

## Payment & Shipping Policy

We at Forlife Trading India Private Limited are proud of us being “The Immune Support Company” partner in your life by providing you (our customers) with our finest products. We have always believed in providing the best. In such spirit, we have provided you with our payment and shipping policy for complete disclosure.

Since we offer our products through our Direct Sellers only and as such, are neither responsible for or handles shipping of the products directly to you nor directly collects payment(s) from you. We present the current policy to you in spirit of building a trusting relation. The present policy only governs the business transaction between you and our Direct Sellers. Therefore, it is recommended to make yourself familiar with this present policy.

### **Payment Terms**

We only engage with you [our customer(s)] through our Direct Sellers. As such, we are not directly engaged in processing your payments or recording them against the orders placed by you. Our Direct Sellers are at the liberty to choose the methods to be provided for payment to you, but cash is always accepted among other methods of Direct Seller’s choosing.

Our Direct Seller is at liberty to sell the products at any rate equal or below to the Maximum Retail Price. As such we provide the price list/product catalogue for your reference at our website at the following web-address:

<https://media2.4life.com/document/PriceList202113Nov.pdf>

We only deal directly with our Direct Sellers. We charge no amount over and above the products order by you, whether in name of shipping or delivery or packaging. We further clarify that no Good and Service Tax (GST) can be charged over and above the MRP of the product and all such taxes are included therein.

Please always remember to ask and obtain invoice for your purchases. In case, any person associated with us refuses to provide you with an invoice or charges any extra amount then please contact us as per our Grievance Redressal Policy.

<https://media2.4life.com/images/hostedMedia/CertifiedRedressalPolicyForlife.pdf>



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### Shipping Terms

Our Direct Sellers take the order and directly deliver the products to you. Once you place an order with the Direct Seller, it is then placed before us, we then supply the products in the order to the Direct Seller. If any of the items ordered is unavailable, you are duly intimated by the Direct Seller, and choice is provided for return of money for that item or replacement of the same with a currently available item of same value. Once confirmed, the Order is then delivered to you by the Direct Seller.

The products ordered by you are thus packaged properly and duly delivered by the Direct Seller. It is the sole responsibility of the Direct Seller to ensure that no damage is done to your order and have it delivered at the earliest.

Nonetheless, we provide for 20 days' time to our Direct Seller to deliver the order from the date of receiving the same from you. In case, if your order is not delivered within the stipulated time therein, you have the **right to cancel** your order without attracting any penalty or cost towards the said cancellation. However, you can continue to wait for the order to be delivered so as to enjoy the quality products supplied by Forlife Trading India Private Limited.

In case of any grievance, kindly contact us as per our Grievance Redressal Policy. <https://media2.4life.com/images/hostedMedia/CertifiedRedressalPolicyForlife.pdf>



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