

6.0 SATISFACTION GUARANTEED AND RETURN OF SALES AIDS

A Makers' Studio offers a one hundred percent (100%) thirty-day money back guarantee for all Customers. If a Customer purchased a product or service and is not satisfied with the product or service, the Customer may request a refund from their Maker. If you as a Maker are not 100% satisfied with our products, you may return the items for a refund if: (i) neither you nor We have terminated the Agreement; (ii) the products or services were purchased within the previous (30) days; and (iii) the products remain in resalable condition (as defined in the Glossary of Terms). The refund shall be ninety percent (90%) of the purchase price. Shipping and handling charges incurred will not be refunded.

Upon cancellation of the Agreement, the Maker may return all generic sales aids purchased within one (1) year from the date of cancellation for a refund if he or she is unable to sell or use the merchandise. A Maker may only return sales aids he or she personally purchased from the Company under his or her Maker Identification Number, and which are in Resalable Condition. Any custom orders of printed sales aids (i.e., business cards, brochures, etc.) where on the Maker's contact information is imbedded or hard printed, or has been added by the Maker, are not able to be returned in Resalable Condition and are thus nonrefundable. Upon A Makers' Studio's receipt of the products and sales aids, the Maker will be reimbursed ninety percent (90%) of the net cost of the original purchase price(s), less shipping and handling charges. If the purchases were made through a credit card, the refund will be credited back to the same credit card account. The Company shall deduct from the reimbursement paid to the Maker any commissions, bonuses, rebates or other incentives received by the Maker which were associated with the merchandise that is returned.

6.1 Return Process

- A. All returns, whether by a Customer or Maker, must be made as follows:
 - I. Obtain Return Merchandise Authorization ("RMA") from the Company;
 - II. Ship items to the address provided by the Company Customer Service Department when you are given your RMA;
 - III. Provide a copy of the invoice with the returned products or service. Such invoice must reference the RMA and include the reason for the return; and
 - IV. Ship back product in manufacturer's box exactly as it was delivered.
- B. All returns must be shipped to the Company pre-paid, as We do not accept shipping collect packages. We recommend shipping returned product by UPS or FedEx with tracking and insurance as risk of loss or damage in shipping of the returned product shall be borne solely by the Customer or Maker. If returned product is not received at the Company Distribution Center, it is the responsibility of the Customer or Maker to trace the shipment and no credit will be applied.

- C. The return of \$500 or more of products accompanied by a request for a refund within a single calendar year by a Maker may constitute grounds for involuntary termination.