

## **CANCELLATION/REFUND POLICY**

### **Product Return Policy**

Company allow to distributors in case of any dissatisfaction, manufacturing or packaging defect, retail customers can return/exchange the product to/from the distributor from whom they have purchased the same, within 30 days from the date of purchase. There should be a valid reason for the same and with documents prescribed by the company such as product return form, original invoice, product, customer order receipt copy etc. In case of retail customers request for refund and replacement of products is to be obelised to the distributors and further distributor can process the same from the Company within 30 days from the date of invoice.

The distributor can then return these products, with original Invoice to the Company. The Company will replace these products free of cost or if the distributor does not want the same products, the Company will give a wallet balance in his account (with zero PV/BV), which can be used by the distributor within 30 days for purchasing products of their choice.

**Documents Required: Product Return Form, Reason for return, Copy of Invoice, Products to be returned**

### **Buy Back Policy**

Company allows to provide for buy-back or repurchase policy for currently marketable goods or services sold to the participant at the request of the participant at reasonable terms and return any Shree Bhoomi Organics products that are in good condition, useable, resaleable, restock-able, unopened, unaltered and must have a shelf life of at least six months

When distributor want to resign from company can return any Shree Bhoomi Organics products in original and resaleable within 30 days from the date of product purchase will eligible for full refund after consideration of bonus paid (if any) while original purchase.

If the distributor resigns from his/her distributorship after the expiry of 30 days from the date of purchase of products from Shree Bhoomi Organics, the amount refunded against the products being returned will be equal to distributor cost of the products

being returned, less total bonus paid out by the Company on the original purchase, less GST, less 10% service charge.

The Buy Back policy is designed to impose upon the sponsor and the Company the obligation to ensure that the distributor is buying products wisely.

### **Cancellation Policy**

If the company receives cancellation notice and the order has not been processed, Company may cancel the order and refund the entire amount to the consumer within a reasonable period of time. In such case if consumer has availed any benefit under any marketing or promotion offers provided by company in relation to the product for which the order has been cancelled by the consumer, consumer agrees and authorises the company to recover such benefits.