

FREQUENTLY ASKED QUESTIONS

1. I am a Nirlife India Shopee Pvt. Ltd. Retailer and have funds Transfer through UPI/IMPS/NEFT for the purchase of Nirlife India Shopee Pvt. Ltd. package and have accumulated 400 BVs and became Nirlife India Shopee Pvt. Ltd. Representative but still I am unable to access my genealogy area?

Answer: In order to do the needful please send the followings:

- 1) Acceptance of Nirlife India Shopee Pvt. Ltd Contract duly signed by **you** and **your** Diplomat Leader as witness.
- 2) KYC details (i.e. self-attested PAN Card, Aadhar Card, Bank Passbook Details etc.)
- 3) your Nirlife India Shopee Pvt. Ltd. account details (i.e. Tracking ID, Distributor ID, Username etc.).
- 4) Filled your complete details on site and upload soft copy of ID proof and address proof. Also send self-attested hard copy ID and address proof along with Bank Details

2. I have purchased Nirlife India Shopee Pvt. Ltd. Package and have helped two existing Nirlife India Shopee Pvt. Ltd. Retailers in my organization to buy Nirlife India Shopee Pvt. Ltd. Package and hence become Nirlife India Shopee Pvt. Ltd. Representative. My organizational Nirlife India Shopee Pvt. Ltd. representative are working very hard and I am getting commissions due to the business generated by them. Would I continue to earn commissions forever, if I keep on maintaining my qualifying conditions every year?

Answer: Nirlife India Shopee Pvt. Ltd. is engaged in selling its Packages / Products / Services as a Business through its Direct Sellers. Any person, who wishes to become Nirlife India Shopee Pvt. Ltd. Representative and wants to be engaged in promotion of our Business / Mission, is given incentives / commissions. But the commissions earned by an individual are directly proportional to his/her involvement / participation in promotion of our Business / Mission. If any Nirlife India Shopee Pvt. Ltd. Representative is not actively involved in development of the business of his organization or not promoting the company Mission among the masses or not participating in any event organized by Nirlife India Shopee Pvt. Ltd. / Nirlife India Shopee Pvt. Ltd. leaders or not conducting any event by himself / herself or reluctant to Teach / Train / Help personally sponsored Nirlife India Shopee Pvt. Ltd. Representatives in promoting the Nirlife India Shopee Pvt. Ltd. Business/Mission, the company reserves the right to deny all pending, forthcoming as well as on going commission without any intimation to such Nirlife India Shopee Pvt. Ltd. Representatives. In that condition the decision of Nirlife India Shopee Pvt. Ltd. would be the final. All our Nirlife India Shopee Pvt. Ltd. Representatives are requested to write to us in case they are aware of any such case.

3. Can I get my Group Incentive uninterruptedly without helping my personally sponsored and Representatives of my organization?

Answer: No, in order to generate Incentive you need to work hard and motivate and trained continuously your organizational Representative.

4. I have Purchased Nirlife India Shopee Pvt. Ltd. Package and have sent the cost but after sending the cost I want to cancel the purchased product and want to seek the refund, What is the procedure for refund?

Answer: At The time of purchase you have read and signed the contract. If your cancel the purchase you can cancel the same within 30 days of purchase. A sum of Rs.1000+GST would be deducted as processing charges if we receive the request of cancellation of the package within 30 days from the date of placing order for purchase. Rs.1000+GST + courier charges would be deducted as processing charges if we receive the request within 30 days from date of receipt of cost of the package but after dispatch of the package by the company (these deductible charges are subject to the condition of package contents which is sent back to us by the purchaser), if contents are damaged then the same would not be eligible for refund / cancellation.

5. I have purchased Nirlife India Shopee Pvt. Ltd. Package, due to non-availability / wrong address or any other reason it was not received by me and sent back to the company, what is the procedure to get it back?

Answer: Representatives prime responsibility to fill your complete details on website under his Distributor ID and upload soft copy of Identity proof and address proof. Also send self-attested hard copy ID and address proof along with Bank Details. As wrong address provided or non-availability there is a cost involve in resending the package to the purchaser, so in order to get back the returned package, purchaser has to transfer an amount of Rupees 300 with modified shipping address, if any. Address can be provided online by filling the details in logged in area of Retailer / Representative or mail by registered mail ID of Retailer / Representative.

6. I am not satisfied with the Package / Product / Service and have sent the payment. For refund, as per the policy of the Company I failed to intimate for the cancellation of my Package / Product / Service within the allotted time (which is 30 days from the date of purchased and payment received by the company). What should I do to recover my money paid towards purchasing of Nirlife India Shopee Pvt. Ltd. Package / Product / Service?

Answer: If you are not satisfied with the Package / Product / Service you must write for cancellation at info@mynirlife.com (subject line- Cancellation – Invoice No.) and send the physical Package / Products / Services (if any) within 30 days only. We will not consider cancellation if your request for cancellation is received after the expiry of this period. After an expiry of this period, we cannot refund the money paid towards purchase of any of Nirlife India Shopee Pvt. Ltd. Packages / Products / Services in any

circumstances as after the expiry of this period the Incentive with respect to your sales get paid to your Selling Nirlife India Shopee Pvt. Ltd. Representatives.

07. How can I get my lost password?

Answer: Send us a written request on mail info@mylirlife.com (subject line- **Reset Password**) from registered mail ID along with attached proof of transferred amount of Rs.180/- inclusive of GST, to get your lost password or Tracking Id. Please, include Distributor ID, Username and Mailing address with the request. We will send your password or Tracking Id by MAIL as soon as we receive your request.

08. Can a Nirlife India Shopee Pvt. Ltd. Representative share information of any other Programme / Business or sign up other Nirlife India Shopee Pvt. Ltd. Representative in any other similar Programme / Business?

Answer: No, this is absolutely not permitted. If any complaint is received that any Nirlife India Shopee Pvt. Ltd. Representative is sharing information with other Nirlife India Shopee Pvt. Ltd. Representatives of any other Programme / Business, then all pending, forthcoming as well as on going commission from the company, will be denied to him/her with immediate effect without any notice.

09. As many Nirlife India Shopee Pvt. Ltd. Representatives are earning very good income through Nirlife India Shopee Pvt. Ltd. Business opportunity so can I advertise indicating you may earn some amount per month or per week for attracting new Nirlife India Shopee Pvt. Ltd. Representatives?

Answer: No, this is not legal to advertise any earnings as Nirlife India Shopee Pvt. Ltd. incentive plan depends upon real hard work, which includes learning from the Company and then Teaching / Training / Helping to others as many Nirlife India Shopee Pvt. Ltd. Representatives may not do what is required to be successful, so they will not earn anything. It is very important to understand everything about Nirlife India Shopee Pvt. Ltd. Mission / Business before promoting Nirlife India Shopee Pvt. Ltd. Business / Mission. In case, you invite any legal problem due to any bad advertisement / promotion or due to lack of knowledge to explain / express our Business / Mission to Law enforcing Authorities, company will not be responsible for the same.

10. I have wrongly entered my Username. How can I change it?

Answer: Any kind of modification in Username is not possible once the online registration process is over.

11. What is the procedure for the Transfer of purchased Product?

Answer: Any kind of modification in Transfer of purchased product is not possible once the online registration process is over.

12. I have not submitted the photocopy of my PAN card. Would I be eligible to receive my commission cheques/TDS certificate?

Answer: If you have not submitted a photocopy of your PAN card, then please send it as soon as possible. We will not issue any Incentive in absence of proof of your PAN card.

13. How much time does it takes in activating the genealogy area if payment for the purchased package is made by cheque?

Answer: We do not entertain payments through cheques. The payment for purchase of any Package / Products / Services should only be made through UPI/IMPS/NEFT / IMPS (online banking).

14. When my genealogy area get activated?

Answer: Purchase of Nirlife India Shopee Pvt. Ltd. Package:

Nirlife India Shopee Pvt. Ltd. Representatives accumulating 400 BV by purchasing Nirlife India Shopee Pvt. Ltd. Package and transfer of payment. The Genealogy Area would be activated on the receipt of such transfer of payment.

Purchase of Nirlife India Shopee Pvt. Ltd. Products:

Nirlife India Shopee Pvt. Ltd. Representatives accumulating total 400 BV by purchasing various Products. The Genealogy Area would be activated after the cancellation period is over of these purchased Products.

15. After purchasing the Product online I could not send the money on time and the Purchased Product is disabled. Can this disabled Purchased Product be again enabled?

Answer: If your Purchased Product is disabled due to non-receipt of your payment within 10 days then it cannot be reactivated / enabled.

16. Why one of my Nirlife India Shopee Pvt. Ltd. Representative name from my organization is shown in black?

Answer: If any of the names is shown in black, it means the 400 BV is not completed.

17. I have sold Nirlife India Shopee Pvt. Ltd. Packages to many people in my organization; still I have not received any Incentive. Why?

Answer: You start receiving commission only when you fulfil the criteria fixed for commission earning. In order to receive your first commission, you must accumulate 1200 BV with 1:2 or 2:1 ratio in both legs and out of these 1200 BV must be accumulated via sales of Nirlife India Shopee Pvt. Ltd. Packages under your direct sponsorship, and must be observed promoting Nirlife India Shopee Pvt. Ltd. Business/Mission with Commitment, Hard Work and Honesty.

18. I have seen online the last commission earned but I have not received it yet.

Answer: The payment was not release due to pending self-attested KYC and Contract. Complete the KYC and contract formalities within 10 days of being a representative. Your KYC and Contract is pending then you are requested to complete your

documentation and wait for at least 10-15 days depending on the location of your residence as all commission cheques are sent either through courier or speed post / registered mail. If you do fulfil the mentioned conditions and still have not received your cheque within this period then send / post your query at info@mynirlife.com. However we strongly recommend to set up online transfer by way of sending NEFT details to us.

19. Who is a Nirlife India Shopee Pvt. Ltd. Representative?

Answer: Any Nirlife India Shopee Pvt. Ltd. Retailer who has Purchased Nirlife India Shopee Pvt. Ltd. Package or Products and have accumulated 400 BVs. Nirlife India Shopee Pvt. Ltd. Representative is provided access to genealogy and all our services. Nirlife India Shopee Pvt. Ltd. Representative can also earn through Retail and Group Incentive Plans, if they wish to promote our Business / Mission, by way of working very hard.

20. Can I join any other Direct Selling company dealing with same/different product and doing the business of similar nature or can get involved in any other Business directly or indirectly?

Answer: No, you cannot join any other Direct Selling company selling same/different product or any other business of similar nature. Also you cannot get involved in any other Business directly or indirectly. If we receive any complaint against you that you have joined any other Direct Selling company or Business of similar nature or any other Business then you would lose your right to get all pending, forthcoming as well as on going commission from Nirlife India Shopee Pvt. Ltd.

21. Can we make the payment (Cash / Demand Draft / Cheque) for the purchase package to our selling Nirlife India Shopee Pvt. Ltd. Representatives on behalf of Company ?

Answer: Cost of Package should be paid only through UPI/ NEFT / IMPS and directly to be sent to the company by the purchasing Nirlife India Shopee Pvt. Ltd. Representative. If any payment on behalf of the company is made to any selling Nirlife India Shopee Pvt. Ltd. Representative through any mode, company will not be responsible for any loss (if any). The purchasing Nirlife India Shopee Pvt. Ltd. Representative himself / herself will be responsible for any such loss (if any).

22. By purchasing more than one Nirlife India Shopee Pvt. Ltd. Packages in my name, can I create Multiple Business Centers in my organization to create more income?

Answer: No, you cannot create multiple positions and buy more than one Nirlife India Shopee Pvt. Ltd. Packages. As creation of Multiple Business Centers to generate more income is not allowed and violation of this would result in cancellation of all the created Multiple Business Centers without any notice.

23. I have purchased Nirlife India Shopee Pvt. Ltd. Package. Can I purchase another Nirlife India Shopee Pvt. Ltd. Package on the name of my spouse?

Answer: Yes. You may do so within your downline only. Before doing so please consult with your up line.

24. Why my last name is appearing twice?

Answer: You might have entered your first name twice or entered the same name both in first and last name. Kindly send / post us a request at info@myirlife.com with your Tracking ID, Distributor ID and Username for correction of the same.

25. What will happen if any Nirlife India Shopee Pvt. Ltd. Representative is found to involve in anti-company activities?

Answer: This shall be taken very seriously, if any Nirlife India Shopee Pvt. Ltd. Representative is found not working to promote Nirlife India Shopee Pvt. Ltd. Business/Mission or found not working in accordance with our LEGALS (Terms and Conditions) / FAQs or found to indulge in any anti-company activity in any manner or found disturbing any private or public business meetings or free teaching seminar organized by Nirlife India Shopee Pvt. Ltd. Representatives or by the company or found to promote bad propaganda / publicity of the company, or promoting any other business opportunity to the representatives of the company, or collecting any amount of cash from any new purchasers on behalf of the company, during or after the meetings or otherwise, than such person's all pending, forthcoming as well as on going commission from the company along with the website login, will be denied to them with immediate effect and without any notice. However, such person will be given an opportunity to represent themselves to the Company and prove their innocence. If such person is found to be innocent in the charges accused, then such person's website login as well as ongoing commission would be immediately restored. The Discretion of the Company shall be final and binding in this regard.

26. I am sending / posting lots of queries to the company but not getting any response?

Answer: It has been observed that many Nirlife India Shopee Pvt. Ltd. Representatives are sending irrelevant queries and asking irrelevant question unnecessarily on continuous basis. We have given all the required information about the Company and all other details on our website. So it is advised to all the Nirlife India Shopee Pvt. Ltd. Representatives to visit our website in order to know their concerns or ask their introducing active senior Leader Nirlife India Shopee Pvt. Ltd. Representatives. Please note no irrelevant queries would be replied by the company. Please do not ask about anything which is not given on our website.

27. My password and other details are disclosed during online registration for the purchase of Nirlife India Shopee Pvt. Ltd. Package, what should I do now?

Answer: It is your duty to change all the confidential information like password etc. immediately, after taking all the information from your Selling Nirlife India Shopee Pvt. Ltd. Representative. We will not be responsible for any mis-happening in this regard.

28. In order to advertise Nirlife India Shopee Pvt. Ltd. Business / Mission through the print media do I need to seek any permission from the company?

Answer: Before advertising you must send us the advertisement material for approval. Severe action would be taken if we observe any bad advertisement (which violates any of the law of the land or public policies) without permission of the company.

29. Is it necessary to follow LEGALS (TERMS AND CONDITIONS) and other information given on the website www.mynirlife.com for promoting Nirlife India Shopee Pvt. Ltd.

Business/Mission?

Answer: This is mandatory to follow our LEGALS (TERMS AND CONDITIONS), FAQs and other information given on our website. Any anti-company activities or non-performance of any activity / activities as required for promotion of Nirlife India Shopee Pvt. Ltd. Business / Mission would amount to suspension / cancellation of all pending, forthcoming as well as on going incentive and denial of continuation of contract. Decision of the company in this regard would be final.

30. How much time does it take to get my earned commission cheque?

Answer: The commission cheque to the qualifying Nirlife India Shopee Pvt. Ltd. Representatives will be transfer within 40 days from the day commission is calculated. Online commission / NEFT will be transferred directly to your Bank account provided by you within 40 days from the day commission is calculated(KYC and contract must be completed as per point no 01). If the payment not reached at your Bank Account within these specified periods, you are requested to post / send your query at info@mynirlife.com with details of the earned commission.

31. I have attended various Conventions / Seminars / Workshops / Training Programmes and Silver / Gold / Diamond / Diplomat and above meet organized by Nirlife India Shopee Pvt. Ltd. and now I want to organize a Convention / Seminar / Training Programme or Silver / Gold / Diamond / Diplomat and above meet on my own. Can I do so with the help of my Leaders?

Answer: Yes, you may organize any Convention / Seminar / Training Programme or Silver / Gold / Diamond / Diplomat and above meet on your own. In order to conduct any such event, you need to inform and seek approval of President Nirlife India Shopee Pvt. Ltd. We strongly recommend the entry fees (if required) for any event should be taken only for meeting the expenses of the event and no additional charge should be taken in any circumstances. Nirlife India Shopee Pvt. Ltd. Representative sharing any portion of money for promotion of any event organized by Nirlife India Shopee Pvt. Ltd..com Pvt. Ltd. or by them or by any leaders would be viewed very seriously. President Nirlife India Shopee Pvt. Ltd..com Pvt. Ltd. or any Leader authorized by President Nirlife India Shopee Pvt Ltd. can investigate the total amount collected and spent for conduct of any event organized by any Nirlife India Shopee Pvt. Ltd. Representative. Please note that

any taxes (if applicable) is the liability of the organizing Nirlife India Shopee Pvt. Ltd. Representative(s) of such event and company will not be responsible for any taxes (if applicable).

32. Could I share information which is not given on our Website www.mynirlife.com but provided by our senior selling Nirlife India Shopee Pvt. Ltd. Representatives or others for the promotion of Nirlife India Shopee Pvt. Ltd. Business / Mission?

Answer: Only information available at our website related to Company or its President / Directors should be given to other Nirlife India Shopee Pvt. Ltd. Representatives / Guests for promotion of Nirlife India Shopee Pvt. Ltd. Business / Mission. Any Nirlife India Shopee Pvt. Ltd. Representative violating this will not be allowed to promote our Business / Mission anymore and his / her all pending, forthcoming as well as on going commission will immediately be stopped.

33. I am organizing several weekly Business / Product meetings for my Nirlife India Shopee Pvt. Ltd. Representatives and their Guest for promotion of Nirlife India Shopee Pvt. Ltd. Business / Mission. Do I need to inform about these meetings to the company?

Answer: All Diamond and above Nirlife India Shopee Pvt. Ltd. Representatives must inform all the Business / Product meetings organized by him / her every month. Failing which will lead to denial of all pending, forthcoming as well as on going commission without any prior notice. The decision of the company in this regard would be final and shall be binding on the Nirlife India Shopee Pvt. Ltd. Representatives.

34. Is there any charge for resending the returned online commission transfer?

Answer: If your Online Commission transfer have been returned due to wrong Bank details or account closure, then you have to send Bank Details, Distributor ID, Tracking ID, User name etc, with request letter Properly filled by company address.

35. What is the meaning of Business similar in Nature as mentioned in legals?

Answer: Any Direct Sale / Network / Referral Marketing Business dealing with any Products / Services with any Business Model is termed as Business of Similar Nature.

36. What are BV (Business Volume)?

Answer: BV (Business Volume): Whenever Representative introduces a new Retailer and Retailer buys any Nirlife India Shopee Pvt. Ltd. Package, Representative earn Business Volume. Each Nirlife India Shopee Pvt. Ltd. Package is assigned Business Volume.

37. When BV (Business Volume) gets credited?

Answer: It will be credited after completion of cancellation period of various purchased products.

38. I wanted to join Nirlife India Shopee Pvt. Ltd. directly as Representative only. How to join?

Answer: NO, You cannot join as Nirlife India Shopee Pvt. Ltd. Representative directly. First you have to sign up as Retailer and only after accumulation of 400 BV you can become Representative.

39. What are Purchase Price, MRP and selling price of our products available in Retail section?

Answer: Purchase Price: The price on which Retailer / Representative buy products from Nirlife India Shopee Pvt. Ltd.

MRP: Maximum Retail Price of any products as listed against each and every product. Retailer / Representative not allowed to sell product above MRP.

Selling Price: The price on which Retailer / Representative sell any products to their customer.

40. I have not received my purchased Nirlife India Shopee Pvt. Ltd. Product. What can I do?

Answer: Please contact us at info@mylirlife.com with your product purchase details, If you not received your purchased Nirlife India Shopee Pvt. Ltd. Product within 60 days from the date of purchase.

41. I have achieved a Designation in Nirlife India Shopee Pvt. Ltd., what are my duties towards my organization?

Answer: Every Representative in Nirlife India Shopee Pvt. Ltd. is required to contribute significantly towards their organizational development and growth. If you are found not to contribute significantly as per your designation with Nirlife India Shopee Pvt. Ltd. towards the development and up-liftmen of your organizational leaders and not available to them for majority of time, and practically inactive from Nirlife India Shopee Pvt. Ltd. and only attending some of the meetings and conventions organized by some leaders just to show your presence in Nirlife India Shopee Pvt. Ltd., then this inactivity would be viewed very seriously and may lead to forfeiture of ongoing commission and termination of the position in Nirlife India Shopee Pvt. Ltd..

42. I am a Nirlife India Shopee Pvt. Ltd. Representative, what is the criteria for my account to remain active?

Answer: A Nirlife India Shopee Pvt. Ltd. Representative is required to make sales / purchases to promote his / her Business. Inactivity of a Nirlife India Shopee Pvt. Ltd. Representative in this regard for a continuous period of 180 days would amount to their account being disabled.

43. I am a Nirlife India Shopee Pvt. Ltd. Representative, can I sell promotional / written material within the Nirlife India Shopee Pvt. Ltd. Organization?

Answer: A Nirlife India Shopee Pvt. Ltd. Representative selling promotional / written material e.g. Books, CDs etc. of any nature within the Nirlife India Shopee Pvt. Ltd. Organization would attract immediate termination. This is strictly prohibited and is of a 'non tolerance' nature.