

- Privacy policy

By virtue of the provisions of Law 15/1999, of December 13, on the Protection of Personal Data, we inform you that by completing this form your personal data will be incorporated and will be processed in the files owned by ALBERTO CANO MARTINEZ, in order to manage, administer and maintain the Services provided and/or contracted, as well as to keep you informed, including by electronic means, on issues related to the activity of the Company and its services.

You can exercise, at any time, the rights of access, rectification, cancellation and opposition of your personal data by email addressed to [info.herbalonlineuk@gmail.com](mailto:info.herbalonlineuk@gmail.com) or by writing to plaza guillem agullo 3, escalera 2 pta 20 46100 Burjassot, always accompanying a photocopy of your D.N.I.

## Cookies

1. We may collect information about your computer, including, where applicable, your IP address, operating system and browser type, for system administration. This is statistical data about how you browse our website.
2. For the same reason, we may obtain information about your general internet usage by using a cookie file that is stored on your computer's hard drive. Cookies contain information that is transferred to your computer's hard drive.
3. Cookies help us to improve our website and to provide a better and more personalized service. Specifically, they allow us to:

-Make an estimation on numbers and use patterns.

-Store information about your preferences and customize our website according to your individual interests.

-Speed up your searches.

-Recognize you when you return to our site.

4- You can refuse to accept cookies by activating the setting in your browser that allows you to reject cookies. However, if you select this configuration, you may not be able to access certain parts of the Website or you may not be able to take advantage of some of our services. Unless you have adjusted your browser settings to reject cookies, our system will produce cookies when you connect to our site.

## 5 - Refund Policy for Preferred Customers and Retail Customers

Herbalife Nutrition products have a 30-day money-back guarantee for all Customers (Preferred Customers and retail customers), also known as the Herbalife Nutrition Satisfaction Guarantee.

The 30-day period begins on the date the Customer receives the product. When a Customer asks a Member to honour the guarantee, the Member must respond quickly and courteously.

The Member must offer the Customer the choice between a full refund of the product purchase price including taxes and shipping and handling costs, or a full credit for exchange of other Herbalife Nutrition products in accordance with the return procedures. Members must honour the Customer's choice and may not retaliate against or discourage a Customer from requesting a refund.

Customers may also contact Herbalife Nutrition for a refund by calling 03450 560606 or by following the instructions available at [www.myherbalife.com/en-GB](http://www.myherbalife.com/en-GB).

If a Customer requests a refund directly from a Member, the Member must complete a Request for Refund Form, a copy of which is available on [www.myherbalife.com/en-GB](http://www.myherbalife.com/en-GB). The Member should calculate the amount of the Customer's refund or credit due, have the Customer sign the Refund Form, and immediately pay the refund to the Customer or apply a credit to other products.

The Member should then submit the Request for Refund Form and a copy of the Customer's original Retail Order Form, along with the original product labels or the unused portion of the product, or the empty product containers to Herbalife Nutrition within 30 days of making the refund to the Customer. Herbalife Nutrition will then exchange the returned products with the identical replacement product for the Member as soon as all the required documentation has been received.