

**DREAMTRIPS MARKETPLACE
RETURNS, REFUNDS AND EXCHANGE POLICY (RETURNS POLICY)**

CUSTOMER PRODUCT RETURNS POLICY

Effective as of: April 5, 2014

Satisfaction Guarantee

We stand behind our products with the DreamTrips MarketPlace 14-day, 100% Customer Satisfaction Guarantee.

14-day Refund Policy

If for any reason you are not completely satisfied with our DreamTrips MarketPlace products, you may return them within fourteen (14) days of receipt of shipment for any reason for exchange or for a full refund plus applicable taxes.

To be eligible for a full refund or exchange, you must contact a DreamTrips MarketPlace Client Services Representative within fourteen (14) days from the date the shipment was received to initiate the process.

Requirements for a full refund or exchange:

- Product must be in new condition;
- Product must be returned in and with all original packaging and accessories;
- Consumer electronics must have a UPC or serial number

If you return a DreamTrips MarketPlace Product for a refund within the 14-day guarantee period, DreamTrips MarketPlace will, upon receipt of the returned product(s), refund or credit any payments you made for the ordered products, minus any shipping and restocking costs. You are responsible for the costs of and arrangements for the shipment of the products to be sent back to us. You must take reasonable care that the products are not damaged during their return.

14-day Exchange Policy

In addition within fourteen (14) days of receipt of shipment, you may exchange DreamTrips Market Place products ordered for the following reasons:

1. If you received a damaged or defective item; or
2. The wrong item was shipped to you.

In either case, we will ship you a replacement of the exact item.

For all refunds and exchanges, you must contact a DreamTrips MarketPlace Client Services Representative within fourteen (14) days from the date the shipment was received to initiate the process.

Warranty Claims

Certain DreamTrips MarketPlace Products may be covered by manufacturer's warranties. If your item is not working properly, please check the product manual and any documentation shipped with the product for troubleshooting steps. If

you need additional help with troubleshooting, warranty information, including how to initiate a warranty claim, or need missing or replacement parts, please contact a DreamTrips Client Services Representative.

NOTE: If you are a WorldVentures Independent Sales Representative you may also have additional refund rights under your Representative Agreement. Please check the terms of your Representative Agreement or contact WorldVentures Client Services for further details.

Returns Process for Refund/Exchange/Replacement

The following procedures apply to ALL returns for refund, or exchange:

All merchandise must be returned by the person who purchased it directly from DreamTrips MarketPlace.

All products to be returned must have a Return Authorisation Number which is obtained by emailing DreamTrips MarketPlace Client Services.

DreamTrips MarketPlace Client Services Representatives may be contacted Monday through Friday, between the following hours, Central Standard Time:

Monday, Wednesday, Friday: 8 AM – 6 PM

Tuesday, Thursday: 8 AM – 8 PM

Phone: 972 805-5100

Email: dtmarketplace@worldventures.com

The Returns Authorization Number issued by Client Services must be written on the exterior of each carton returned and the returns shipping label sent to you must be used.

The return must be accompanied by:

- a signed return authorization form;
- a copy of the original dated retail sales receipt; and
- the product, including all accessories and parts (if applicable), as sold and in its original packaging as shipped.

Proper shipping carton(s) and packing materials and the returns shipping label sent to you must be used in packaging the product(s) being returned for replacement, and the carrier/service specified by DreamTrips MarketPlace must be utilized.

All returns must be dispatched to DreamTrips MarketPlace with shipping pre-paid. We do not accept shipping-collect packages.

The risk of loss in shipping for returned product shall be on the sender. If returned product is not received by DreamTrips MarketPlace, it is the responsibility of the sender to trace the shipment.

If the purchases were made through a credit card, the refund will be credited back to the same account.

Note: DreamTrips MarketPlace is operated by WorldVentures MarketPlace, LLC, dba DreamTrips MarketPlace, an affiliated company of WorldVentures Marketing, LLC.

REPRESENTATIVE PRODUCT RETURNS POLICY

Right to Refund in Event of Resignation/Termination

Following termination of your Representative Agreement within fourteen (14) days (fifteen (15) days for Montana residents) from the date of initial purchase and enrollment, you may request that WorldVentures Marketing, LLC shall refund the purchase of any products purchased and returned from the DreamTrips MarketPlace in accordance with this Product Return Policy.

In addition upon cancellation or termination of your Representative Agreement outside of the initial fourteen (14) days (fifteen (15) days for Montana residents) you may return for a refund products purchased by you in the twelve (12) months preceding cancellation that are in currently marketable condition. "Currently marketable" products do not include those returned for repurchase after the products' commercially reasonable usable or shelf life period has passed; nor shall products be considered "currently marketable" if it is clearly disclosed to you prior to purchase that the products are seasonal, discontinued, or special promotion products or sales aids and are not subject to the repurchase obligation

Upon our receipt of currently marketable products, you will be reimbursed 90% of the net cost of the original purchase price(s), less shipping charges and less set off of any monies due to us.

Commission Retrieval/Deductions for Refunded Product/Services

Bonuses or commissions paid to an Independent Representative for products/services subsequently returned/cancelled and on which WorldVentures Marketing, LLC pays a refund, shall be repayable by the Independent Representative and may be deducted from his/her account with WorldVentures at any time.

Returns Process for Refund/Exchange/Replacement

The following procedures apply to ALL returns for refund, or exchange by Representatives:

All merchandise must be returned by the person who purchased it directly from DreamTrips MarketPlace.

All products to be returned must have a Return Authorisation Number which is obtained by contacting DreamTrips MarketPlace Client Services.

DreamTrips MarketPlace Client Services Representatives may be contacted Monday through Friday, between the following hours, Central Standard Time:

Monday, Wednesday, Friday: 8 AM – 6 PM

Tuesday, Thursday: 8 AM – 8 PM

Phone: 972 805-5100

Email: dtmarketplace@worldventures.com

The Returns Authorization Number issued by Client Services must be written on the exterior of each carton returned and the returns shipping label sent to you must be used.

The return must be accompanied by:

- a signed return authorization form;
- a copy of the original dated retail sales receipt; and
- the product, including all accessories and parts (if applicable), as sold and in its original packaging as shipped.

Proper shipping carton(s) and packing materials and the returns shipping label sent to you must be used in packaging the product(s) being returned for replacement, and the carrier/service specified by DreamTrips MarketPlace must be utilized.

All returns must be dispatched to DreamTrips MarketPlace with shipping pre-paid. We do not accept shipping-collect packages.

The risk of loss in shipping for returned product shall be on the sender. If returned product is not received by DreamTrips MarketPlace, it is the responsibility of the sender to trace the shipment.

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