

DELIVERY AND SHIPMENT POLICY

ASNL India Private Limited (“**Company/we/us/our**”) is a marketing and direct selling company engaged in the business of selling healthcare, personal care, agriculture, veterinary, homecare, etc. products. The objective of this Delivery and Shipment Policy (“**Policy**”) is to outline important information relating to the delivery of the Products to the Users.

For the purpose of this Policy, all capitalised terms used herein, but have not been defined herein, shall have the meaning so assigned to them in the Terms.

1. It is the responsibility of the User to make sure that the delivery address provided to the Company towards delivery of the Products is accurate.
2. The delivery of the Products purchased by the User will be processed within (**6 days**) on all business days.
3. The expected time for delivery of the Products is within (**6 days**) business days.
4. In the event that the User has requested for any change in the delivery address, the Company shall require on or before billing day after receipt of such request, for processing the delivery.
5. In case of delivery related complaints, please call at **18003094992** or +91 6364894725 send email at customer.support@asnlindia.in, asnlinfo@asnlindia.in

RETURN AND REFUND POLICY

ASNL India Private Limited (“**Company/we/us/our**”) is a marketing and direct selling company engaged in the business of selling healthcare, personal care, agriculture, veterinary, homecare, etc. products. The objective of this Return and Refund Policy (“**Policy**”) is to inform the Users of the conditions under which the User can return Products purchased from the Company.

For the purpose of this Policy, all capitalised terms used herein, but have not been defined herein, shall have the meaning so assigned to them in the Terms.

1. The Company offers a **30** days’ money back guarantee to its Users, after the purchase of the Products. However, cancellation requests can also be placed before dispatch of the Products.
2. If a User purchased a Products on the Platform and is not satisfied with the Products, the User may request a refund by reaching out to the Company at 18003094992 or 0836-425044 during the

business hours (**10.30** am – **5.30** pm).

3. The Products can only be returned by the User under the below mentioned conditions:
 - (a) The Products are undamaged/unused.
 - (b) The Products should be in their original condition, with tags attached (if any).
 - (c) The User shall be required to provide the order details, including the invoice copy.
 - (d) After receiving the Products, the Company will inspect the same and notify the User if the Company has received the returned Products. User will be immediately notified on the status of User's refund after inspection of the Products by the Company.
 - (e) If the return is approved, the Company will initiate the refund process in accordance with the original payment method by way of which the payment was made by the User to the Company.
4. The payment received from the User shall be refunded after deducting the applicable shipping and handling charge on the original purchase price. The decision of the Company in this regard shall be final and binding on the User.
5. Refund process will be initiated by the Company within 2 working days of receipt by the Company of the returned Products from the User.

Buy Back Policy

The Company provides a Buy Back Policy to the Direct Sellers who wishes to resign from his/her distributorship and return any ASNL INDIA products that are in good condition, useable, resaleable, restock-able, unopened, unaltered and must have a shelf life of at least 3months.

If the direct seller resigns within 30 days from the purchase of the products, ASNL INDIA shall provide a full refund for the products to the Direct Seller. If the direct seller resigns from his/her distributorship after the expiry of 30 days from the date of purchase of products from ASNL INDIA, the amount refunded will be equal to distributor cost of the products being returned, less total bonus paid out by the Company on the original purchase, less 20% service charge. The Buy Back policy is designed to impose upon the sponsor and the Company the obligation to ensure that the direct seller is buying products wisely.

Please Note: Product Return Policy is NOT valid on items if opened.

Contact Us on our helpline no : 18003094992 or write to us at

To, customer.support@asnindia.in

Cc, asninfo@asnindia.in

EXCHANGE POLICY

ASNL India Private Limited (“**Company/we/us/our**”) is a marketing and direct selling company

engaged in the business of selling healthcare, personal care, agriculture, veterinary, homecare, etc. products. The objective of this Exchange Policy (“**Policy**”) is to inform the Users of the conditions under which the User can exchange the Products purchased from the Company.

For the purpose of this Policy, all capitalised terms used herein, but have not been defined herein, shall have the meaning so assigned to them in the Terms.

6. Exchange or replacement of the Products can be initiated within 2 days of the date of the invoice, before business cycle closing date.
7. If a User purchased a Products on the Platform and seeks to exchange it, the User may request an exchange by reaching out to the Company at **Store Point or Head office** during the business hours (**10.30 am – 5.30 pm**).
8. The Products can only be exchanged by the User under the below mentioned conditions:
 - (a) The Products received by the User has any defects.
 - (b) The Products received by the User has been damaged during delivery.
 - (c) Certain Products are missing, as against the Products ordered by the User.
 - (d) Wrong products have been delivered, as against the Products ordered by the User.
9. Further, if the Products sought to be exchanged follow under any of the aforementioned categories, then the Company will endeavour to exchange it only if the following conditions are fulfilled:
 - (a) The Products should be undamaged/unused.
 - (b) The Products should be in their original condition, with tags attached (if any).
 - (c) The maximum Product quantity allowed for exchange is the quantity invoiced.
 - (d) The User shall be required to provide the order details, including the invoice copy.
10. After receiving the Products, the Company will inspect the same and notify the User if the Company has received the Products sought to be exchanged. User will be immediately notified on the status of User’s exchange after inspection of the Products by the Company.
11. If the exchange is approved, the Company will initiate the exchange process in accordance with the replacement Products requested by the User.
12. The User shall be required to ensure that the Products to be exchanged is delivered to the address provided by the Company, at the sole cost of the User. Further, the User shall be required to make payment of applicable shipping and handling charges on the exchanged Products to be delivered to the User by the Company.

GRIEVANCE REDRESSAL POLICY

ASNL India Private Limited (“**Company/we/us/our**”) is a marketing and direct selling company engaged in the business of selling healthcare, personal care, agriculture, veterinary, homecare, etc.

products. The objective of this Grievance Redressal Policy (“**Policy**”) is to ensure provision of quick and effective resolution of complaints lodged by the Users.

For the purpose of this Policy, all capitalised terms used herein, but have not been defined herein, shall have the meaning so assigned to them in the Terms.

1. OBJECTIVE

- 1.1. The Company has documented this Policy to keep its Users informed about the various modes of lodging complaints and the avenues available with them for grievance redressal, if the complaints are not addressed in a timely and satisfactory manner.

2. PRINCIPLES GOVERNING THIS POLICY

- 2.1. This Policy is governed by the following principles:
 - (a) User shall be treated fairly at all times.
 - (b) Complaints raised by Users shall be attended with courtesy and in time.
 - (c) Users are provided with effective and satisfactory resolution within an acceptable time period.
 - (d) Users are fully informed of avenues to escalate their complaints / grievances within the organisation and their rights to alternative remedy, if they are not fully satisfied with the response to their complaints.

3. GRIEVANCE REDRESSAL MECHANISM

- 3.1. The Company offers Users with the following grievance redressal mechanism to cater a smooth and secure payment system:
 - (a) The Users can reach the Company at customersupport@asnindia.in, shindeamit@asnindia.in The email support with an acknowledgement response along with the complaint number shall be provided to the Users within **48** hours.
 - (b) Users will be offered a support facility during the business hours (**10.30** am – **5.30pm**) to address all kinds of grievances / issues faced by Users in relation to the Products purchased from the Platform at **18003094992**
 - (c) Users can also send their complaints through Website: www.asnindia.com or letters to the address given below which will be taken up for resolution by support:
Address: ASNL India Pvt. Ltd. # 108, 1st Floor, Swastik Complex, New Cotton Market, Neelingin Road, Hubli, Karnataka 580029.

4. GRIEVANCE REDRESSAL PROCEDURE

- 4.1. A grievance may be communicated by the User to the Company through physical, telephonic or electronic mode. Mechanisms available with the User are provided below.
- 4.2. All complaints received by the Company shall be acknowledged in the following manner:
 - (a) All complaints received by emails will be acknowledged by way of a response within **48** hours (i.e. 2 working days).
 - (b) All telephonic complaints, which are not resolved instantly, will be noted by the Company for further resolution within **48** hours (i.e. 2 working days).
 - (c) All communication made physically to the Company's office premise will be stamped and acknowledged with the Company's seal on receipt of the same.
- 4.3. Specific complaint numbers will be given to the complaints lodged by the User to help them track the status of their complaints.
- 4.4. The Company will endeavor to resolve every grievance within **30** working days from the date of receipt of the complaint, subject to receipt of all information relevant to resolve the complaint from the User.
- 4.5. Grievance shall be treated as finally redressed and closed after resolution to the complaint has been provided.

5. ESCALATIONS TO THE NODAL / GRIEVANCE REDRESSAL OFFICER

- 5.1. In case a User is not satisfied with the resolution provided or if a grievance is not resolved within **30** days of it being lodged or within the turnaround time communicated in specific circumstances, the User may escalate the issue to the Nodal / Grievance Redressal Officer of the Company at the details provided below:

Name: **Amit H. Jadhav**

Email Id: **amit@asnlindia.in**

Address: ASNL INDIA PVT. LTD.

Office No. 108, 1st Floor, Swastik Central, Neeligin Road, New
Cotton Market, Hubli, Dharwad, Karnataka-580029

Landline Number: 0836-425044

Mobile Number: +91 6364894726

WARRANTY AND GUARANTEE POLICY / AFTER SALES POLICY

ASNL India Private Limited (“**Company/we/us/our**”) is a marketing and direct selling company engaged in the business of selling healthcare, personal care, agriculture, veterinary, homecare, etc. products. The objective of this Warranty and Guarantee Policy / After Sales Policy (“**Policy**”) is to

outline important information relating to the Products made available by the Company.

For the purpose of this Policy, all capitalised terms used herein, but have not been defined herein, shall have the meaning so assigned to them in the Terms.

The Company provides no warranties / guarantees in relation to the Products made available by the Company.

The Company does not provide any after sales services in relation to any of the Products made available by the Company.

MODE OF PAYMENT POLICY

ASNL India Private Limited (“**Company/we/us/our**”) is a marketing and direct selling company engaged in the business of selling healthcare, personal care, agriculture, veterinary, homecare, etc. products. The objective of this Mode of Payment Policy (“**Policy**”) is to outline important information relating to the payment mechanisms made available by the Company to the User.

For the purpose of this Policy, all capitalised terms used herein, but have not been defined herein, shall have the meaning so assigned to them in the Terms.

The User needs to follow the steps mentioned below to purchase the Products from the Platform:

1. User can browse the Platform and add the desired Products in the desired quantities to their cart.
2. After the User has completed the process of adding the Products to the cart, they can click on the “Checkout” Button.
3. User can then click on “Proceed to Pay” button and move ahead to make the final payment for the order placed.
4. The Company provides multiple online payment options for the purchase of the Products by the User and the same as provided below:
 - (a) Credit Cards,
 - (b) Debit Cards,
 - (c) Net Banking,
 - (d) Paytm,
 - (e) UPI,
 - (f) NEFT/RTGS.
5. User can select any payment method and complete the process of payment.

Details in relation to the transactions conducted with the third-party payment gateway service providers are provided in detail in the Terms of use of the Platform and the Services available at www.asnlindia.com. Kindly refer to the same.

PRICING POLICY

ASNL India Private Limited (“**Company/we/us/our**”) is a marketing and direct selling company engaged in the business of selling healthcare, personal care, agriculture, veterinary, homecare, etc. products. The objective of this Pricing Policy (“**Policy**”) is to outline important information relating to the pricing of the Products made available by the Company.

For the purpose of this Policy, all capitalised terms used herein, but have not been defined herein, shall have the meaning so assigned to them in the Terms.

1. The Products of the Company are designed to cater to various income groups irrespective of the earning range of the end-user.
2. Pricing of the Products of the Company is dependent on cost of manufacturing, overheads, other expenses and taxes.
3. The Company currently offers more than 30 products to in categories such as healthcare, personal care, agriculture, veterinary, homecare, etc. Costing parameters are varied across all categories and hence justification of the price of each Product is not practically possible.
4. The Company assures its Users that the Company has a uniform pricing mechanism pan India and has adopted a zero tolerance policy for deceptive or misleading pricing. The Company delivers what it offers.