



CUSTOMER SHIPPING AND RETURN POLICY

Standard, Domestic Shipping and Handling

Yes You Can! understands the importance of processing orders and delivering products quickly. Our standard shipping for purchases made through a Coach's Personal Website is an accelerated process, which provides delivery within 5-7 business days from order processing date within the 48 contiguous states and also for Alaska, Hawaii and Puerto Rico.

Our standard shipping and handling is as follows:

- For 50 states and Puerto Rico – FedEx and UPS Ground with delivery confirmation.

Orders placed after 12:00pm (EST) may not process until the next business day. Orders received over the weekend may not process for shipment until Monday morning, excluding national holidays. UPS does not deliver packages on Saturday or Sunday. USPS may deliver your package on a Saturday. FedEx Home delivery offers Saturday as a Standard delivery for most areas. None of the courier service providers deliver on national holidays.

Shipping is available in the Continental US, Puerto Rico, Alaska and Hawaii. Shipping is not currently available for other U.S. Territories. International shipping is not currently available.

PO Boxes

Orders with shipping addresses to PO Boxes will be shipped via USPS.

Order Placement, Status & Tracking

All product orders, including initial auto-ship orders will be processed the following business day. We also offer same business day order processing and shipping with a cut-off time of 12:00PM EDT. For auto-ship orders, your subsequent monthly shipments will be processed every 30 calendar days thereafter, unless you choose to cancel your auto-shipment, pursuant to the terms of this policy.

All orders are shipped with a verified tracking number for online tracking and delivery confirmation. In special occasions, orders may require signature confirmation from recipient when delivered.

Shipping Limitations

When an order is placed, it will be shipped to the address designated by the customer as long as that shipping address is compliant with the shipping guidelines and restrictions contained in this policy. All customer purchases from a Yes You Can! Coach's Personal Website are made pursuant to a shipment contract. As a result, risk of loss and title for items pass to you upon delivery of the items by us to the carrier. You are responsible for filing any claims with carriers for damaged and/or lost shipments.

Cancellation, Returns & Satisfaction Guarantee

We are confident that you will fall in love with our products, but, if for any reason you wish to return any Yes You Can! product(s) within 30 days of the day you receive your shipment, we'll give you a 100% refund. This product satisfaction guarantee does not apply to products damaged by abuse or misuse, and the cost of shipping is not refundable.

In order to successfully receive your refund, your product return must be postmarked within the 30-day period. Please save your shipping receipt and tracking information until your return is successfully processed. You must return all unused merchandise, including printed materials. Shaker bottles and/or printed materials that are not returned will be deducted from your refund at full price.

Auto-ship customers will receive an e-mail notice three business days before we charge your payment method each month. You must cancel your subscription by 11:00 pm EST the day before your monthly shipment is scheduled to be shipped to avoid your payment method being charged. The date of your shipment will be included in the e-mail notice.

Please note that if an auto-ship return occurs prior to your second consecutive monthly auto-shipment, we will deduct the cost of shipping of your initial order from your refund and the return will constitute an automatic cancellation of your auto-ship subscription.

Shipping Your Return

Ship to the return address indicated on the shipping label. If you do not have your packing slip, please indicate the order number on a separate piece of paper, enclose in the package and send the package to the following address:

Yes You Can! / ATTN: Returns
11001 Pritchard Road, Jacksonville, FL 32219

Refunds

As stated above, shipping costs are non-refundable unless they were incurred as a result of our error. Credits are issued back to the original method of payment. All appropriate charges, if any, should appear on your payment method within 4 weeks of our receipt of returned products and all relevant paperwork. Please note that your funds may be held by your financial institution for up to five business days after we process cancellation of your order. Please contact your financial institution for further details. Yes You Can! is not responsible for any bank or credit card fees that you may incur. For any questions on the delay policy and/or cancellation policy, please feel free to call Customer Care at 1-888-988-5515 or email: Orders@YesYouCan.com.

Offline Product Purchases

If you wish to return a product that you purchased directly from your Independent Yes You Can! Coach, please contact your Yes You Can! Coach. Yes You Can! Coaches must offer a 100% money back guarantee on products returned by customers within 30 days from the date the shipment is received. This product satisfaction guarantee does not apply to products damaged by abuse or misuse, and shipping costs are not refundable. If your Coach is non-responsive or you have any questions or complaints, please call us at 1-888-988-5515 or email Orders@YesYouCan.com.

Yes You Can!

657 South Drive, #403
Miami Springs, FL 33166

Yes You Can! Customer Support

(888) 988-5515
www.YesYouCan.com