

Preferred Customer / Autoship Terms & Conditions

By enrolling in Autoship, you agree to these Terms & Conditions in addition to our [Website Terms of Use](#) and [Privacy Policy](#).

AUTOSHIP ORDERS: Your Custom Autoship Order will automatically be sent to you according to the fulfillment schedule that you selected when enrolling in the program. Your Custom Autoship Order will be sent to you regardless of any other purchases you may have made during the month.

AFFIRMATIVE EXPRESS CONSENT: By clicking “Subscribe and Pay Recurring Charges” or a similarly labeled button, you provide affirmative express consent to:

- Automatic recurring shipments
- Automatic recurring charges at the stated price and frequency
- Storage of your payment method for recurring billing
- The cancellation procedures described below

Your consent is required to complete enrollment and is not implied by silence or inaction.

NO FREE TRIALS OR INTRODUCTORY OFFERS: This Autoship subscription does not include a free trial or introductory pricing.

- Billing begins immediately upon enrollment
- The first shipment will be processed according to the disclosed schedule
- All charges are clearly disclosed prior to enrollment

PAYMENT AUTHORIZATION: You authorize us to charge your selected payment method for each recurring shipment, including applicable taxes and shipping. If a payment is declined:

- We may attempt to process the charge again
- We may notify you to update your payment information
- We may suspend shipments until payment is resolved

CHANGES: You may change your Autoship Order selections, delivery/shipment schedule or frequency, or your method of payment by a) logging into your Vita 180 account and completing the Autoship modification form, b) by phoning Vita 180 at (941) 280-4668 to request your change(s), or c) by sending an email to info@vita180.com to request your change(s). If more than one change request has been submitted, the most recent change request will supersede all previous change requests.

CHANGES TO TERMS OR PRICES: We will not change pricing, shipment frequency, or other material terms of your subscription without providing advance notice, and where required by law, obtaining your express consent.

CANCELLATION – SIMPLE, ONLINE, AND ALWAYS AVAILABLE: You may cancel your subscription at any time, without penalty.

- You may cancel:
 - Online by logging into your account and selecting “Cancel Autoship Subscription”
 - By email at info@vita180.com
 - By phone at (941) 280-4668.
- Cancellation Standards:
 - Online cancellation is available 24/7
 - Cancellation requires no more steps than enrollment
 - No requirement to speak with a representative
 - No mandatory surveys, delays, or retention offers
- Effect of Cancellation:
 - Future shipments will be cancelled
 - Any order already processed for shipment prior to cancellation may still ship, as clearly disclosed during checkout

TERM: Your Autoship participation and payment authorization will remain in effect until you cancel this Agreement as provided herein or this Agreement is otherwise cancelled by Vita 180. If you elect to cancel this Agreement, your notice of cancellation must be received at least 5 days prior to your next scheduled Autoship shipment date. If a cancellation notice is received fewer than 3 days prior to your next scheduled Autoship shipment date, your cancellation will become effective AFTER that shipment date. **If you are a Vita 180 Ambassador, this Preferred Customer Autoship Agreement is independent of your Ambassador Agreement; if your Ambassador Agreement is cancelled or terminated for any reason, this Agreement will continue in force until cancelled as provided herein.**

REFUNDS AND RETURNS: If for any reason a Vita 180 product that you purchase for your own personal use does not meet your expectations, you may contact the Customer Service Department at (941) 280-4668 or info@vita180.com within 30 days of the date of purchase to request a replacement, exchange, or refund, subject to the following rules:

- **Return May Be Required & Non-Refundable Items.** If you wish to receive a refund for a product under this policy, we may require you to return the item to us. In that event, you will be responsible for the payment of any shipping costs to return the original item to us. Upon our timely receipt of the returned item (if required) a refund of the purchase price (less shipping costs) will be issued to you. Items designated by us at the time of sale as nonreturnable, discontinued, or seasonal are not eligible for a refund under this policy. Nor are business supplies, Sales Tools, or Starter Kits.
- **Sales Receipt Required.** If you do not have your original sales receipt, we reserve the right to refuse to honor your product replacement, exchange, or refund request.
- **Product Credit.** We reserve the right to issue product credit to you in lieu of your replacement, exchange, or refund request at our discretion if the conditions set forth in this Refunds and Returns Policy are not met by you. If you return an item that was purchased using product credit, upon approval, the credit will be reissued. The original product credit expiration date will be extended by 15 days.
- **Questions.** If you have any questions about product returns, discrepancies, back-ordered items or anything else concerning the above Satisfaction Promise/Product Return Policies, please contact the Customer Service Department at (941) 280-4668 or info@vita180.com.

CONFIRMATION AND RECORD RETENTION: After enrollment, we will send you a written confirmation (email or electronic receipt) that includes:

- Subscription terms
- Price and billing frequency
- Cancellation instructions
- Customer support contact information

You may retain this information for your records

NO DECEPTIVE OR UNFAIR PRACTICES: We do not:

- Misrepresent pricing, shipping, product claims, or cancellation rights
- Hide material terms in fine print
- Require unnecessary steps to cancel
- Substitute store credits for refunds unless disclosed to you

STATE LAW COMPLIANCE: We comply with all applicable state automatic renewal and continuity service laws, including notice, disclosure, consent, and cancellation requirements. Where state law provides additional rights, those rights apply.

CONTACT INFORMATION: Questions about your Autoship subscription may be directed to:

- Email: info@vita180.com
- Phone: (941) 280-4668
- Mail: 5342 Clark Road #3108, Sarasota, FL 34233