

REDROX

30-DAY MONEY-BACK GUARANTEE

Shop With Confidence. Your Satisfaction Comes First.

Our Promise

We want you to feel confident when choosing REDROX. Our 30-Day Money-Back Guarantee is designed to provide added peace of mind when purchasing eligible REDROX products.

- **30 Days to Claim** — Eligible customers may request a refund within the applicable 30-day guarantee period.
- **Customer-First Support** — Our support team is available to guide you through the request process.
- **Simple Process** — Submit the required order and purchase information so your request can be reviewed.
- **Confident Shopping** — We aim to make your REDROX purchase experience clear and straightforward.

REDROX — CONFIDENCE IN EVERY ORDER

Please read the complete terms on the following pages before submitting a refund request.

1. GENERAL TERMS & CONDITIONS

These terms explain the general conditions applicable to REDROX purchases and the 30-Day Money-Back Guarantee. By placing an order, the customer acknowledges that they have reviewed and accepted the applicable purchase, product, delivery, return and refund conditions.

2. PRODUCT INFORMATION

REDROX products should be used only according to the product label, packaging instructions and applicable guidance. Product descriptions are intended to explain the product's intended use and positioning and should not be interpreted as a promise of specific individual results.

3. RESPONSIBLE USE

Customers are responsible for reading product labels and following the recommended directions. If a customer has questions about whether a product is appropriate for them, they should seek advice from a qualified healthcare professional before use.

4. ORDERS & PAYMENT

Orders are subject to product availability, successful order confirmation and applicable payment or Cash on Delivery conditions. REDROX reserves the right to verify order details and address information before dispatch.

5. DELIVERY

Delivery timelines may vary depending on destination, courier availability, weather, holidays and other circumstances outside the seller's reasonable control. Customers should provide accurate delivery information and remain available to receive the order.

- Products should be handled responsibly and in accordance with the applicable return instructions.
- Where a return is required, the customer must follow the return instructions provided by customer support.
- Packaging, product condition and proof of purchase may be considered during refund review.
- Certain items, promotional orders or circumstances may be excluded where permitted by the applicable refund policy or law.
- Contact REDROX customer support within the eligible 30-day period.
- Provide the order number and required purchase details.
- Explain that you are requesting a refund under the 30-Day Money-Back Guarantee.
- Follow any return or verification instructions provided by the support team.
- Allow the refund request to complete the applicable review process.

6. RETURNS & PRODUCT CONDITION

For any return or refund request, the customer may be required to provide the order number, registered contact details, purchase information and other reasonable information needed to verify the transaction.

7. 30-DAY MONEY-BACK GUARANTEE

REDROX provides a 30-Day Money-Back Guarantee for eligible products, subject to these terms and the applicable refund policy. The guarantee is intended to provide customers with additional confidence in their purchase.

8. GUARANTEE PERIOD

The guarantee period is 30 days from the applicable purchase or delivery date as defined by the official refund policy. Requests received after the applicable period may not qualify.

9. WHO CAN REQUEST A REFUND?

The original purchaser or an authorized customer associated with the verified order may submit a request. REDROX may request reasonable proof of purchase before approving a refund.

10. HOW TO REQUEST A REFUND

11. REFUND REVIEW & PROCESSING

Each refund request may be reviewed to confirm the order, eligibility, guarantee period and compliance with the applicable terms. Once approved, the refund will be processed using the applicable refund method and timeline communicated by REDROX.

12. POSSIBLE EXCLUSIONS

The Money-Back Guarantee does not override applicable law or any mandatory consumer rights. Requests may be excluded or declined where permitted by the applicable policy, including circumstances involving false information, duplicate claims, suspected fraud or abuse, or failure to meet stated eligibility requirements.

13. PROMOTIONAL & DISCOUNTED ORDERS

Promotional, discounted, bundled or special-price orders may be subject to specific refund conditions. Any special conditions applicable to an offer should be reviewed at the time of purchase.

14. FRAUD & ABUSE PREVENTION

REDROX may verify refund requests and may decline claims that appear fraudulent, abusive, duplicated or inconsistent with the applicable terms. This does not limit any rights available to customers under applicable consumer-protection law.

15. NO GUARANTEED INDIVIDUAL RESULTS

The Money-Back Guarantee is a customer-satisfaction policy and is not a guarantee of a particular health, wellness, stamina, performance or other individual outcome. Individual experiences may vary.

16. CUSTOMER SUPPORT

Customers should contact the official REDROX support channel for questions about orders, returns, refunds or guarantee eligibility. Support may request information necessary to verify and process the request.

17. PRIVACY & CUSTOMER INFORMATION

Information submitted for order verification, returns and refunds should be handled according to the applicable privacy policy and law. Customers should provide only accurate information necessary for processing their request.

18. CHANGES TO THIS POLICY

REDROX may update these terms from time to time where permitted by law. The version applicable to a customer's purchase or refund request will be determined according to the applicable policy and legal requirements.

19. CONSUMER RIGHTS

Nothing in these terms is intended to remove, restrict or replace any mandatory rights or protections available to consumers under applicable law.

FINAL CUSTOMER ASSURANCE

Not Satisfied? We're Here to Help.

Your confidence matters. Your purchase should feel protected. Our 30-Day Money-Back Guarantee is designed to give you additional peace of mind when choosing REDROX.

30 DAYS • CUSTOMER SUPPORT • CONFIDENT SHOPPING

Important: This document is a customer-facing policy template. Final eligibility rules, refund timelines, return requirements and legal wording should match the actual REDROX business policy and applicable law before publication.