



**1300 Oliver Road Suite 200  
Fairfield, CA 95687  
707-449-4567  
support@myctfo.com**

## RETURN POLICY

### 60-DAY MONEY BACK GUARANTEE:

Changing The Future Outcome, Inc/CTFO Ltd (hereafter “The Company”) has a sixty (60) day money back guarantee is offered on each of The Company’s products and product packages on the purchase price paid, less any shipping and handling fees. Refunds are not available on marketing material, Business Builder Packages, sale items, discontinued products, closeout items or outdated products. Shipping and handling charges are only subject to be refunded if the order has not been shipped.

To receive a refund, please mail the item(s) to:

CTFO Refund Department  
1300 Oliver Road Suite 200  
Fairfield, California 94534

### **Include in the package in written format:**

- Your Member/Distributor ID #
- The Order/Invoice # the item(s) were ordered under
- The reason why you would like a refund.

This 60-day, empty bottle, money-back offer is good one time per product, per order, per Associate/Customer.

NOTE: When The Company receives a package, it can take up to 30 days to process a refund request. After we have electronically released the funds, a credit should appear on the card the order was charged to within the next 5-7 business days, depending on the policies and procedures the financial institution follows. If the electronic refund is denied, The Company will attempt to contact the Customer/Associate three (3) times, once weekly, by phone or email to confirm the disbursement of a check refund. After three (3) attempts, the Associate/Customer assumes responsibility to call/email back The Company to request the refund check.

All containers sealed/opened, full/empty must be returned and must arrive back to The Company prior to 60 days of shipment date. Items being returned for a refund are returned at the Associate/Customer’s expense and must include written instruction as to why the product was returned, the invoice/order number and customer/associate ID number.

All orders returned due to “Incorrect Address” or “Failed Attempts” may only be reshipped upon the customer’s request. Additional shipping and handling charges will apply.



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Refund requests received sixty (60) or more days after the shipment date will not be refunded. If the items fall outside the 60-day guarantee, the customer will be contacted via email regarding the denied refund request and the order will be held for a maximum of twenty-one (21) days.

The item(s) may be returned to the Customer upon their request, however additional shipping and handling charges will apply. If the customer does not contact The Company regarding the order, the item(s) will be destroyed without notification.

Customers with orders returned without written instruction will be contacted via email or phone.

Orders will be held for up to ninety (90) days until further direction is provided by customer. After 90 days, the product will be destroyed, and the refund is forfeited.

Any refund policy or money back guarantees made by The Company on the products sold by The Company are solely intended and will only be extended to the original purchaser of the product.

Please note that some third parties or Independent Associates may make unofficial offers regarding product guarantees that are not corporately endorsed, therefore The Company cannot honor them.

If you have questions about any unusual offers, please contact The Company's Customer Support directly for verification.

**DAMAGED or MISSING ORDERS:** Please contact The Company's Customer Support to report any damaged or missing orders within fifteen (15) business days from shipment date. The Customer/ Associate may be requested to contact the appropriate shipping carrier to have an investigation opened. (Based on the carrier this process can take up to 15 business days). Damaged item(s) must be in the original packaging with the entire original casing. Damaged items may be picked up by the carrier and returned to The Company, unless otherwise directed by The Company. Upon receipt of the item, a new product will be sent out.

**PRODUCT EXCHANGES:** The Company does not offer product exchanges currently. A Customer/ Associate may request a refund for the original item purchased by following the refund instructions and use those funds they receive back to make a new purchase at the discretion and willfulness of the individual Customer/Associate.