



Dream Tree Family Corporate Store Return Policy

For Members & Retail Customers

It's important to us that you're happy with your Dream Tree purchase. If you are not entirely satisfied, simply return the item according to the guidelines outlined in our Return Policy. An original, signed invoice is required for all returns, exchanges, and store credit.

For In Store Purchases*

You will be required to present a valid photo ID for all returns or exchanges made in store.

Returns, Exchanges, & Store Credit for products will be allowed within 30 days of purchase. All returns must be accompanied by an original, signed invoice. Refunds will be made in the original form of payment and may take several days to process.

- Unopened and unused products with intact original packaging and an original, signed invoice will be issued a refund for the full amount of the merchandise returned, minus the cost of any applicable commissions¹, shipping charges, PV, or promotional value.
- Opened and unused products with original packaging and an original, signed invoice will be issued a refund for the amount of the merchandise returned minus a 25% restocking fee and the cost of any applicable commissions¹, shipping charges, PV, or promotional value.

Used products cannot be returned or exchanged under any circumstances other than product defect (please see Defective products return policy).

Manufactured Defect products will be allowed returns within 30 days of purchase. To qualify for a return, products must be presented with an original, signed invoice and inspected by Dream Tree Family. Items that are tested and approved for return will receive a full refund, including all shipping charges, issued in the original form of payment. Defective products presented without an original, signed invoice will not be eligible for return.

After 30 days from purchase, returns & exchanges will not be allowed on any product or under any circumstances.

Opened filters cannot be returned or exchanged under any circumstances other than product defect (please see Defective products return policy).

Refurbished items are considered final sale and cannot be returned. Refurbished systems and parts are subject to terms of limited warranty included with purchase when applicable.

Clearance items, Final Sale items, and As Is items cannot be returned under any circumstances. These items include, but are not limited to, all glassware, large water containers, refill containers, and plastic containers.

¹ applicable commissions refers to commissions from the sale in question paid to the member of purchase and any commissions paid to their upline. Commissions include, but are not limited to, Direct Commissions & all Bonuses.

For Online or Phone Purchases

Please note delivery fees are not refundable once the order has shipped or if the merchandise is returned to our Corporate Store.

Return to Our Corporate Store

If you would like to return the item to the Dream Tree Corporate location, please bring a copy of your Order Confirmation. Please note that the in-store return policy* will apply.

Return by Mail

If you would like to return products that were purchased online via Parcel, you MUST first contact Customer Service (customerservice@dreamtreefamily.com or 713-988-8833) to receive an RMA. Please send the products back to us at the address below. Please note that the in-store return policy* will apply. Customer is responsible for return shipping costs. Dream Tree recommends a trackable shipping method and is not responsible for products lost in transit. Products returned without an RMA will not be allowed.

Please include a copy of your Order Confirmation in the return package and send to:

ATTN: Returns Department
Dream Tree Family, Inc.
5757 Ranchester Drive #300
Houston, Texas 77036

For Voluntarily Terminating Members Within 30 Days of Enrollment

According to Section 8(G) of our Policies & Procedures, Voluntarily Terminating Members may return unopened and unused products with intact original packaging and a valid resignation letter for a refund for the full amount of the merchandise returned, minus the cost of any applicable commissions¹, shipping charges, PV, or promotional value. Dream Tree will also repurchase any new, unused initial mandatory sales materials that are returned for the cost to the Member. Dream Tree will not issue refunds on products previously certified as sold under Section 5(B) of our Policies & Procedures.

**Thank You For Shopping With Dream Tree Family!
We are grateful for your business.**

If you have any questions or comments, please don't hesitate to let us know. Contact us:

Telephone: (713) 988-8833

Email: customerservice@dreamtreefamily.com

In Person: 5757 Ranchester Drive #300, Houston, Texas 77036

DreamTreeFamily.com