



Herbalife (U.K.) Limited

The Charter Building, Charter Place,
Uxbridge, UB8 1HB,
United Kingdom

**CUSTOMER REQUEST FOR REFUND
FORM**

Contact us: myherbalife.com/online support

RETAIL CUSTOMER INFORMATION

Your information will be used by the Herbalife Independent Member and the Herbalife business entity listed at the top of this form in accordance with the Privacy Notice located on this form.

Customer's Name:
Address:
Town/City:
Postal Code:
Country:
Telephone:
Email:

Please state the reasons for being dissatisfied with the product:

In accordance with Herbalife's Satisfaction Guarantee: I return a copy of my Retail Order Form, along with **the products or the original product labels**, to my Herbalife Independent Member. I certify, on this date ____/____/____, I requested a refund or credit toward the purchase of another Herbalife® products in the amount of £ _____ and I acknowledge receiving the:

- Refund
- Full credit towards other Herbalife® products

Customer's Signature: _____ **Date:** _____

HERBALIFE INDEPENDENT MEMBER

This form must be completely and properly filled out and signed, to be returned, along with **the product or defaced pictures of the original product labels** and customer's receipt/copy of retail order form, to Herbalife within **(30)** days following refund to the customer. Contact Member Services to obtain an authorization number via myherbalife.com/online support as under certain terms & conditions Herbalife may require the products to be returned to the company. Members should not dispose of the products until your product replacement request is complete.

Member's Herbalife ID Number:
Member's Name:
Member's Address:
Town/City:
Postal Code:
Country:
Telephone:
Email:

Please indicate the "Ship To" address for your product replacement:
<input type="checkbox"/> Same as Member's Address
Name:
Address:
Town/City:
Postal Code:
Country:

I certify that on this date ____/____/____ I have refunded the above stated amount of £ _____ to my customer, or upon their request I have issued my customer a full credit towards the purchase of other Herbalife® products.

Member's Signature: _____ **Date:** _____

You may refer to the [Herbalife Satisfaction Guarantee](#) available on MyHerbalife.com for detailed requirements. Herbalife may contact your customer to help us identify what can be done as a company to further assist your customers, and better our products. This form is not valid without a copy of the retail order form/invoice, and completeness of the form.

30-DAY MONEY-BACK GUARANTEE

Members have Herbalife's permission to duplicate this document. Copyright © Herbalife
Distribution: Send copies to Herbalife. Keep original copy for your records.

PRIVACY NOTICE

As your Herbalife Independent Member and controller, I will collect and process your personal information listed in this order form for the purpose of processing your order to fulfil my contractual obligations, for quality checks, which is in my legitimate interest, and for the fulfilment my legal and compliance obligations. Failure to provide the information makes it impossible for me to fulfil my contractual obligations towards you and Herbalife. I may also use your information for direct marketing, subject to any consent or other legal requirements that may be applicable in your jurisdiction. I am required to process your information in accordance with applicable laws and the Herbalife Rules of Conduct. I will retain your data for as long as necessary for the purposes for which it was collected, and as long as required by law (but in no event less than two (2) years).

Depending on applicable law, you may have various rights with respect to your personal information towards me as your Herbalife Independent Member, such as a right of access, rectification, restriction of or objection to processing, portability to another controller and erasure. These rights are subject to limitations set out in law. To exercise such rights or to learn more about my privacy practices, please contact me directly using information found on the top of this order form.

I may share your data with **Herbalife (U.K.) Limited (“Herbalife”)**. I do so on the basis of my legitimate business interest to process your orders and otherwise support my business operations, and to maintain the optimal functioning of the Herbalife Sales and Marketing Plan in accordance with all legal and contractual requirements to which I am subject.

Herbalife will use your data as a controller and apply the principles set forth in its privacy policy, located at https://www.myherbalife.com/ed/en-gb/pages/public/privacy_policy.html. As stated therein, Herbalife may in turn share your data with its affiliates, including Herbalife affiliates located in countries outside of the European Union such as the United States that may not offer the same level of data protection as your own country. Please see the Herbalife privacy policy for information regarding steps taken by Herbalife to secure your data and protect your information when it is transferred to affiliates outside of Europe. As further stated in its privacy policy, Herbalife may share your information with other parties as required by law, or to comply with a subpoena, legal proceedings, or similar legal or judicial process or arbitration, including disclosure to authorized third party auditors or governmental authorities. Herbalife or its authorized representatives may contact you directly for purposes of meeting Herbalife’s legal and compliance obligations.

Depending on applicable law, you may have various rights with respect to your personal information towards Herbalife, such as a right of access, rectification, restriction of or objection to processing, portability to another controller and erasure. These rights are subject to limitations set out in law. To exercise such rights with respect to Herbalife, please see the Herbalife privacy policy or contact Herbalife at privacy@herbalife.com for more information. As stated in the privacy policy, if you are in the European Union and have concerns about Herbalife’s use of your personal information that Herbalife cannot solve to your satisfaction, you have the right to file a complaint with the competent Supervisory Authority in your jurisdiction.

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