

## Refund /Exchange Policy

**Nirlife India Shopee Private Ltd Buy Back Policy for Customers / Independent Distributor:**  
**Customers / Independent Distributors may return the products within 30 days of invoice as follows:**  
**SECTION - A**

Thanks for shopping with us. Nirlife India Shopee Private Ltd stands behind the quality of its products and guarantees your satisfaction. If for any reason you are not completely satisfied with the products, you may return it within 30 days from the date of Invoice of the product which should be notified within one week from purchase as per the terms of the Refund Policy.

1. If the product is in marketable\*\* condition and is returned within 30 days of invoice date accompanied by the original invoice, Rs.1000+ GST will be deducted towards handling charges and rest of the amount as refund will be given.
2. If the product is in Unmarketable\*\*\* condition and is returned within 30 days of invoice date accompanied by the original invoice, Rs.1000+ GST will be deducted towards handling charges refund value will be assessed by Returns officer and appropriate value will be given.

\*GST (Goods & Services Tax)

\*\*Marketable refers to products that are unopened and sealed.

\*\*\*Unmarketable are products, which have been opened and seal broken.

### Exchange

If you need to change the products you may need to have the original customer order receipt copy. Thereafter, the Customer / Independent Distributor can exchange the products from the Company within 30 days from the date of invoice and must submit the following at the time of exchange and help us in our services:

- Product Return Form
- Copy of Purchase bill
- Products in original packing and condition
- New product should be of equal or higher value in price

### Refunds

Once we have received your item we will inspect it and notify you that we have received your returned item. We will notify you on the status of your refund after inspecting the item. In the event the return of a Product is duly accepted by Nirlife India Shopee Private Ltd, the value of such Product, **will be calculated as per Section A points no. 1 & 2 and will be refunded** to Customer / Independent Distributor either to the bank account provided by the Customer / Independent Distributor for such refund, or to the payment instrument of the customer / Independent Distributor from which payment was made. Nirlife India Shopee Private Ltd shall have the sole discretion to determine the mode of reversal from the above options. **No cash refunds under any circumstances will be made.**

### Shipping Cost

You will be responsible for paying your own shipping cost for returning your items. Shipping costs are non-refundable. In some exceptional cases, if the cost of the shipping is paid by the company the shipping cost of the return product will be deducted from the refund amount.

### **Cancellation of transaction / orders**

- **Cancellation by Nirlife India Shopee Private Ltd:** There may be certain orders that Nirlife India Shopee Private Ltd is unable to accept and has the right to cancel such order. Nirlife India Shopee Private Ltd reserves the right, at its sole discretion, to refuse or cancel any order for any reason whatsoever. Some situations that may result in Customer / Independent Distributor's order being cancelled include, without limitation, non-availability of the Product or quantities ordered. Nirlife India Shopee Private Ltd may also require additional verifications or information before processing any order. If Customer / Independent Distributor's order is cancelled, after the payment has been processed, the said amount will be reversed / remitted to the Customer / Independent Distributor either to the bank account provided for such reversal, or to the payment instrument from which payment was made. Nirlife India Shopee Private Ltd shall have the sole discretion to determine the mode of reversal from the above options.
- **Cancellation by the Customer / Independent Distributor:** In case of request for order cancellation, Nirlife India Shopee Private Ltd reserves the right to accept or reject requests for order cancellations for any reason whatsoever. As part of usual business practice, if Nirlife India Shopee Private Ltd receives a cancellation notice and the order has not been processed, Nirlife India Shopee Private Ltd may cancel the order and refund the entire amount to Customer / Independent Distributor within a reasonable period of time. Nirlife India Shopee Private Ltd will not be able to cancel orders that have already been processed. Customer / Independent Distributor agree not to dispute the decision made by Nirlife India Shopee Private Ltd and accept Nirlife India Shopee Private Ltd decision regarding the cancellation.
- **Set-off of any benefits availed by the Independent Distributor:** In case the Independent Distributor has availed any benefit under any marketing or promotions provided by Nirlife India Shopee Private Ltd in relation to the Product for which the order has been cancelled by the Customer / Independent Distributor or by Nirlife India Shopee Private Ltd, Independent Distributor agrees and authorizes Nirlife India Shopee Private Ltd to recover such benefits from the Independent Distributor or set-off the same from any refunds to the Independent Distributor.

### **Reference Notes:**

- The Customer / Independent Distributor must return the product(s) to our head office personally or by courier.
- Period of return for products is calculated as the number of days from the Invoice Date, to the date of receipt at the Nirlife India Shopee Private Ltd Head Office.
- Condition refers to the condition in which the stock is received back from the Customer / Independent Distributor as a return. The product can be 'marketable' or 'unmarketable' depending on the condition of the returned stock as assessed by the Returns executive at the Nirlife India Shopee Private Ltd dispatch and Delivery office.
- The Product Return Policy does not apply to open packs of literature and videos or other sales and marketing aids.
- Total returns cannot exceed the quantity appearing on the Invoice.
- BV adjustment of Products returned shall be processed in the same Payout. Total BV of the returned products will be deducted from the returning Independent Distributor account.
- If customers return products directly to Nirlife India Shopee Private Ltd, BV adjustment shall be done from the Independent Distributor payout account & any excess amount paid shall be recoverable from the Independent Distributor.

- The return process of a Product may be subject to additional terms depending on the nature and category of the Product. Any such additional terms may be specified on the Website or be intimated by Nirlife India Shopee Private Ltd at the time of purchase of the Product.