

Gemini Member Return Policy

If you voluntarily terminate the Member Agreement, you may return Currently Marketable products in your inventory for a refund. You may only return products that you personally purchased from Gemini for resale (purchases from third parties are not subject to refund). “Currently Marketable” means that the products are returned within twelve (12) months of purchase and are in resalable condition; however, products shall not be Currently Marketable if returned for repurchase after the product’s commercially reasonable usable or shelf life period has passed; nor shall products be considered Currently Marketable if we clearly disclose to you prior to purchase that the products are seasonal, discontinued, or special promotion products and are not subject to the repurchase obligations. You must request an RMA number in order to return inventory and that RMA number must clearly be visible on the exterior of any package sent to Gemini for reimbursement calculations. Upon receipt of Currently Marketable products, we will reimburse you 90% of the net cost of the last purchase price(s) and 30% of all other orders returned in accordance to the Seventy Percent Rule (details listed in Section 6.1) or as otherwise required by law. Shipping and handling charges incurred by you when the products were purchased will not be refunded. Enrollment fee is non-refundable.

B.2. REFUND OF PRODUCT – NO TERMINATION. If you are not 100% satisfied with our products, you may return them for a refund if neither you nor we have terminated the Member Agreement and the products were purchased within thirty (30) days and are in resalable condition. The refund shall be at 90% of the last purchase price shipping and handling charges incurred by you when the products were purchased will not be refunded. If more than one order is returned within a six (6) month period the company may consider this an act of voluntary termination and terminate your member agreement.

B.3. REFUSED PRODUCT. If you order products and then refuse delivery, your order will be subject to the restocking fee and other procedures for return therein, and we may charge you for the return shipping costs. If more than one order is refused within a six (6) month period the Company may consider this an act of voluntary termination and terminate your Member Agreement.

B.4. REFUND PROCEDURES. To receive a refund, you must comply with the following:

B.4.a. Obtain a Return Merchandise Authorization (RMA) number by contacting our customer service department. This RMA number must be written on the exterior of each carton returned. RMAs are valid for thirty (30) days from the date of issue.

B.4.b. Proper shipping carton(s) and packing materials are to be used in packaging the product(s) being returned for replacement. All returns must be shipped to Gemini pre-paid. Gemini does not accept shipping-collect packages. The risk of loss in shipping for returned product shall be borne by you. If returned product is not received by the Company’s distribution center, it is your responsibility to trace the shipment.

B.4.c. If you are sending product that was returned to you by your Customer, the product must be received by us within ten (10) days from the date on which your Customer returned the product to you and it must be accompanied by a copy of the sales receipt you gave to the Customer at the time of sale.

Retail Customer Return Policy (Purchased from Member)

If you resell product directly to your Customer, you must provide the Customer a full refund of all monies paid if the Customer returns the product to you within thirty (30) days of the sales transaction. Gemini will replace to you the same product when the customer returned product is returned to the corporate office. No refund will be issued to Members against a Customer return.

Retail Customer 30 Day Unconditional Return Policy

B.5. Customer's can return the product within thirty (30) days of the sales transaction for a full refund of the product sales price. If you purchase your product directly from a Gemini Member, you must return the unused portion of the product, empty bottle, container to the member to receive a full refund of all monies paid. If you purchase your product directly from the Gemini Member website please follow the procedures below:

REFUND PROCEDURES. To receive a refund, you must comply with the following:

1. Obtain a Return Merchandise Authorization (RMA) number by contacting our customer service department. (Support@begemini.com or call 972-845-5333) This RMA number must be written on the exterior of each carton returned. RMAs are valid for thirty (30) days from the date of issue.
2. Proper shipping carton(s) and packing materials are to be used in packaging the product(s) being returned for replacement. All returns must be shipped to Gemini pre-paid. Gemini does not accept shipping-collect packages. The risk of loss in shipping for returned product shall be borne by you. If returned product is not received by the Company's distribution center, it is your responsibility to trace the shipment.
3. Refunds will be processed within 48hr from being received by the company to the same account and form of payment used to purchase the product.