



LifeWave X₂O™ Light Infused™ Water Returns & Refund Policy

We hope you're enjoying your LifeWave X₂O Light-Infused Water. If you need to return it for any reason, we're here to make the process clear and simple.

This page outlines the return terms, steps, and timelines for the LifeWave X₂O unit, under a policy that is separate from LifeWave's Standard Money-Back Guarantee (MBG).

Quick Summary Table

Condition	Return Window	Refund Details
Unopened	Within 7 Days of Receipt+	Full refund, minus original \$49 shipping fee.
Defective	Within 30 Days of Receipt+	Full refund, including shipping costs. LifeWave covers return shipping.
Used*	Within 7 Days of Receipt+	Full Refund & Restock Fee of \$100 (+ Packaging Charge if applicable) Customer Pays Shipping.
Used* (Any Condition)	After 7 Days and before 30 Days of Receipt+	Full Refund minus: <ul style="list-style-type: none">• Shipping fee of \$49• Cancellation Fee of \$500 Customer pays return shipping.
Used (Any Condition)	After 30 Days of Receipt+	Not eligible for refund.

+Receipt refers to the date of pickup or date of signed delivery of the product.

How to Return Your LifeWave X₂O Light-Infused Water

Step 1: Contact Customer Service

Call or email our dedicated LifeWave X₂O Customer Service team to request a Return Merchandise Authorization. We will verify eligibility based on your LifeWave X₂O condition and return window.

Email: customerservice@lifewave.com

Phone (US): +1 (866) 202-0065

You'll need:

- Order number
- Serial number of the unit
- Condition of the machine (used/unopened/defective)
- Original packaging status

Step 2: Prepare Your LifeWave X₂O for Return

- Keep original packaging if possible.
- If you do not have packaging, our team will arrange a return box (charges apply).
- Used products require additional checks and fees (restocking and/or packaging).
- Ensure you read through our return shipment packaging instructions below to protect your return product in transit.



How to Return Continued:

Step 3: Ship It Back

- We'll send you a return label or advise on how to ship your unit.
- Customer is responsible for shipping fees unless the return is due to a confirmed defect.

Important:

Always send your return with a valid tracking number.

Step 4: Refund Processing

- Once your LifeWave X₂O is received and inspected:
 - Refund will be processed back to your original form of payment.
 - Confirmation email will be sent with refund details.
- Please allow up to 14 business days for the refund to reflect.

How to Prepare Your LifeWave X2O™ Light-Infused™ Water System for Return Shipment

The LifeWave X2O Light-Infused Water System should not be moved or transported after water has run through it. If the unit needs to be returned or relocated, it must first be fully drained, dried, and properly secured to avoid damage during transit.

The steps below outline how to prepare your system so it remains protected and arrives safely at its destination.

Step-by-Step Instructions

1. Drain the System

- Remove and empty the water reservoir from the top of the unit.
- Place a large container under the dispensing outlet.
- On the touchscreen, navigate to the Settings menu, select "System Drain," and follow the on-screen instructions to begin the drain cycle.
- Once the drain cycle is complete, open the filter compartment.
- Turn the primary filter diverting valve to the "flush" position to release any remaining pressure and residual water through the drain hose.
- Once all residual water has fully drained, return the valve to the "Normal Operation" position.
- Turn the secondary filter diverting valve to the "flush" position to allow any remaining water in the line to drain (This releases the vacuum in the water line, allowing water to exit through the filter cap or drain hose.)

2. Remove and Dry the Secondary Filter

- With the secondary filter diverting valve still in the "flush" position, remove the secondary filter.
- Place the filter upside down in a container (e.g., the emptied reservoir) or in a sink or waterproof environment to drain. The filter may contain up to 250 mL of water.
- After water has drained from the cap or drain hose, return the secondary filter diverting valve to the "Normal Operation Secondary Filter" position.

Note: When removing the secondary filter, some water may initially drip from the cap due to water left in the line.

3. Dry the Primary Filter

- Remove the primary filter lid and the filter media from inside its housing.
- Use a towel or absorbent fabric to soak up any remaining moisture inside the filter housing.
- Allow components to air dry thoroughly, ideally overnight.
- Once dry, reinstall the filter media and filter lid.

4. Let the Unit and Filter Air Dry

- Leave the LifeWave X2O unit and secondary filter in a well-ventilated area to air dry overnight before repacking.



Prepare for Shipment Continued:

5. Add Moisture Absorbers

- Place desiccant pouches or absorbent fabric inside the filter compartment, especially near the air vent at the bottom of the filter wall panel.

6. Repack for Shipment

- Secure the dry secondary filter inside the filter compartment.

Repack the entire system using the original LifeWave shipping box and foam inserts to ensure safe transit. If the original packaging has been disposed of, please contact LifeWave Customer Support to order a replacement shipping kit before returning your unit.

Important Returns Conditions:

- **Used*** means the product has been unpackaged, tested, or partially operated.
- Units must be returned in good condition, with all accessories, packaging, manuals, and components included.
- An RMA (Return Merchandise Authorization) number is required for all returns. Contact Customer Service to obtain one before shipping your return. No returns are accepted without prior authorization.
- Refunds are processed once the unit is received and inspected by LifeWave's Returns Team.
- Damage due to misuse or unauthorized repair voids eligibility for any refund.
- This policy supersedes the 90-day MBG that applies to patch and supplement products.
- Returns outside the timelines above will not be accepted.
- LifeWave reserves the right to deny any refund request that does not comply with these conditions.

Frequently Asked Questions

1. What is the return policy for unopened LifeWave X₂O Light-Infused Water systems?

You may return an unopened LifeWave X₂O light-infused water unit within 7 days of receipt for a full refund, minus the shipping fee.

2. Can I return a defective unit?

Yes. If your unit is defective, you are eligible for a full refund including shipping if the return is made within 30 days of receipt. LifeWave will cover return shipping costs.

3. How do I request a return?

Please contact LifeWave Customer Service within your eligible return window and they will walk you through our returns process.



FAQs Continued:

4. What is the returns address?

Our LifeWave Customer Service team will walk you through our returns process should you need to return your LifeWave X₂O unit and provide you with the address for return.

5. What is considered a “used” LifeWave X₂O system?

A system is considered used once water has been run through the machine. This applies even if the unit appears clean or lightly used.

6. Can I return a used LifeWave X₂O system?

- If returned within 7 days of receipt, you are eligible for a full refund, minus a \$100 restock fee, packaging charges (if applicable), and you must cover the return shipping.
- If returned after 7 days but before 30 days, you may receive a full refund minus shipping and a \$500 cancellation fee.
- No returns are accepted after 30 days, regardless of condition.

7. Who covers the shipping costs for returns?

- For unopened units, the customer pays shipping.
- For defective units, LifeWave pays shipping.
- For used units, the customer is responsible for all shipping and applicable fees unless the unit is defective.

8. When does the return window begin?

The return window begins on the date of product receipt, which is defined as either the pickup date or the signed delivery date.

9. Can I return a product after 30 days?

No. Returns are not accepted after 30 days from the date of receipt, regardless of the condition of the product.

10. Can I return the LifeWave X₂O unit under the standard 90-day Money-Back Guarantee?

No. Due to the nature and value of the LifeWave X₂O Light-Infused Water, it is not eligible for the standard 90-day MBG offered on patches and nutritional products. This specialized policy applies exclusively to the LifeWave X₂O unit.

11. Do I need to return the original packaging and accessories?

Yes. All returns must include the LifeWave X₂O unit, accessories, manuals, and original packaging. Incomplete returns may be subject to additional charges or denied refund eligibility.

12. Why is there a \$500 cancellation fee after 7 days?

The LifeWave X₂O unit is a high-value wellness system that requires significant handling and inspection. The cancellation fee helps cover restocking, sanitation, and repackaging costs incurred beyond the initial trial period.

Need Help?

If you have questions about your return eligibility, need to request a return, or require assistance with your LifeWave X₂O Technology System, our Customer Service team is here to help.

Customer Service Contact Details:

Email: customerservice@lifewave.com

Phone (US): +1 (866) 202-0065

When contacting us, please have your order number and product details ready for faster service.