

VIP CLAIMS POLICY

Guarantee of Excellence by Oriflame

Oriflame specialises 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 or otherwise as expressly mentioned below, for a full refund or exchange subject to physical receipt of the product at the nearest branch**.

Objective

Guarantee of excellence provided under this Policy (hereinafter referred to as the "Claims Policy"), aims to keep every VIP Customer/ customer/consumer 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. 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:

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 caused due to any of the following reasons because of which the usage of the product becomes impractical:
 1. *Color/ Smell/ Taste issues*
 2. *Consistency/Surface/Shape issues*
 3. *Contamination - Foreign particles inside the product*
 4. *Content missing*
 5. *Fabric or sewing defect*
 6. *Expired product (which is due to expire when purchased, as mentioned below)*
 7. *Functional defect (Product not working)*
 8. *Label defects*
 9. *Leaking due to open/bad seal or cap*
 10. *Unit box damaged/soiled*
 11. *Part of product missing*
 12. *Product Damaged/broken/soiled*
 13. *Product code or shade - wrong/missing/unreadable; 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 customer shall have the option to choose one of the following:-
 - (i) Replacement of the product with the same or any other Oriflame product; or
 - (ii) Refund of purchase price

In case of replacement, the purchase price of the product exchanged for, shall be adjusted to the prepaid account of the customer or paid otherwise via available payment mode.

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

**In case of adverse reaction, the claimant should take note of the following for registering a claim:

- (i) The product should be returned to the nearest Oriflame branch office or service centre 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. All orders collected from immediate service must be physically checked to ensure there is no missing product/wrong/damaged product delivered and/or in case of any discrepancy, the same should be reported immediately to the customer service before leaving the Oriflame Premises. However, for the ease of our customers, we have provided a period of 24Hrs from the invoice date, to register any claim under the Claims Policy, only in respect of products that are picked from Oriflame branch office / service centre (ie. immediate service). Oriflame will not offer any replacements of products/ refunds in case the products were collected from immediate service & claims were reported after 24hrs from date of pick up as per Oriflame records. Hence online registration for such claims pertaining to missing product/ wrong product/ damaged product and discrepancy that is apparent on physical examination of the product(s) picked from immediate service from Oriflame will not be entertained beyond 24 Hrs.
- e. In case of a claim pertaining to missing product or any part thereof, the invoice copy for the same should be attached online while registering the claim, followed by submission of photocopy of the same at the nearest branch.
- f. 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 branch / service centre immediately on registration of the claim.
- g. 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 Oriflame branch or service centre 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 customer 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 customer shall be offered a replacement of the product only.

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

3. REFUND

- a) Claims under this category can be registered if you do not want the product any longer for reasons other than as mentioned above.
- b) By registering the claim under this category, the customer 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 except in cases where there is adverse reaction as provided in clause 1(a) (i) where the consumer shall be allowed to raise claim beyond a period of 30 days from the date of purchase when such adverse reaction occurs from the usage of the products.
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 or otherwise as mentioned above, 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 Oriflame branch or service centre, 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 take action on any claim registered online, only on physical receipt of products at the respective Oriflame branch office or service centre along with the necessary documents.
5. Subject to the exemption provided under category 1 (a), all product(s) under this policy shall be returned unused in "as is" condition to nearest Oriflame branch & service centre.
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. Consumers receiving their products through Service Point Oriflame ("SPO") can also register their claims through the respective SPO.
8. Intentional/ deliberate tampering of products will not be entertained as a part of the Claims Policy.
9. 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/ SPO damages/ manufacturing defects (rendering it unusable for the purpose intended).
10. Oriflame reserves the right to accept / reject claims on the basis of its investigation & findings which will be communicated to the customers 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 given on the website.