

SELF-SERVICE RETURN

How It Works:

If you are not completely satisfied with your [OPTAVIA.com](https://www.optavia.com) order, you may return the consumable products in your order for any reason; non-consumable items are non-refundable. Please return consumable products within 30 days of receipt of your order for a refund (less shipping fees).

We recommend you retain the proof of your return in the event your package does not reach our warehouse as expected.

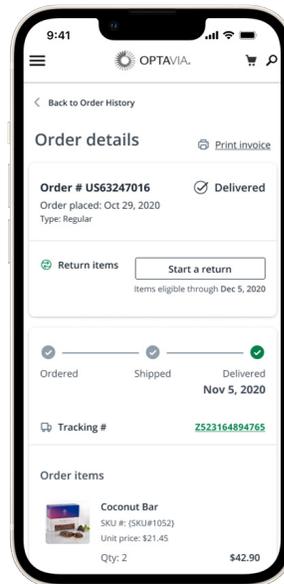
Please note the following when processing a return:

- Refunds are available on consumable products only. Simply place all Fuelings in their original box when returning.
- Any free promotional items you may have received with your order are yours to keep and do not qualify for a refund.
- A prepaid return shipping label is available for qualified orders:
 - Any order processed after 1/12/22.
 - The original order had to be shipped to an address in the 48 contiguous states of the USA (including PO boxes in the 48 states).
- The prepaid return shipping label will be deducted from your total refund amount.
- If your order does not qualify for a prepaid return shipping label, you will be required to return your unwanted items using a shipping carrier of your choice. (i.e. UPS, USPS, or FedEx).
*We recommend you retain the proof of your return in the event your package does not reach our warehouse as expected.
- If you do not wish to take advantage of a prepaid return label, please contact the [Client Support Team](#) to process your return and opt-out of the prepaid return label. You cannot opt-out via the online self-service option.

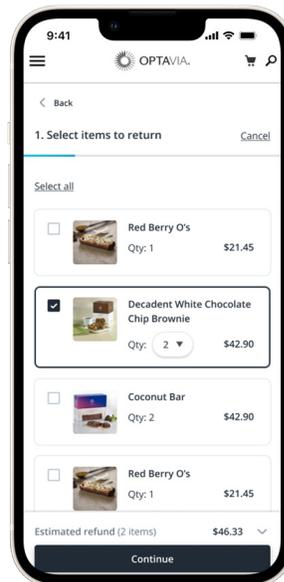
For full details on the return policy, please refer to our complete policy here: [Return Policy US](#).

Step-by-Step Instructions: Boxless Return to the UPS Store

1. Login to your **OPTAVIA** account via [OPTAVIA.com](https://www.optavia.com), using your credentials.
2. Select the order that you wish to return from the order history.
**Click on the order number to access details.*
3. Select **Start Return**.

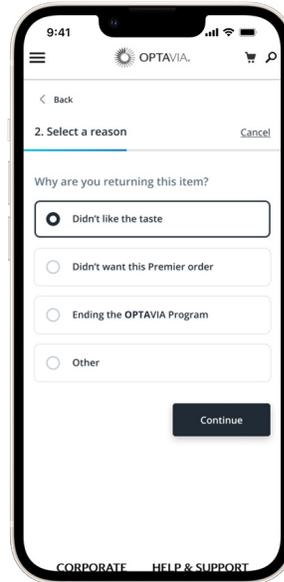


4. Select the items to return from the available list.
 - Once the item is selected, you can click on the **quantity number** to modify it. (i.e. return 1 of 2 boxes of bars)
 - Once you have selected all eligible items, click **Continue** to proceed.

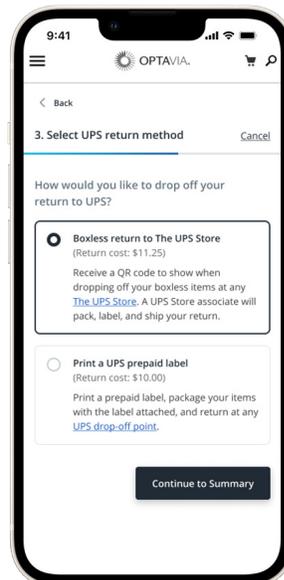


5. Select your reason for return and click **Continue**:

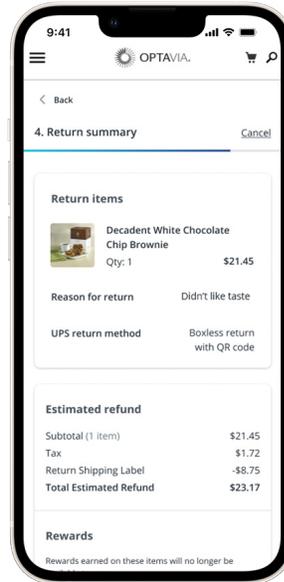
- Didn't Like Taste
- Didn't want this Premier order
- Ending the **OPTAVIA** Program
- Other



6. Choose the return method and click **Continue to Summary**.

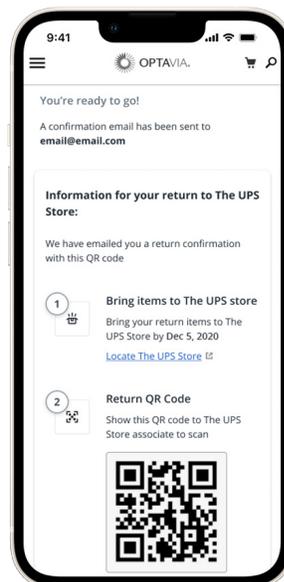


7. Review the items that you have selected to return.*Payment method to be credited will be displayed in the summary.
8. Select Return Items to complete the return order.



9. A summary will display with the details of your return order. Click **Print Return Label** to download and follow the additional steps listed within the summary.

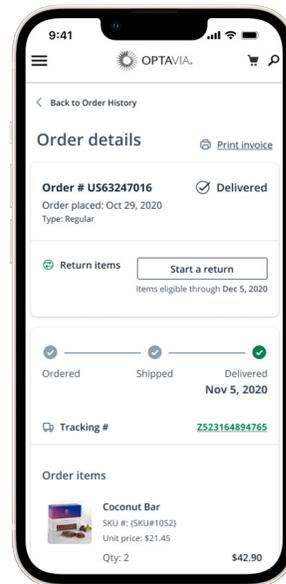
Please note, the QR code can only be scanned by a UPS associate at a UPS Store. QR codes cannot be scanned at a UPS drop-off site.



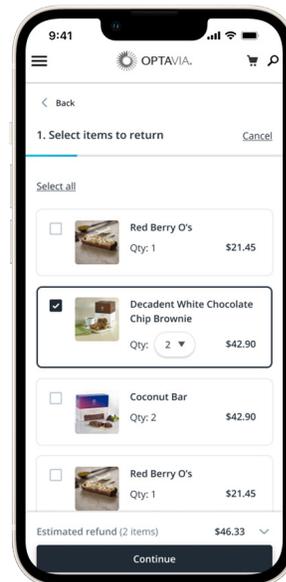
Step-by-Step Instructions:

Print a UPS Prepaid Label

1. Login to your **OPTAVIA** account via [OPTAVIA.com](https://www.optavia.com), using your credentials.
2. Select the order that you wish to return from the order history.
**Click on the order number to access details.*
3. Select **Start Return**.

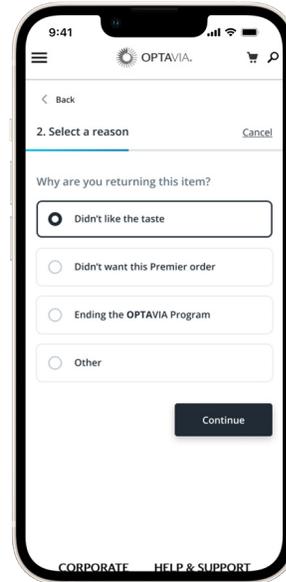


4. Select the items to return from the available list.
 - Once the item is selected, you can click on the **quantity number** to modify it. (i.e. return 1 of 2 boxes of bars)
 - Once you have selected all eligible items, click **Continue** to proceed.

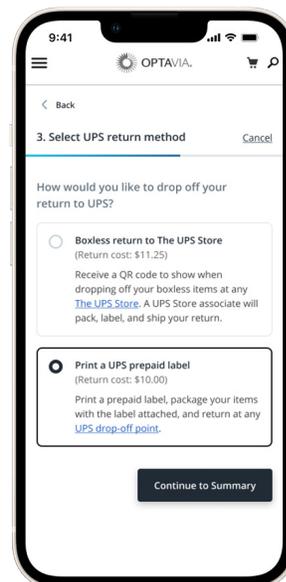


5. Select your reason for return and click **Continue**:

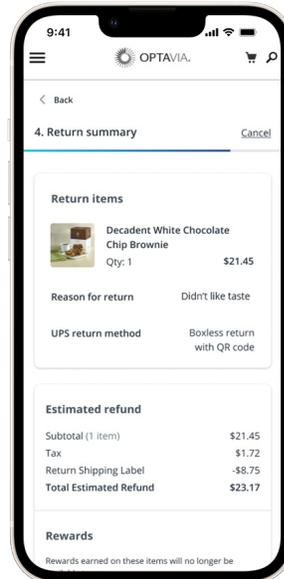
- Didn't Like Taste
- Didn't want this Premier order
- Ending the **OPTAVIA** Program
- Other



6. Choose the return method and click **Continue to Summary**.



7. Review the items that you have selected to return.*Payment method to be credited will be displayed in the summary.
8. Select **Return Items** to complete the return order.



9. A summary will display with the details of your return order. Click **Print Return Label** to download and follow the additional steps listed within the summary.

