



Refund and Shipping Policy

Updated 3-15-2024

CUSTOMER REFUNDS, RETURNS, SHIPPING AND REPLACEMENT POLICY

30-day - 100% CUSTOMER SATISFACTION GUARANTEE

We are so confident about our products that we offer first-time customers a 100% refund on their purchase if requested and they don't feel the benefits in the first 30 days.

Just send us the request for a refund and the single empty bottle along with any other products to return and we will provide the refund.

Allowable products to be returned:

- a. A single opened or even a single consumed product bottle.
- b. Unopened and/or sealed products that are resalable.
- c. For multiple products purchased, return of all products is permitted allowing only one bottle to be consumed and the rest are sealed and resalable.
- d. Any products damaged or not returned will not be credited.

Individuals, who purchase from the Website will need to fill out the Refund Request Form and return it along with the original product packaging, invoice, or paid receipt to be eligible for a refund. Customers have 30 days from the date of purchase to initiate the request. The Customer should send their request via email to support@imuregen.com within 30 days of purchase to initiate the refund process. If paid by credit card, the refund credit will be sent to your credit card account.

SHIPPING

We strive to provide prompt service and shipping. Most orders are shipped within the same day or within 24 hours except for Sundays and Holidays.

PRODUCTS DAMAGED DURING SHIPPING

You may return products that are damaged upon receipt from the shipping company or carrier who delivered the goods.

Customers should notify Forever Healthy within 24 hours of receipt of the product. Damaged goods are generally replaced and reshipped at no cost; however, you must return the damaged products to our offices to receive a replacement item. Notify our offices by phone or email and provide pictures if at all possible. The email address to use is support@imuregen.com and the Phone #s are:

*For USA: +1 702-342-9777

*For PHILIPPINES: (02) 8536-9955 / (02) 8563-0230.

You should also notify the shipping company of the damaged delivery (such as USPS or other shipping company) and provide pictures of the damaged boxes and product.

RETURN SHIPPING

Customers will be responsible for paying shipping costs when returning a damaged item. FHP also suggests the customer purchase insurance and obtain delivery confirmation when shipping the product back to the company.

CONTACT US

If you have any questions on how to return your product to us, contact us through Customer Service.

EMAIL:

support@imuregen.com

USA REFUNDS, RETURNS AND REPLACEMENTS

Mailing Address:

Forever Healthy, LLC

6130 W. Flamingo Rd. Unit 731

Las Vegas, NV 89103

Tel #: +1 (702) 342-9777

PHILIPPINE REFUNDS AND RETURNS

2F Orchid Tower

Oriental Gardens Makati

Makati City 1200

Tel #: (02) 8536-9955

(02) 8563-0230

Cell #: +63 962 550 7232

+63 994 204 4835

+63 966 071 1370

Forever Healthy Customer Refund and Return Policy Revised 03-15-24