



## Customer Frequently Asked Questions

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If you have any other questions or need additional assistance, please contact your personal B-Epic representative (Sponsor). Another quick and easy way to find answers to common questions is to check out the frequently requested items linked to on the Bepic.com Support page.

If you need assistance from Member Support, you can submit a support ticket via your B-Epic online member account, and our staff will respond (in the online support ticket system) as quickly as possible (usually within 24 business hours). Be sure to provide the order number you are inquiring about. Or you can email us at [help@bepic.com](mailto:help@bepic.com), and we will respond as quickly as possible during business hours. Please note, we are closed on weekends and USA holidays.

### **When will I receive my order? Where do I track my order?**

We strive to ship orders immediately – normally within 1-2 business days of processing an order, so you can expect to receive your order within 3-6 business days (depending on your location). Please note that we do not ship on weekends or USA holidays. Also, please allow more time if you are outside the continental USA.

Once your order ships, the delivery tracking number will be listed in your B-Epic online member account. Go to [www.bepic.com](http://www.bepic.com) and click on “Member Login” in the upper right-hand corner of the website. Then, in the Back Office (online dashboard), go to the menu at the top of the screen, click on “Home”, then click on “Order History”. Next to each order, it will list the tracking order once it has posted from the shipping carrier.

### **I accidentally placed multiple orders; how can I cancel the extra ones?**

Please contact B-Epic Member Support, so we can help you right away.

### **What if I don't remember my username?**

Your B-Epic username is listed in the Welcome letter emailed to you when you signed up for B-Epic. If you cannot find that email, contact Member Support so we can help you.

### **What if I forgot my password?**

To reset your password, go to [www.bepic.com](http://www.bepic.com) and click on “Member Login” in the upper right-hand corner of the website. On the next screen, click on “Forgot Password”. Next, type in your username and the email address associated with your account, then click the “Continue” button. Then, check your inbox for the email from B-Epic and follow the instructions in that email to reset your password. (Be advised that passwords ARE case sensitive.)

## How do I get a refund?

B-Epic has a 30-day refund policy on product purchases. Sample size, product packs (e.g., Epic Pack and Epic Pack Plus), multi-unit purchases (e.g., Buy 2 Get 1 Free), Promos, and Limited Time Offers (LTO's) do not qualify. Refunds are given based on the original purchase price. Be advised, there is a 25% restocking fee of the original purchase price for any product refund. Shipping and handling charges are non-refundable.

To be eligible for a refund of a product purchase, you must submit a refund request to Member Support within 30 days of the original order date. Refunds are only given if this 30-day requirement is met. Some international orders may qualify for a time extension; contact Member Support for details.

To request a refund, submit a support ticket via your member account / Back Office. Be sure to include the order number and specify that you are requesting a refund. Once the request is processed, Member Support will give you a Return Merchandise Authorization (RMA) number, which needs to be clearly printed on the outside of your return package. To be eligible for a refund, all unused portions of the product must be returned, and the return package must be postmarked within the 30 days of the original order date.

Address your return package to:

B-Epic Fulfillment Center  
Attn: RMA # *[REQUIRED: List the number issued to you by Member Support for this return.]*  
3075 N. Fairfield Rd.  
Layton, Utah, 84041  
USA

Be advised that we do not accept – nor issue a refund for – returned orders without a proper RMA # (Return Merchandise Authorization number). So, before mailing us a return, contact Member Support so we can issue you the required RMA # to print on the outside of your return package.

Be advised that we do not accept – nor issue a refund for – any package marked “return to sender” or “refused”. Nor do we accept C.O.D. returns. You are responsible for all costs related to shipping back the product and that it arrives to us without damage. Shipping charges are not reimbursed unless the return is due to an error on our part (i.e., you received an incorrect or defective item). Therefore, we recommend insuring your return package for your protection.

Be advised that a refund will not be issued until after the returned product is received and processed by the B-Epic Fulfillment Center. Therefore, we recommend you get delivery tracking for your return package, so you have proof that it was shipped and delivered to B-Epic.

After we receive the return, the refund will be issued to your E-Wallet account or credit card. Shipping, handling, and any other fees are non-refundable.