
12. Submit the fully completed Money Back Guarantee Refund Request Form (below), along with all required information, no later than thirty (30) days after the date of your Re-Scan.

¹ Product usage directions:

- For JVi, this can be obtained by taking 60 ml of the product twice a day. We recommend taking 60 ml twice a day for three consecutive months.
- For LifePak+, this can be obtained by taking either 1 sachet (4 tablets) per day, which equates to 2 boxes over three consecutive months, or 2 sachets (8 tablets) per day, which equates to 3 boxes over the same period. Actual consumption may vary by market; please refer to the product page on our website for local recommendations.
- For Beauty Focus Collagen+, this can be obtained by taking 1 sachet per day, i.e., 1 box per month for three consecutive months.
- For Beauty Focus MultiBeauty, this can be obtained by taking 1 capsule per day, i.e., 1 box per month for three consecutive months.

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13. If your request is approved, your refund will be processed within four (4) weeks of receiving the fully completed form and all required screenshots.
14. Your refund will be issued using the same means of payment as used for the original purchase, unless you expressly agree otherwise.
15. Nu Skin reserves the right to request a Re-Scan from you at the company's own cost.
16. Any manipulation of this Money Back Guarantee, as determined in Nu Skin's sole discretion, will void any claim made under the Money Back Guarantee.
17. Nu Skin reserves the right to modify or discontinue the Money Back Guarantee at any time and without notice. If Nu Skin discontinues the Money Back Guarantee, Nu Skin will still process claims submitted before that date and issue refunds if the claims are accepted.

In these Terms and Conditions:

- “ADR Subscription” means Automatic Delivery Rewards Subscription. For more information, please visit our ADR Subscription page: “[What is ADR](#)” on [www.nuskin.com](#). The ADR Subscription may be new or existing.
- “Product” means the LifePak+, JVi, Beauty Focus MultiBeauty or Beauty Focus Collagen+ product included in the product SKUs listed in Annex A hereto and added to an ADR Subscription order.
- “App” means the Nu Skin Prysm iO app
- ” Prysm Score” means the score generated by a Prysm iO device after scanning your finger.
- “Initial Scan” means your first physical scan performed with the Prysm iO device using the App through the Info Scan Option, as defined below, completed within seven (7) days prior to the first purchase of a Product.
- “Re-Scan” means the second and any subsequent physical scans of the same customer performed with the Prysm iO device using the Info Scan Option, conducted between ninety (90) and one hundred (100) days after the Initial Scan.
- “Info Scan Option” means scan is registered in the App together with the Scaneer's information (name, email or phone number).

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Money Back Guarantee Refund Request Form – Europe

- ▶ Nu Skin ID Number **(required)**:
- ▶ Full Name **(required)**:
- ▶ Mobile Phone Number **(required)**:
- ▶ Email Address **(required)**:
- ▶ City/Town **(required)**:
- ▶ Zip Code **(required)**:
- ▶ Country **(required)**:
- ▶ ADR Subscription Number **(required)**:

Initial Scan (maximum 7 days before purchasing Product(s))

- ▶ Please attach a screenshot of your Initial Scan showing your name, date, and Prysma Score **(required)**:

Re-Scan (between 90-100 days from the Initial Scan date)

- ▶ Please attach a screenshot of your Re-Scan, conducted 90–100 days after the Initial Scan, showing your name, scan date, and Prysma Score **(required)**:

- ▶ Select the Product you want to request a refund for (only **one** (1) Product can be refunded) **(required)**:

☐ LifePak+

☐ JVi

☐ Beauty Focus Collagen+

☐ Beauty Focus MultiBeauty

- ▶ Did you follow the Product usage directions as indicated on the packaging? **(required)**
☐ Yes ☐ No

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I confirm that my request meets the above criteria and by submitting this form, I request that my application for a refund is considered under the Money Back Guarantee offered by Nu Skin for the selected Product outlined above.

If you have any further questions, please feel free to contact our product expert team by email: productexpert@nuskin.com .

Submit Request

Privacy

Nu Skin Enterprises Inc. and its affiliates and subsidiaries (“Nu Skin”) will collect and process certain personal information about you (“Personal Data”) when you use the Nu Skin services including when you participate in this Money Back Guarantee program. Any information will be collected, used, and disclosed in accordance with the Nu Skin Privacy Notice which is available for your review [here](#) .

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ANNEX A

SKU	NAME
85433743	Lifepak+ CZ/HU/NL/GB
85343742	Lifepak+ FI/NO
85893742	Lifepak+ DK/ES/IE/IS/SE/PL
85833742	Lifepak+ RO/SK
85833743	Lifepak+ PT
85883742	Lifepak+ AT/BE/DE/FR/IT/LU
97137249	LifePak+ & Marine Omega Package HU
97137014	LifePak+ & Marine Omega Package ML
97137016	LifePak+ & Marine Omega Package DK/IE/IS
97137017	LifePak+ & Marine Omega Package ES
97137208	LifePak+ & Marine Omega Package PT
97137328	LifePak+ & Marine Omega Package RO/SK
97137925	LifePak+ & Marine Omega Package CZ
97138451	LifePak+ & Marine Omega Package FI/NO/SE
97138662	LifePak+ & Marine Omega Package GB
97138929	LifePak+ & Marine Omega Package PL
97137013	LifePak+ & Marine Omega Package AT/BE/DE/FR/IT/LU
97138380	Essential Nutritionals ADR kit HU
97138382	Essential Nutritionals ADR kit NL
97138383	Essential Nutritionals ADR kit PL
97138384	Essential Nutritionals ADR kit PT
97138372	Essential Nutritionals ADR kit AT/DE/IT
97138373	Essential Nutritionals ADR kit BE/FR/LU
97138375	Essential Nutritionals ADR kit CZ

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97138378	Essential Nutritionals ADR kit FI
97138379	Essential Nutritionals ADR kit GB
97138381	Essential Nutritionals ADR kit IE
97138424	Essential Nutritionals ADR kit SE
97138667	Essential Nutritionals ADR kit NO
97138385	Essential Nutritionals ADR kit RO/SK
97138208	Inner Foundation ADR kit HU
97138209	Inner Foundation ADR kit NL
97138210	Inner Foundation ADR kit PT
97138211	Inner Foundation ADR kit RO/SK
97138219	Inner Foundation ADR kit IT
97138203	Inner Foundation ADR kit CZ
97138204	Inner Foundation ADR kit AT/BE/DE/FR/LU
97138205	Inner Foundation ADR kit DK/IE
97138207	Inner Foundation ADR kit GB
97138450	Inner Foundation ADR kit SE
97138888	Inner Foundation ADR kit PL
97003762	Jvi Drink 2 pack AT/BE/CH/CZ/DE/ES/FI/FR/GB/HU/IE/IT/LU/NL/NO/PL/PT/RO/SE/SK
97138653	JVi + R ² ADR KIT HU/RO/SK
97138652	JVi + R ² ADR KIT CZ
97139630	Beauty Focus Collagen+ ADR AT/BE/CH/DK/DE/FI/FR/IT/LU/NL/NO/PT/SE
97139629	Beauty Focus Collagen+ ADR CZ/ES/IE/IS/GB/HU/PL/RO/SK
97139706	Better Together Collagen+ LumiSpa System Normal/Combo GB
97139705	Better Together Collagen+ LumiSpa System Normal/Combo EU

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97139713	Better Together Collagen+ LumiSpa System Normal/Combo EEU/ESIS
97139701	Better Together Collagen+ LumiSpa System Dry GB
97139700	Better Together Collagen+ LumiSpa System Dry EU
97139711	Better Together Collagen+ LumiSpa System Dry EEU/ESIS
97139708	Better Together Collagen+ LumiSpa System Oily GB
97139707	Better Together Collagen+ LumiSpa System Oily EU
97139714	Better Together Collagen+ LumiSpa System Oily EEU/ESIS
97139704	Better Together Collagen+ LumiSpa System Sensitive GB
97139703	Better Together Collagen+ LumiSpa System Sensitive EU
97139712	Better Together Collagen+ LumiSpa System Sensitive EEU/ESIS
97139710	Better Together Collagen+ LumiSpa System Blemish GB
97139709	Better Together Collagen+ LumiSpa System Blemish EU
97139715	Better Together Collagen+ LumiSpa System Blemish EEU/ESIS
97139640	Collagen+ LumiSpa Dry ADR Package AT/BE/CH/DE/DK/FI/FR/IT/LU/NL/NO/PT/RO/SE
97139655	Collagen+ LumiSpa Dry ADR Pkg CI/CZ/ES/GB/HU/IE/PL/RO/SK
97139641	Collagen+ LumiSpa Normal ADR Package AT/BE/CH/DE/DK/FI/FR/IT/LU/NL/NO/PT/RO/SE
97139656	Collagen+ LumiSpa Normal ADR Package CI/CZ/ES/GB/HU/IE/PL/RO/SK
97139642	Collagen+ LumiSpa Oily ADR Package AT/BE/CH/DE/DK/FI/FR/IT/LU/NL/NO/PT/RO/SE
97139657	Collagen+ LumiSpa Oily ADR Package CI/CZ/ES/GB/HU/IE/PL/RO/SK
97139643	Collagen+ LumiSpa Sensitive ADR Pkg AT/BE/CH/DE/DK/FI/FR/IT/LU/NL/NO/PT/RO/SE
97139658	Collagen+ LumiSpa Sensitive ADR Pkg CI/CZ/ES/GB/HU/IE/PL/RO/SK
97139644	Collagen+ LumiSpa Blemish ADR Package AT/BE/CH/DE/DK/FI/FR/IT/LU/NL/NO/PT/RO/SE

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97139654	Collagen+ LumiSpa Blemish ADR PKG CI/CZ/ES/GB/HU/IE/PL/RO/SK
97139632	Collagen+ Jvi Drink ADR Package AT/BE/CH/DE/FI/FR/IT/LU/NL/NO/PT/RO/SE
97139645	Collagen+ Jvi Drink ADR Package CI/CZ/ES/GB/HU/IE/PL/RO/SK
97139749	BeautyFocus MultiBeauty ADR CZ/PL/SK
97139750	BeautyFocus MultiBeauty ADR IT/DK/GB/IE
97139751	BeautyFocus MultiBeauty ADR ES/CI/PT
97139752	BeautyFocus MultiBeauty ADR HU/RO
97139753	BeautyFocus MultiBeauty ADR BE/LU/NL/FR/AT/DE/CH
97139754	BeautyFocus MultiBeauty ADR FI/NO/SE
97139758	Beauty Duo ADR Package HU/RO
97139759	Beauty Duo ADR Package PT
97139760	Beauty Duo ADR Package GB/IE
97139761	Beauty Duo ADR Package ES/CI
97139762	Beauty Duo ADR Package BE/LU/NL/FR/AT/DE/CH
97139763	Beauty Duo ADR Package CZ/PL/SK
97139764	Beauty Duo ADR Package FI/NO/SE
97139765	Beauty Duo ADR Package DK/IT
97139874	VIP ADR Subscription Offer
97139631	Collagen+ Tegreen 30ct ADR Package (DK)
97139897	Prysm iO Wellness Essentials BE/LU/FR/AT/DE/CH
97139896	Prysm iO Wellness Essentials ES/CI
97139895	Prysm iO Wellness Essentials FI/NO/SE
97139892	Prysm iO Wellness Essentials IE
97139891	Prysm iO Wellness Essentials IT
97139890	Prysm iO Wellness Essentials NL
97139898	Prysm iO Wellness Essentials CZ
97139894	Prysm iO Wellness Essentials GB

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97139893	Prysm iO Wellness Essentials HU
97139889	Prysm iO Wellness Essentials PL
97139912	Prysm iO Wellness Essentials RO
97139913	Prysm iO Wellness Essentials PT
97139911	Prysm iO Wellness Essentials SK
97139887	VIP Lifepak Offer (GB)

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