

Terms and Conditions for Exchange-Return of products

3.5 Exchange, Buy Back Policy and Cooling-off Period

3.5.1 Product Exchange Policy

Unless otherwise required by applicable law, The Company will exchange Products and Sales Aids which purchased from the Company within ninety (90) days if you purchase offline OR thirty (30) days if you purchase online from the date of purchase upon the following reason.

- Products or Sales Aids are damaged during delivery.
- Error from incorrectly sending of Products or Sales Aids.
- Products or Sales Aids are defective or damaged from production process.
- The quality of Products or Sales Aids is below standard.

The Company will immediately exchange the Products or Sales Aids as per your request. If an exchange is not feasible, the Company may issue a credit note at the amount equal to the exchanged Products or Sales Aids price, which can be used to purchase other Company's Products or Sales Aids. The credit note will be valid until the end of next month. However, the Company reserves the right to deny the exchange in case the damage of Product or Sales Aid is caused intentionally or by misuse or you cannot provide the original receipt of exchanged Products or Sales Aids.

3.5.2 Business Partner: Buy Back Policy

3.5.2.1 In case you request to return the Products, and also notifies the Company to resign your Business Partnership. The Company will refund ninety (90) percent of the price on the returned Products as long as the mentioned products are purchased within one hundred and eighty (180) days from the date of purchase. The refund will be made by bank cheque and you will receive the bank cheque within fifteen (15) days from the date of return.

3.5.2.2 In case you never purchased or sponsored, if you notifies the Company in writing to resign your Business Partnership within thirty (30) days from the date of Business Partnership approval. The Company will refund one hundred (100) percent of Agreement (application) fee by giving a cheque paid or transfer the refund to you within fifteen (15) days from the date of approval.

3.5.3 Retail Customer: Cooling-off Period

3.5.3.1 You as a BP shall offer a ten (10) working days cooling-off period to your retail customer and notify each retail customer by legally prescribed form his right to terminate the retail sales contract within ten (10) working days commencing the day after the contract is made. A customer who requires the products earlier than the stipulated 10 working days can serve a "written notice of waiver" to you who made the Direct Sales Contract with the customer after 72 hours has lapsed from the time the Direct Sales Contract was signed.

3.5.3.2 If the retail customer has changed his/her mind, he/she can terminate contract by send a written notice of recession to you. The retail sales contract will be deemed to be rescinded/terminated by mutual consent of the retail customer and you and deemed never to have had effect.

3.5.3.3 During the cooling-off period, no products may be delivered to retail customer and no payment may be accepted from the retail customer unless the retail customer has given written notice of waiver, Seventy-two (72) hours or more after signing the retail sales contract, requiring delivery before the expiry of the cooling-off period.