

## **Guarantee of Excellence Claims Policy**

### **Guarantee of Excellence by Oriflame**

Oriflame specializes in high-quality beauty products and offers the best of science combined with the best of nature. Guarantee of Excellence is the belief in our quality that we offer a 100% satisfaction guarantee to you. If you aren't happy with our products, you may return it within 30 days from the date of invoice for a full refund or exchange subject to physical receipt of the product at the respective Regional Distribution Center/Warehouse\*\*.

\*Conditions Apply

### **Objective**

Guarantee of Excellence with its Claims Policy (hereinafter referred to as the “**Claims Policy**”), aims to keep every Brand Partner satisfied by ensuring fastest and timely resolution of all kinds of complaints associated with the products you purchase against a valid invoice issued by the Company.

### **Claims Policy**

In case you are not satisfied with the product and wish to return the same, the Claims Policy provides an “easy to register” platform wherein a unique Claim No. is allotted to each claim registered. This Claim No. can be used by the claimant to track the status of his/her complaint(s) either online or through customer support contact number provided by Oriflame and hence making the same faster and more convenient. It means you can register your claims online under the online Claims Policy by clicking on Claims/ Returns by visiting the ordering section after you login on our website [www.oriflame.co.in](http://www.oriflame.co.in). Under the online Claims Policy, you can register complaints for yourself and your personal group only for the following types of issues with the products.

**(\*By registering under the Guarantee of Excellence, Claims Policy you agree to be bound by the terms and conditions mentioned herein below):**

#### **1. RETURN, EXCHANGE AND MISSING OF PRODUCT(S)**

a. Claims under this category can be registered for following types of issues:

(i) In case you experience an adverse reaction\*\* from usage of the product; or

(ii) The product received is damaged or possesses a defect due to which the usage of the product becomes impractical caused due to any of the following concern:

1.Packaging issue

(1.1) Damaged packaging

(1.2) Damaged by leakage from another product

(1.3) Opened upon reception

(1.4) Wrong product packaging

(1.5) Batch number or expiry date issue

## 2. Product container issue

(2.1) Damaged container

(2.2) Functional defect

(2.3) Product is leaking.

(2.4) Labeling issue

(2.5) Batch number or expiry date issue

(2.6) Opened sachet/foil

## 3. Label error

(3.1) Missing leaflet/label

(3.2) Wrong Label)

(3.3) Label application

## 4. Content Quality issue

(4.1) Damaged or deformed content

(4.2) Colour variation

(4.3) Smell variation

(4.4) Taste variation

(4.5) Contaminated by foreign object

(4.6) Consistency variation

## 5. Content quantity issue

(5.1) Incompletely filled

(5.2) Less than declared portion inside

(5.3) Missing component

## 6. Product is just missing

(6.1) Cancel the product

(6.2) Send me the product

## 7. Wrong product delivered

(7.1) Cancel the product

(7.2) Send me the product

or

(iii) You wish to report for a product which is missing but charged in the invoice or a wrong product has been delivered instead of the one invoiced

b. By registering the claim under any of the above categories, the Brand Partner shall have the option to choose one of the following:-

(i) Replacement of the product with the same Oriflame product; or

(ii) Refund of purchase price

In case of replacement (exchange), the same product will be offered at the original purchase price. In case of return, the amount shall be refunded to the prepaid account of the Brand Partner.

\*\*In case of adverse reaction, the claimant should fill online questionnaire form mandatorily and take note of the following for registering a claim:

(i) The product should be returned to the Oriflame Regional Distribution Center or Warehouse immediately in "as is" state.

(ii) (Claims under category of adverse reaction and under those registered under sub category 1 of 1(a)(ii), will be admitted subject to the condition that not more than 1/3rd of the product should have been used.

(iii) Adverse reaction caused due to mishandling or not using the products in a manner prescribed, shall not be eligible for claim under this policy and will be rejected by Oriflame.

c. Products registered under sub-category 6 of 1(a)(ii), will not be admitted under the Claims Policy, unless the expiry period is less than 6 months from the date of the invoice.

d. In case of a claim pertaining to missing of a product, the invoice copy for the same should be attached online while registering the claim.

e. In case of difference in the invoice and the products received, the product delivered should be sent along with the invoice copy to the respective Regional Distribution Center or Warehouse immediately on registration of the claim.

f. Oriflame shall start processing the claim registered only after the physical receipt of the product from the claimant.

## **2. REPORT A DELIVERY ISSUE**

a. Claims under this category can be registered for following types of issues:

(i) In case you have not received order as per the lead time communicated to you; or

(ii) On receipt of a completely damaged parcel (ie. in a condition that the product(s) cannot be put to such use, as it is intended for)

b. In case you have received a completely damaged parcel, claims will be entertained only on receipt of a proof of damage (picture preferred) & a written note mentioned on the courier proof of delivery copy. The claimant should immediately send a damaged parcel in "as is condition" to the respective Oriflame Regional Distribution Center or Warehouse for further action. Oriflame

shall start processing the claim registered only after the physical receipt of the product from the claimant.

c. By registering the claim under any of the above categories, the Brand Partner shall have the option to choose from one of the following recourse:-

(i) In case of delayed delivery of parcel/product ie. delivery beyond a period of 20 days from due date of lead time communicated by Oriflame:

- Replacement of the product(s) with the same product(s); or
- Refund of purchase price

(ii) In case of damaged parcel or product; the Brand Partner shall be offered a replacement of the product only basis the terms & conditions below:

d. If the aggregated value of the damaged products is less than consultant price of 1000/- or below as per invoice then no physical products is required to be sent to Regional Distribution Center / Warehouse. However, image of the damaged product must be uploaded online while registering claims.

Oriflame reserves the right to ask for physical damaged products as & when required for internal quality checks.

If damaged product value is more than 1000/- then send the physical product to the origin/ respective warehouse

### **3. BUYBACK/ REFUND**

a. Claims under this category can be registered if you do not want the product any longer for reasons other than mentioned above.

b. By registering the claim under this category, the Brand Partner shall have the option to take refund of the sum paid for purchase of the products provided such Product(s) do not fall under any of the following categories:

- i. If it is a used product(s)
- ii. If the product(s) is not marketable
- iii. Expired product(s)
- iv. Seasonal product(s)
- v. Discontinued product(s)
- vi. Special promotion product(s)

c. Oriflame shall start processing the claim registered only after the physical receipt of the product from the claimant and subject to other conditions stipulated below.

**Please note that the following general terms shall also apply in addition to above for any claim registered by you:**

1. The Claims Policy will come into force on the date of its publication on Oriflame's website.
2. The claim should be registered within 30 days from the date of invoice.

3. Once you have registered your claim, a unique claim ID will be generated for future reference. A confirmation of acceptance or rejection of claim will then be sent to you within 7 working days of physical receipt of products and other documents from you after the registration is done. However, in any event the physical receipt of products should not exceed 30 days from date of invoice, failing which Oriflame shall have the right to reject the claim.
4. The product/s must be returned immediately after registering the claim, to the respective Regional Distribution Center /Warehouse to enable Oriflame to process the same within timelines promised in the Claims Policy. For the removal of doubt it is clarified that, Oriflame will action on any claim registered online, only on physical receipt of products at the respective Oriflame Regional Distribution Center / Warehouse along with the necessary documents or physical upload of the documents / picture of the damaged products.
5. Subject to the exemption provided under category 1, all product(s) under this policy shall be returned unused in "as is" condition to respective Regional Distribution Center/Warehouse
6. Oriflame reserves the right to accept/reject any claim/s registered, in case the physical product(s) received does not meet the description of the product(s) in the claim registered or the same is received after the expiry of given timelines.
7. Intentional/ deliberate tampering of products will not be entertained as a part of the Claims Policy.
8. Flyer Products & Products Issued at deep discount: Most Products offered in the flyer are issued at a deep discount and have a maximum expiry of 2-6 months. Claims for these products cannot be registered under this policy, other than for reason accountable to Courier issues/manufacturing defects (rendering it unusable for the purpose intended).
9. Notwithstanding anything to the contrary, Oriflame will not process any claims on the last 2 working days of the month to ensure any Brand Partner levels & title is not affected.
10. Oriflame reserves the right to accept / reject claims on the basis of its investigation & findings which will be communicated to the Brand Partners within 7 days from the date of physical receipt of products by Oriflame.
11. In any event, Oriflame shall be responsible to provide replacement/refund only upto the value of the product in question and the same shall not include any transportation/freight cost of the products sent to Oriflame under the Claims Policy if you choose a type of delivery other than the least expensive type of standard delivery offered by Oriflame.
12. In case of any dispute, the Courts at New Delhi alone will have exclusive jurisdiction.
13. The detailed process for registration of claims is enclosed.

It is the responsibility of the Brand Partner to inform their consumer of this policy before concluding any sale.