

# WW 3-Month Money Back Guarantee Refund Form

To receive your WW 3-month Money Back Guarantee refund, please:

## 1. Confirm you meet all requirements to qualify for the refund.

- You joined WW as a new or rejoining member between 9/28/2021 and 10/4/2021.
- You set-up your account and downloaded the WW App within 7 days of joining.
- You actively followed the WW program and have the necessary documentation for your refund **before** cancelling your account. **Note: you can't access your account details once you cancel.**
  - Tracked your weight weekly for at least 10 weeks out of your first 13 weeks (3 months).
  - Tracked your food at least 4 days a week for your first 13 weeks (3 months).
- You **did not** lose at least 10 lbs in 3 months.
- You **did not cancel** your account **prior** to 3 months from your subscription start date.
- You **did cancel** your membership **after** 3 months from your subscription start date.
- You completed and returned this form, along with the required supporting documentation within 3 months of cancelling your membership.

## 2. Complete the following information.

Please print clearly to help us properly process your request

(Note: Email address should match the one you used during enrollment to expedite processing).

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Username/email address: \_\_\_\_\_

Zip code: \_\_\_\_\_ Membership plan followed (Check one): \_\_\_\_\_ Digital

\_\_\_\_\_ Digital 360 \_\_\_\_\_ Unlimited Workshops + Digital \_\_\_\_\_ Personal Coaching

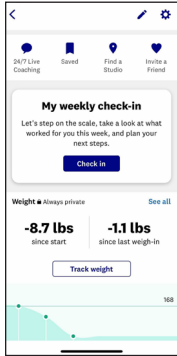
Subscription start date: \_\_\_\_\_ Subscription end date: \_\_\_\_\_

Over →



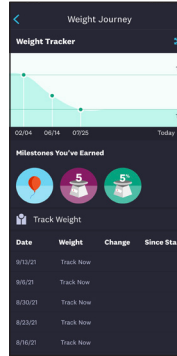
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## 3. Include the following supporting documentation with your refund form:



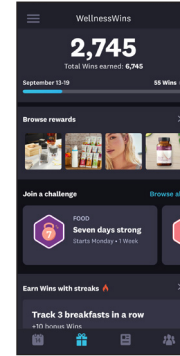
### A. Provide a screen grab of your WW Profile

- Open your app, click the photo profile avatar in the top right corner.
- Scroll down that page slightly until you see your user name at the top and your weight chart.
- Screen shot that area.



### B. Provide a screen grab of your Weight history chart

- Open your app, click the photo profile avatar in the top right corner.
- Scroll down that page slightly until you see your weight chart.
- Click the “see all” link to see your full weight chart and toggle to the 3 month history tab.
- Screen grab this view. This provides proof of whether you tracked your weight weekly for at least 10 weeks out 13 weeks.



### C. Provide a screen grab of your Total Wellness Wins earned

- Open your app, click the present icon in the bottom navigation.
- You should see your total wellness wins at the top of the page.
- Screenshot that area.
- This provides proof of whether you tracked your food at least 4 days a week for 13 weeks.

## 4. Sign and date this form attesting that all of the information is accurate.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Note: Email address should match the one you used during enrollment to expedite processing).

**Return this form along with all required supporting materials via email within 6 months of your subscription start date to [WWguarantee@ww.com](mailto:WWguarantee@ww.com).**

### NOTE:

- Incomplete or illegible Refund Forms are void.
- All eligible refunds will reflect the amount paid initially for the WW plan.
- You will only be refunded 3 months of membership fees.
- In the event that you cancelled and were charged an early termination fee, you will receive this as part of your overall refund.
- Eligible refunds will be sent to the address on file via a check.
- Please allow 8-10 weeks to receive a full refund from the date you submit this form.

