

# Satisfaction Guarantee Policy

## The Aihu Customer....

- ☐ The customer has 30 DAYS from the date on the Aihu order form receipt to return any product purchased. (Dated receipt is mandatory; without it no return will be made.)
- ☐ The customer should inform the Aihu Consultant of the need to return the product.

## The Aihu Consultant...

- ☐ Informs the customer to send the product with the product purchase receipt, back to  
**THE CONSULTANT.** If they don't have their receipt, the product is unable to be returned.
- ☐ The Consultant verifies that the product was purchased within 30 days with the receipt, identifies the reason for the return and completes the appropriate information on the Aihu Return Form.
- ☐ The Aihu Consultant then sends the product, return form and the Consultant's commission earned back to the Aihu Corporate Office. (Since the sale is now void,  
5-24  
Consultant commissions paid out on the sale of that product need to be returned to  
Aihu as well.)
- ☐ The Aihu Corporate Office will mail a check to the customer upon receipt of above information. The check will include the subtotal for the product plus tax paid. Policy Effective March 2009

# Aihu Return Form

*(To be completed by the Consultant)*

**Aihu Consultant Name:** \_\_\_\_\_ **ID** \_\_\_\_\_

**Customer Name, Address: Reason for Product Return:**

**Amount to be returned to the customer: retail price plus tax: \$** \_\_\_\_\_

**Commissions collected from Aihu now due back to Aihu from the**

**Consultant: \$** \_\_\_\_\_

**Send this completed form, the dated receipt, returned product and**

**Consultant commission received for the sale of the product to:**

Aihu Corporate Office

7681 West Amber Ridge Way

Tucson, AZ 85743

Terms and Cond.

### **Timelines**

□ Orders will be shipped within 3 business days from receipt of the order and payment from the Consultant. Aihu's order system will notify you via email when the order has been received. If you do not receive this notification on your email, the order did not come into the Aihu Corporate Office and you may want to call to check on the order status, and then you may need to resubmit the order.

□ Orders will appear on Consultant's Commission Report when they have been processed at the Aihu Corporate Office.

□ Tell customers to expect to receive their orders in 1-3 weeks, based on receipt of payment/order at Aihu Corporate Office. □ All orders must be charged to be processed.

### **Errors**

□ If there is a discrepancy between the Computer Order Form and the product received, or if the order is lost, please go to the Trouble Ticket Section of your Back Office Site and report your information. This will be checked daily and Aihu Corporate will get back to you.

□ If an order is lost, Aihu will forward the order tracking number to you. The Consultant then contacts the shipping company to track the package. □

**Aihu assumes no responsibility for orders once they have left the shipping dock.**

### **Damaged Product**

□ For product damaged in shipment, keep all shipped inventory and packing slips and file a claim with the carrier. If a customer calls with a claim of broken jars, etc., have them take the product, the box it was received in, and the paperwork to their carrier to get a refund for them from the carrier.

# **Aihu Customer Shipping Rates**

*( Based on Customer Retail Sales)*

## **Sales (in retail dollars): Rates**

**\$0-40 \$10.00**

**\$40.01-70 \$12.00**

**\$70.01-90 \$15**

**\$90.01-120 \$20**

**\$120.01-500 \$30**

**\$500.01-1,000 \$40.00**

**\$1,000.01-2,000 \$60.00**

**\$2,000.01 – 3,000 \$100.00**

**3,000.01 and up \$130.00**

## **Contact**

**Ph:763-972-9132**

**Fax 763-972-2123**

**[www.aihu.net](http://www.aihu.net)**

**Email: sales@aihu.net**

**Address:**

**Aihu, Inc.**

**7681 West Amber Ridge Way**

**Tucson, AZ 85743**