

Client Relations Policies

Updated 07/2009

Exchange Policy

If you are not satisfied with a Medifast Meal, you may exchange up to 10 boxes of product within 30 days from the date of purchase for a comparable product.* To qualify for an exchange, no more than one packet may be removed from a box. Super Omega-3 and Essential1: Digestive Health dietary supplements will not be accepted for exchange. Exchanged products cannot be returned for exchange or refund. Policy is subject to change. **All Exchanges require a Return Authorization Number, which can be obtained from a member of our Customer Service Team. Please call the number located at the bottom of your Packing Slip.**

*Comparable product is defined as products of the same type and price; i.e., Ready-to-Drink Shakes may only be exchanged for other Ready-to-Drink Shakes, Medifast Bars may only be exchanged for other Medifast Bars, Momentum by Medifast Meals may only be exchanged for other Momentum by Medifast Meals, Flavor Infusers™ may only be exchanged for other Flavor Infusers™ of the same price, etc.

Return Policy

30-Day Money Back Guarantee

Receive a refund of the purchase price on any unopened, unused boxes returned and postmarked within 30 days of purchase. Refund applies to returned consumable products and blenders only; shipping charges, if applicable, are non-refundable. "Free" products received as part of a promotional offer do not qualify for a credit if returned. Partial boxes, individual packets, and opened, unsealed Super Omega-3 bottles do not qualify for a credit if returned. We will not re-ship returns sent after the 30-day purchase period. We are not responsible for lost or stolen packages. Only the account used for the original purchase may be credited. Please allow up to four weeks for your return to be processed and your account refunded. Refunds will be applied within 14 days after your return is processed, but may not appear on your statement for one to two billing cycles. Customer is responsible to pay shipping cost to return product. Exchanged products cannot be returned for exchange or refund. Policy is subject to change. **All returns require a Return Authorization Number, which can be obtained from a member of our Customer Service Team. Please call the number located at the bottom of your Packing Slip.**

This document supersedes any other client relation policies that exist throughout our materials. For full details on our policies, please visit our Web site.