



Cell Wellbeing Ltd – Returns and Refunds Policy (Environmental S-Drive – ESD/S-Drive and ESD Reports)

Full details of the Terms and Conditions of sales/license purchase and use of the website can be found at: <https://business.cell-wellbeing.com/terms-and-conditions>

In the event that you do not wish to continue using your S-Drive you may exercise your rights under the terms and conditions, in order to return your device to your nominated country agent on the following basis outlined below. If you are unsure who your country agent is then please email info@cell-wellbeing.com.

Returns and Refunds

- 1.0 Environmental S-Drives (ESD/S-Drive) may be returned at your own costs to Cell-Wellbeing or a nominated agent within the **first 28 calendar days** of the commencement of your license period in order to cancel your order and close your online account.
- 2.0 You are required to return; in their original and merchantable condition; the un-damaged ESD/S-Drive, with its original case, together with any accessories as originally supplied. This includes any promotional materials or FREE of charge goods, promotional or bonus items, which were supplied with the ESD at the time of purchase.
- 3.0 Subject to the satisfactory return of the ESD/S-Drive and accessories/goods/promotional items within the 28 calendar day period, you will receive a full refund of your license fees, less, any shipping charges, or other costs associated with the closing of your account. Cell-Wellbeing Ltd reserves the right of final decision on whether the ESD/S-Drive and accessories are satisfactorily returned and its decision shall be binding.
- 4.0 Payments for the return of ESD/S-Drive and the closing of accounts will be made within 21 working days of the date of return confirmed by the country agent or Cell Wellbeing if returned direct.
- 5.0 The return of ESD/S-Drive outside of the initial 28 day return period does NOT entitle the user to any refund of the license fee paid. However, a return may be made in order to close your user account and stop the payment of your monthly usage plan for the ESD/S-Drive reports. You should notify your country agent if you would like to stop using the service and cancel your monthly payments. Your payments will only be stopped by the company when the ESD/S-Drive is safely returned with all materials to your country and agent and confirmed by them to us in writing/email.

Closing User Accounts

- 1.0 Subject to the successful closing of your account by returning your ESD/S-Drive to Cell Wellbeing or a nominated agent, you will be refunded any outstanding ESD Report credits in your user account.
- 2.0 The closing account credit balance recorded in your online user account will be used to calculate the total value of return due to you and will be paid within 21 [working] days of the closing of your online account.
- 3.0 Where the ESD/S-Drive is returned in an unsatisfactory state (our decision or that of our nominated country agent, on the ESD condition is final and binding) or any fees are incurred during the closing of your account, these will be deducted from any final amount due and paid back to you.
- 4.0 Any deductions will be shown in your final account statement which will be emailed to you upon the closing of your account. Your access to the account will be cancelled.