

Company Policies

Shipping Policy

Orders may be placed online on website, and delivered by courier from our head office. Details are given below:

Home Delivery or Other Shipping Address orders can be placed on website.

PAYMENTS:

Payment mode options for these orders can be :

- Orders placed at Website: Credit Card, Debit Card, UPI or other modes as may be interpolated from time to time.

HOME DELIVERY SCHEDULE:

Standard Locations- Serviceable by Courier-

Delivery orders will be delivered within

- 7 working days after the payment has been received and credited.
- Non Standard Locations – Serviceable by Speed Post/ Surface
- Village and Post Office: 12 working days after the payment has been received and credited.

HOME DELIVERY ORDERS DELIVERY FEES:

Delivery fees depends on Order Value for Home Delivery Orders

- Invoice Value Greater then Rs 1000 : Rs 250/- inclusive of service tax
- Invoice Value Less than Rs. 1000: Rs 150 /- inclusive of service tax

**Balaji Naturocare Pvt.Ltd. Privacy Policy for Balaji Naturocare Pvt.Ltd.
Direct Sellers and Customers.**

This Privacy Policy describes how Balaji Naturocare Pvt.Ltd. uses personal data collected or received from Balaji Naturocare Pvt.Ltd. Direct Sellers ("DSA's") and Preferred Customers ("PCs"). It describes how we may collect or receive your personal data, the types of personal data we may collect, how we use, share and protect these data, how long we retain these data, your rights, and how you can contact us about our privacy practices.

How We May Collect or Receive Personal Data from You

Registration. Balaji Naturocare Pvt.Ltd. collects your personal data through the registration form that you complete and send to us in paper form or electronically through the Balaji Naturocare Pvt.Ltd. website (the "Website") in order to become an DSA or PC.

Logged in as DSA or PC. If you are logged in on the Website as an DSA or PC we may collect your personal data from you, for example, when you order products or services.

Contacting Us. You may also choose to submit your personal data and other information to us through various communication channels provided on the "Contact Us" webpage of the Website, for example, Balaji Naturocare Pvt.Ltd. e-mail addresses, telephone numbers or online forms.

Cookies. If you are logged in on the Website we may also use cookies or similar technologies that collect certain Website usage information when you access, view and use the Website. A cookie is a data file placed on a computer or mobile device when it is used to visit websites. You may disable cookies in your browser's settings (e.g., under the "Preferences" or "Internet Options" features of your browser). Note, however, that some features of the Website may not function properly if you disable the use of cookies.

The Types of Personal Data We May Collect

We may collect the following personal data from you:

Contact information (e.g., name, postal or e-mail address, phone number);
Gender, age, nationality, date and place of birth;
Marital Status
DSA or PC registration number, username;
Passport details (including number, issue date, issue location and expiration date) and National ID number to the extent permitted or required by applicable law;
DSA or PC performance information (e.g., class, status, group and personal qualifications under the Balaji Naturocare Pvt.Ltd. Sales and Marketing Plan and financial/bonus history);
Product preferences, purchasing habits, purchasing history and spending behavior; Communication preferences; and
Your website usage, IP-address, browser type and operating system.

The Types of Sensitive Personal Data We May Collect

We may collect the following Sensitive personal data from you:

Passwords for accessing our Site
Payment information (e.g., such as bank account or credit card numbers);

We may collect other personal data in exceptional circumstances only. If we do need to process such personal data about you, we will make sure that there is a valid legal basis for doing so (e.g. your explicit consent).

How We Use the Personal and Sensitive Data We Collect

We may use the information we obtain about you to:

To manage your registration as a DSA or PC.

Create and manage your online account and respond to your inquiries;

Process your orders of products or services;

Communicate with you (e.g., about products or services that we offer, or intend to offer);

Operate, evaluate and improve our business, including by:

Evaluating your satisfaction with our current communications, materials, products and/or services;

Developing new products and services and determining the effectiveness of our advertising; and

Tracking and analyzing your use of products, materials and/or services;

Track, document and analyze your line of sponsorship;

Assessing your performance under your Balaji Naturocare Pvt.Ltd.

Direct Seller Agreement with us;

In case of an DSA, provide business performance information to you

(e.g., information on your line of sponsorship, purchase volumes,

earned bonuses, levels of awards, your referring DSA or, and your up

line DSA under the Balaji Naturocare Pvt.Ltd. Sales and Marketing Plan);

In case of an DSA, provide your name, address, telephone number or e-mail address to DSAs in both your up line and your down line.;

In case of a PC, provide information to you related to your purchases and under the loyalty program.

In case of PC, your name, address, telephone number or e-mail address to your Up line and other DSAs in his up line.

Facilitate your use of the Website through the use of cookies (e.g., to offer the shopping basket facility, to remember log in details and language preferences, etc.);

Improve the Website, including by tracking and monitoring your use of the Website through the use of cookies, and to diagnose problems with the software or hardware we use;

Perform accounting, auditing, billing and collection activities;

Enforce contractual terms and conditions;

Protect against and prevent fraud, unauthorized transactions, claims and other liabilities; and

Comply with applicable legal requirements, industry standards and our policies.

If you choose not to provide your personal data or withdraw consent in writing subsequently, we may not be able to provide these services and reserve the right to terminate the DSA contract with you.

How We May Share Personal and Sensitive Data

Balaji Naturocare Pvt.Ltd. does not sell, rent or trade or publish your personal and sensitive data except as required by law. Balaji Naturocare Pvt.Ltd. may share your personal and sensitive data only with: Entities within the Balaji Naturocare Pvt.Ltd. group to whom it is reasonably necessary or desirable for Balaji Naturocare Pvt.Ltd. to disclose personal and Sensitive data;

Government authorities or other third parties, if required by law or reasonably necessary to protect the rights, property and safety of others or ourselves.

How We May Share Personal Data

For DSAs

With DSAs in your up line or down line organization, to support your business and/or allow communication regarding product advice, ordering advice and product information for the products that you order from Balaji Naturocare Pvt.Ltd.

International Data Transfers

We may transfer the personal data we collect about you to other Balaji Naturocare Pvt.Ltd. affiliates or other entities of Balaji Naturocare Pvt.Ltd. When we transfer your personal data to Balaji Naturocare Pvt.Ltd. entities, we will protect that data as described in this Privacy Policy and in accordance with applicable law.

How We Protect Personal Data

We maintain appropriate technical and organizational security safeguards designed to protect the personal data you provide against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use.

How Long We Retain Personal Data

We store personal data for as long as necessary to fulfill the purposes for which we collect the data, except if required otherwise by law.

Updates to this Privacy Policy

Balaji Naturocare Pvt.Ltd. may update this Privacy Policy from time to time. Any updates or changes to the terms of this Privacy Policy will be posted here on our website www.BalajiNaturocares.com and the date of the newest version posted. Please check back frequently, especially before you submit any Personal and/or Sensitive Information, to see if this Privacy Policy has changed. We will notify you of any significant changes to this Privacy Policy on the relevant Balaji Naturocare Pvt.Ltd. websites, in official Balaji Naturocare Pvt.Ltd. publications, or through other appropriate communication channels. All changes shall be effective from the date of publication, unless otherwise provided in the notification.

Acceptance to this Privacy Policy

By signing the Direct Seller Agreement, you acknowledge acceptance of this Privacy Policy in effect at the time of use.

Your Rights

Your rights under applicable law may include access to the personal data we process about you and the right to have such personal data corrected.

How to Contact Us

If you have any comments or inquiries about this Privacy Policy, if you would like to update information we have about you, or to exercise your rights, you may contact our Grievance Officer, Ms. Honey Prajapati at support@balajinaturocares.com

DSA KYC – One PAN – One ID

As per clause 3.3 (b) of Direct Selling Guidelines 2016, “The details of Direct Sellers shall include and not be limited to verified proof of address, proof of identity and PAN”.

Balaji Naturocare Pvt.Ltd. follows the rule of one Direct selling entity – one PAN number and vice versa. Accordingly, one PAN number can be attached only with one entity in normal circumstances. Following steps are being followed by the Company for ensuring the One PAN – One ID:

Any direct seller cannot become direct seller once again during the activeness of his business entity. The direct selling entity remains active for 2 years from the date of transaction (either purchase or commission/remuneration from Balaji Naturocare Pvt.Ltd.). After 2 years of in-activeness, the entity stands in the expired list of entities of the Company.

- The direct selling entity in the expired list may re-enlist as fresh business entity and his PAN number (which was earlier attached with entity expired) may be attached with the new entity.
- The in-active or expired business entity has the option of getting his/her ID re-activated within 3 years of entity being transferred to expired list. He/ she shall do the same by a written request which after due diligence may be considered by an authorized Director of the company.
- Any such request after 3 years can be considered only in extreme cases and same to be approved in a BOARD meeting of company.

Balaji Naturocare Pvt.Ltd. Customer Product Refund Policy

Clause 2 (5) of Direct Selling Guidelines, 2016 provides that, "Every Direct Selling entity, shall notify and provide a full refund of buyback guarantee to every direct seller on reasonable commercial terms which can be exercised within a period of 30 days from the date of the distribution of the goods or services to the direct sellers. In true compliance of the Guidelines the refund policy of the company is reproduced/ detailed along with clarifications and processes to be followed for making/ claiming refunds.

- Any DSA/customer opting for refund for any reason needs to inform the Company about his/her intention in writing within the stipulated time frame mentioned above. No request after the stipulated time to be entertained, except in extra-ordinary circumstances with the approval of director.
- In case DSA/ Customer has not received the package, the same should be accepted and would automatically get returned.
- In case of received package, the same to be returned in sealed/ un-opened/ packed condition either by hand or through courier (specified by the Company) on To Pay basis. The Company shall bear the return cost of courier.

- In case package is opened and then returned, assessment /condition of contents of package would be done by a team of 3 persons termed as returning officers (to be decided and changed from time to time) on receipt of the same. The videography/ photography of the same can be made in case of opened package.

- o In case of sealed/ un-opened package received within the stipulated time, 100% refund to be made by NEFT/ direct refund through payment Gateway as the case may be. Cheques would be avoided as far as possible.

- o In case of opened but non-damaged product (damaged outer packing only) 75% refund to be allowed.

- o In case of short return, the refund (not exceeding 75%) to be made after deduction of amount equivalent to the price of short quantity received / re-packing cost.

- o In case of case of damaged/ used return the extent of damage done to be assessed and cost of restoring/ replacement of damaged/ used product to be ascertained. According the refund amount up to 50%, depending on extent of cost of restoration/ replacement, may be paid by NEFT.

- o In case of refund request after stipulated time, refund amount to be allowed between 25-50% depending on the condition of package received.

- The time for settling any refund case should not exceed 3 working days. Any case pending for more than 3 days needs to be brought to the notice of management along with the explanation for delay in settlement.

Any customer or direct seller can cancel his or her order anytime after placing the order and before dispatch by sending email at **support@balajinaturoidcares.com** or making call to our customer care executive. 100% refund is given in such cases

- The concerned DSA/ customer to be informed by email/ letter accordingly in all the cases.

Conditions for Direct Selling contract between Direct Seller/Distributor and Direct Selling Entity

Sub Clause 4(d) of Direct Selling Guidelines 2016 states that contract shall "allow or provide for a buy-back or repurchase policy for currently marketable goods or services sold to the direct seller at the said direct seller's request at reasonable terms". Following policy is being framed by Balaji Naturocare Pvt. Ltd. in compliance with aforesaid Direct Selling Guidelines:

- With the introduction of new highly reputed courier partners, accurate packing and improved packaging of products, the customers would now be getting their self-chosen products within 3 to 7 working days of payment made through payment gateway. Since the customer is getting the preferred/ chosen product within 3 to 7 days of placing of product, no product exchange request will be entertained.
- The Company is constantly in process of improving the quality of products and services offered. In case of customer being un-satisfied on account of quality/ quantity the product will be replaced with same product and in case of customer still not satisfied and insisting on refund, the same will be done according to the refund policy.
- With the introduction of improved step by step SMS information on dispatch, OTP based delivery system both the Customer and Company shall be having clarity on delivery/ RTO/ Lost cases of the package. Chances of wrong delivery of package are now ruled out.
- In case of non-receipt of product within 15 days of payment of order, the customer must inform Company preferably by email or by calling customer care. After due checking/ verifications the package can be reissued/ re-dispatched only in case of RTO/ Lost cases.
- With the improved system/ second line of check in packing and introduction of exact weight of package on invoice, there is very little possibility of short shipment from the Company.
- Continuous improvements are being made in product packaging from manufacturer/supplier, in house packing and dispatch department. The customers are advised not to accept opened/ damaged package in any circumstance, as it would not be possible to sort "short item complaints" after the package is opened.

All the cases "failing date deadline clause and/or not categorized above" shall be taken up in BOARD meeting and will be decided on case to case basis.

Reference Notes:

- The Balaji Naturocare Pvt.Ltd. Direct Seller must return the product(s) to our head office personally or by courier.
- Period of return for products is calculated as the number of days from the Invoice Date, to the date of receipt at the Balaji Naturocare Pvt.Ltd. Office.
- Condition refers to the condition in which the stock is received back from the Balaji Naturocare Pvt.Ltd. Direct Seller as a return. The product can be 'marketable' or 'unmarketable' depending on the condition of the returned stock as assessed by the Returns executive at the Balaji Naturocare Pvt.Ltd. dispatch and Delivery office.
- BV adjustment of Products returned shall be processed in the same Payout. Total BV of the returned products will be deducted from the returning Direct Sellers account.
- The Product Return Policy does not apply to open packs of literature and videos or other sales and marketing aids.
- Total returns cannot exceed the quantity appearing on the Invoice.

If customers return products directly to Balaji Naturocare Pvt.Ltd., BV adjustment shall be done from the Direct Sellers payout account & any excess amount paid shall be recoverable from the Direct Seller.

Website View Purpose Only