

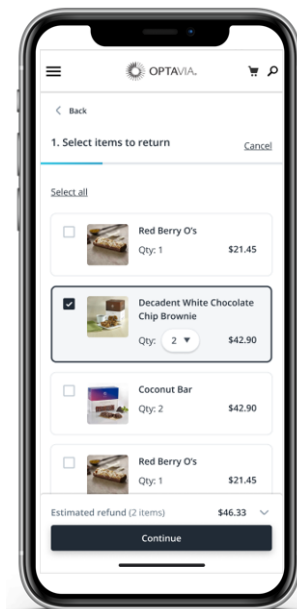
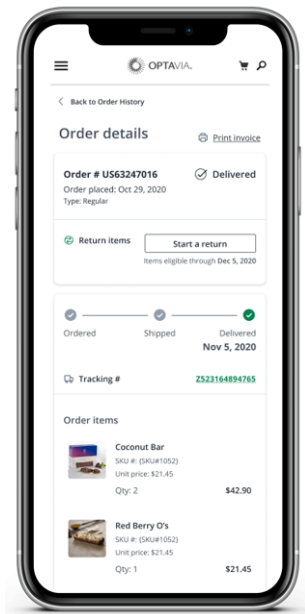
## ENHANCED SELF-SERVICE RETURN

### How It Works:

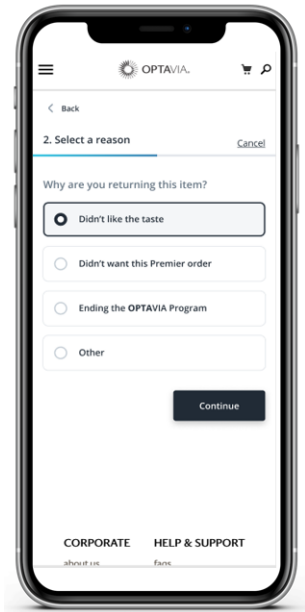
If you are not completely satisfied with your [OPTAVIA.com](https://www.optavia.com) order, you may return the consumable products in your order for any reason; non-consumable items are non-refundable. Please return consumable products within 30 days of receipt of your order for a refund (less shipping fees).

### Step-by-Step Instructions:

1. Login to your **OPTAVIA** account via [OPTAVIA.com](https://www.optavia.com), using your credentials.
2. Select the order number that you wish to return from the order history.  
*If you do not see the order listed, click "View All" to locate the specific details.*
3. Select **Start Return**.  
*If your order no longer qualifies for a return, view our complete return policy [here](#).*
4. Select the items to return from the available list.
  - Once the item is selected, you can click on the **Quantity Number** to modify it. (i.e. return 1 of 2 boxes of bars)
  - Once you have selected all eligible items, click **Continue** to proceed.

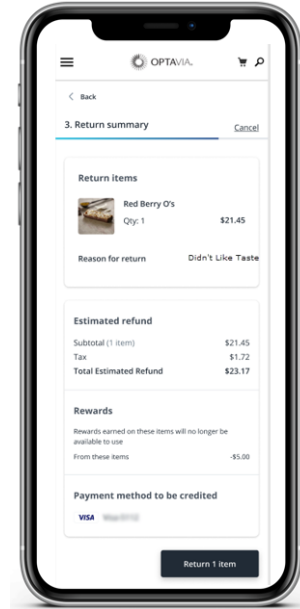


5. Select your reason for return and click **Continue**:



6. Review the items that you have selected to return. Payment method to be credited will be displayed in the summary.

7. Select **Return Item** to complete the return order.



8. A summary will display with the details of your return order. This includes instructions on how to proceed with sending back your return items. An email confirmation will be sent with the same details.

## My Account

Welcome Back,  
Jason Profile  
Client ID #123456789

Account Dashboard

Your Profile

Address Book

Payment Details

Order History


Return Status


Optavia Premier Order


## Return successfully created!


You're ready to go!  
A confirmation email has been sent to {email@email.com}

**Prepare your return by following these steps:**

- 

**Pack items in their original box**  
When possible, pack all items in their original box.
- 

**Write your RMA on outside of shipping box**  
This is usually most helpful close to the shipping label.  
**Order # {US192318412341}**  
**RMA # {SRA192318412341}**
- 

**Return by March 21, 2021**  
Return your package via your preferred carrier by **March 21, 2021**. All return postage fees are the responsibility of the Client.  
**Ship to:**  
601 Sunrise Avenue  
Ridgely, MD 21660
- 

**Track your package**  
Make sure to retain any tracking information. We'll update the Return Status once we process your return.

For full details on the return policy, please refer to our official policies here: [OPTAVIA.com/return-policy](https://www.optavia.com/return-policy)