

RETURN AND EXCHANGE POLICY

We thank you for shopping with us and regret that you have faced an issue with our product. We at ForLife Trading India Private Limited (hereinafter referred to as "Company") always try to provide you with the highest quality products that you can enjoy and make part of your everyday lives. We warrant that the product supplied by us will conform with the specifications provided and agree to remedy the non-conformity, if any.

The present policy is applicable on all products purchased by the Customer. All products can be returned, exchanged and refund of the amount paid is processed as per the present policy. Therefore, we recommend you go through this policy before making any purchase.

1. Right to Return

- a. You have the right to return the product within 10 (ten) days of the delivery of the same to you or a person authorised by you on your behalf ("Return Period"). We don't accept any return request after the expiry of the said period. The product sought to be returned needs to be in marketable and saleable condition. Notwithstanding anything contained in the present policy, product(s) which shows any sign of usage cannot be returned. The right to determine the condition of the product is reserved with the Company on product-to-product basis. The decision of the Company is final and binding upon you. Products accompanied with invoices are only permitted to be returned.
- b. As we do not directly ship to our customers and have Direct Sellers to conduct the business. It is the responsibility of the Direct Seller to process the returns of the products as per the present policy. Further, our Direct Sellers are under obligation to ensure that the customer having returned a marketable and saleable product have received the refund of the entire amount under our supervision.

2. Process for Return

- a. You can return the product by contacting the Direct Seller who made the sale to you and intimating him about your choice to exercise your Right to Return. The said exercise is complete by contacting our Direct Seller who sold you the product within the Return Period.
- b. In case, you are unable to trace the Direct Seller who made the sale, please feel free to contact us.
- c. The Direct Seller preliminary determines whether the product is in marketable and saleable condition and initiate the return process as provided herein.
- d. The Direct Seller will collect the products issuing you a Return-Refund Receipt. The products collected will be taken to the Company for determining their conditions and whether the same qualifies for refund or not.



- e. If the non-used products are determined to be in saleable and marketable condition, then the Company will permit the refund of the amount paid by you to the Direct Seller.
- f. The refund in such cases is provided by the Direct Seller within 15 (fifteen) days of the approval by the Company. Further, at the time of refund, the Return-Refund Receipt provided at collection of products needs to be returned to the said Direct Seller, failing which no refund of any kind can be processed.
- g. Further, Company does not accept return of any product which was clearly identified at time of sale as demonstration kit, non-returnable, or seasonal item.
- h. In case you face any issue or problem or are unsatisfied with the redressal of your return request, feel free to contact us as per our Grievance Redressal Policy.
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3. Right to Exchange

- a. You are required to inspect the products immediately upon delivery and take notice of any defects attributable to us as reasonably established. A product can be said to be defective if it:
 - i. Does not conform to the description provided in advertisement or elsewhere; or
 - ii. Unfit for any purpose informed to you, before you made the purchase; or
 - iii. Has a defect which renders the product unusable or unsuitable in any way while using as intended.
- b. As we do not directly ship to our customers and have Direct Sellers to conduct the business. It is the responsibility of the Direct Seller to process the exchange of the products as per the present policy. Products needs to be accompanied with invoice for qualifying for exchange.

4. Process for Exchange

- a. You can exchange the product by contacting any of our Direct Sellers and intimating him about the condition warranting exchange. In case, you are unable to trace any Direct Seller, please feel free to contact us as per our Grievance Policy.
- b. The Direct Seller preliminary determines if the product is defective and can be exchanged as per the present Policy.



- c. The Direct Seller will collect the product(s) and an Exchange Receipt of the same will be provided to you ("Collected Product"). The Collected Product(s) collected will be taken to the Company for determining their condition and whether the same qualifies for exchange or not.
- d. If the products are determined to be defective without any fault attributable to you or wrong usage/storage, then the Direct Seller will permit the exchange of the product.
- e. The exchange in normal cases is provided within 15 (fifteen) days of the approval by the Company. Further, at the time of exchange the Exchange Receipt provided earlier needs to be returned to the said Direct Seller, failing which no exchange of any kind can be processed.
- f. In case, the Collected Product has been discontinued or is unavailable with us now then any product carrying same value will be provided to you.
- g. In case you face any issue or problem or are unsatisfied with the redressal of your exchange request, feel free to contact us as per our Grievance Redressal Policy.
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Company reserves its right to modify, repeal or re-enact the present policy with or without notice and as such it is recommended that you make yourself familiar with the Return and Exchange Policy.

In case of any query, contact us at:
Forlife Trading India Private Limited
E-mail us at: **indiads@4life.com**
Call us on: **1800-102-0502** or **+91 97696 90466**

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