



RETAIL CUSTOMER RETURN POLICY

EUROPEAN UNION

Effective Date: 1 January 2025 | Applicable in all EU Member States

NHT Global offers a 14 (fourteen) calendar day, 100% unconditional money-back guarantee on all products sold to retail customers within the European Union. This policy complies with Directive 2011/83/EU on Consumer Rights, Directive 1999/44/EC on the Sale of Consumer Goods, and applicable national transposing legislation.

Every NHT Global independent distributor ("Distributor") is contractually bound, under the Distributor Agreement and NHT Global Policies and Procedures, to honor this guarantee in full. Prior to completing any retail sale, a Distributor must provide written or verbal disclosure of this right.

1. Statutory Right of Withdrawal (14-Day Cooling-Off Period)

Under Article 9 of Directive 2011/83/EU, you have the right to withdraw from any distance or off-premises contract within 14 (fourteen) calendar days without giving any reason.

The withdrawal period begins:

- For goods: the day on which you, or a third party designated by you (other than the carrier), take physical possession of the goods.
- For multiple goods ordered in a single order but delivered separately: the day on which you take physical possession of the last item.
- For contracts for the regular delivery of goods over a defined period: the day on which you take physical possession of the first item.

To exercise the right of withdrawal, you must inform NHT Global of your decision by means of an unambiguous statement (e.g. a letter sent by post or email). You may use the Model Withdrawal Form set out in Annex I of this Policy, but it is not obligatory.

Contact details for withdrawal notices:

- Email: support.eu@nhtglobal.com
- Postal address: NHT Global Europe srl, Via dei Tigli 6/D, 20090 Opera (MI)

You must send your withdrawal notice before the expiry of the 14-day withdrawal period. Once notified, you must return the goods without undue delay and in any event no later than 14 (fourteen) calendar days after the day on which you communicated your withdrawal.

2. Return of Goods

Goods must be returned to the Distributor from whom they were originally purchased, or directly to NHT Global, in their original or equivalent packaging. Products do not need to be unused if the return is made under the statutory right of withdrawal; however, you are liable for any diminished value of the goods resulting from handling beyond what is necessary to establish their nature, characteristics and functioning.

3. Refund

NHT Global will reimburse all payments received from you, including the costs of standard delivery (but not any supplementary costs arising from your choice of a non-standard delivery type), without undue delay and in any event no later than 14 (fourteen) calendar days from the day on which we are informed of your decision to withdraw.

Refunds are issued using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the reimbursement.

NHT Global may withhold reimbursement until it has received the goods back or you have supplied evidence of having returned the goods, whichever is the earliest.

4. Exceptions to the Right of Withdrawal

In accordance with Article 16 of Directive 2011/83/EU, the right of withdrawal does not apply to:

- Sealed goods which are not suitable for return due to health protection or hygiene reasons and which have been unsealed after delivery (e.g. certain nutritional supplements, skincare products).
- Goods that are made to your specifications or clearly personalized.
- Goods which have, after delivery, according to their nature, become inseparably mixed with other items.

5. Legal Conformity Guarantee

Independent of and in addition to the commercial money-back guarantee above, you have statutory rights under applicable national legislation implementing Directive 2019/771/EU on Contracts for the Sale of Goods (as of 1 January 2022). The seller is liable for any lack of conformity existing at the time of delivery of the goods and which becomes apparent within a minimum of 2 (two) years from delivery.

If the goods are not in conformity with the contract, you are entitled to have the goods repaired or replaced, or to receive a price reduction or a full refund, in accordance with applicable national law. These statutory rights are not affected or limited by the commercial guarantee.

6. Distributor's Obligations

All NHT Global Distributors operating in the EU must:

- Provide the consumer with a copy of this Return Policy or clearly direct the consumer to where it can be freely accessed, prior to or at the time of sale.
- Provide the Model Withdrawal Form (Annex I) to the consumer at the time of sale.
- Process returns and refunds in strict compliance with the timelines set out in this Policy.
- Not impose any conditions, charges, or penalties on a consumer exercising their statutory right of withdrawal.
- Comply with Directive 2005/29/EC (Unfair Commercial Practices), Directive 2005/29/EC, and all applicable consumer protection laws of the relevant EU Member State.

7. Out-of-Court Dispute Resolution (ODR / ADR)

In accordance with Directive 2013/11/EU on Alternative Dispute Resolution and Regulation (EU) No 524/2013 on Online Dispute Resolution, EU consumers have the right to submit disputes to an accredited ADR entity.

Online Dispute Resolution Platform:

European Commission ODR Platform: <https://ec.europa.eu/consumers/odr>

NHT Global email for ODR/ADR purposes: support.eu@nhtglobal.com

8. Governing Law and Jurisdiction

This Policy is governed by the laws of the EU Member State in which the consumer is habitually resident. Nothing in this Policy shall limit or exclude any mandatory consumer rights afforded to consumers under the law of their Member State of residence.

ANNEX I – MODEL WITHDRAWAL FORM

(Complete and return this form only if you wish to withdraw from the contract.)

To: NHT Global Europe, NHT Global Europe srl, Via dei Tigli 6/D, 20090 Opera (MI), support.eu@nhtglobal.com

I/We (*) hereby give notice that I/we (*) withdraw from my/our (*) contract of sale of the following goods (*):

Ordered on (*): _____

Received on (*): _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s) (only if this form is notified on paper):

Date: _____

() Delete as appropriate.*