

Oliabo Return & Refund Policy

3 November 2025

1. General Return Policy

Oliabo stands behind the quality of our products. If you are not satisfied with your purchase, you may request a return or exchange in accordance with the terms below.

Products must be returned within 30 days of receipt, in original, unused, and unaltered condition, and in original packaging. Products must not be opened, used, damaged, laundered, altered, or marked in any way. Returns must be physically shipped back to the designated returns facility within the 30-day window.

Both nutritional/wellness and skincare products are eligible for return if unopened and unused.

Opened consumable products are not eligible for return unless defective or damaged in transit.

2. Return Eligibility

You may return eligible products for:

- Refund to original payment method or wallet credit
- Exchange for another item

Returns may be rejected if items are not returned in original condition or packaging, or if they fall into the non-returnable category (see Section 8).

3. Restocking Fee

A 10% restocking fee applies to each returned item.

This fee is waived if:

- The product arrived damaged
- The incorrect item was shipped
- The return is for an approved exchange

4. Return Shipping Costs

- If the product was damaged or incorrectly shipped, Oliabo covers return shipping.
- For all other returns, the customer is responsible for return shipping expenses.
- For approved exchanges, outbound shipping for the new item is covered by Oliabo.

5. Return Address

All returns and exchanges must be shipped to:

Oliabo Returns
5053 West 1730 South
Salt Lake City, UT 84104

6. Exchanges

If exchanging for an item of greater value, the original item will be refunded to your Oliabo wallet and the new item charged separately.

7. Damaged or Defective Products

If your order is received damaged, defective, or missing components, contact support within 7 days of delivery.

You may be required to submit photos of the issue to expedite processing. If approved, Oliabo will issue a refund or exchange and provide a prepaid return label when applicable.

8. Non-Returnable Items

The following items are not eligible for return:

- Opened nutritional/wellness or skincare products
- Items marked final sale, clearance, or promotional sale items

9. Refund Processing

Refunds are issued to the original form of payment or as wallet credit once returned items are approved. Shipping charges are non-refundable.

Please allow:

- Up to 7 business days for return processing after receipt
- Additional 5–7 business days for funds to appear depending on your financial institution

Note: Returns/exchanges are not processed from the 1st through the 5th of any month due to commission processing cycles.

10. Return Submission Instructions

To initiate a return or exchange:

1. Contact customer support and provide your order number and item(s).
2. Follow the return authorization and shipping instructions provided.
3. Ship your return within the 30-day window.

Unauthorized or late returns may be refused.

11. Policy Updates

Oliabo reserves the right to amend this policy at any time. The version posted at the time of return request will apply.

12. Product Subscription Policy

Some Oliabo products are available on a recurring subscription basis to ensure continuous access and uninterrupted product delivery.

Subscription Management

Subscriptions may be managed or canceled at any time through your Oliabo account portal or by contacting our Support Team at support@oliabo.com.

Billing Cycle & Renewal

Subscriptions automatically renew each cycle and will continue unless canceled by the customer.

Cancellation Requirements

To avoid being charged for the next scheduled shipment, cancellations must be submitted at least two (2) days prior to the upcoming billing date. If a cancellation request is received after this deadline, the cancellation will apply to the following subscription cycle.

Refunds on Subscription Orders

Orders processed prior to cancellation will follow the standard return policy guidelines.