

CANCELLATION, RETURN & REFUND POLICY

PRODUCT CANCELLATION, RETURN AND REFUND POLICY:

We sincerely thank you for choosing Greenuss Wellness, and we regret any inconvenience caused in case of an issue with your purchase. At Greenuss, we strive to provide you with the highest quality products that you can incorporate into your daily routine with confidence. We warrant that the product supplied by us will conform with the specifications provided and agree to remedy the non-conformity, if any.

The products sold by Greenuss are covered by a manufacturer's warranty for a specified period. If the product fails to meet the provided specifications or has any defects, you may be eligible for a return, subject to the terms and conditions outlined in this policy. To request a return please ensure the product is in its original condition with proper seal as it would have been at the time of delivery.

Applicability of this Policy- Our refund policy applies exclusively to products that are in marketable and saleable condition. Please note that this policy does not cover products that have been intentionally damaged, misused, or altered in any way. We encourage customers to ensure products are handled in accordance with the care & instructions to qualify for a return or refund.

1. DEFINITIONS –

a. "Business Promoter" means a person appointed by the Company on a principal-to-principal basis to undertake sale, distribution and marketing of products and services of the Company.

b. "Refund" refers to paying back the money collected on the sales of good being returned.

c. "Buyback/Repurchase" is the process by which Greenuss Business Promoter takes previously purchased products back to the Company, and in turn receives refund for item (identical or different) as determined by the Company.

d. "Saleable" means products that are unused, undamaged, and in their original sealed packaging with all original labels and documentation intact, fit for resale as determined by the Company, and having a remaining shelf life of at least six (6) months. Only such products shall be eligible for return or repurchase.

e. "Non-Saleable" means products that do not qualify as Saleable, including those that are opened, unsealed, used, damaged, tampered with, expired, nearing expiry, lacking original packaging, labels, or documentation, or having a remaining shelf life of less than six (6) months. Such products shall not be eligible for return, refund, or repurchase

2. COOLING OFF PERIOD:

If a Promoter wishes to terminate the contract with the Company within the first seven (7) days of joining, they may return all products and materials purchased from the Company and receive a full refund. To be eligible for a refund, the returned products must be in saleable condition.

We encourage our Promoters to ensure that items remain unopened, sealed, and in their original condition as delivered, to facilitate a smooth return process.

3. BUY-BACK/REPURCHASE POLICY:

The Buy-Back Policy is to be used only as a means of repurchasing product from a Promoter who wishes to terminate his/her business relationship with the company. This policy should never be used as a “no-risk” enticement for bringing a new Promoter into the Greenuss business.

If an active Greenuss Business Promoter wishes to terminate his/her business relationship with the Company, the following guidelines apply:

- The terminating Business Promoter shall return all sealed and unused products as they were at the time of delivery to Greenuss. Only products that are received back within seven (7) days from the effective date of termination in Saleable condition will be considered for return/refund by Greenuss. The product shall be returned after deducting all taxes and charges. Valid invoices or product date codes on the labels shall be used to determine whether the products qualify for refund.
- Termination of a Greenuss Business Promoter shall result in termination of all agreements and contractual arrangements between the Company and the concerned Business Promoter. With effect from the date of issuance of the termination notice, the Business Promoter shall immediately cease to hold any rights, interests, privileges, or entitlements associated with the distributorship, including any commissions, bonuses, or incentives arising from the Greenuss business.
- In addition, all bonuses, commissions, rebates, awards and overrides paid to Business Promoters as a result of the original sale will be withheld from the upline Promoters whenever a product return takes place.
- Finally, all qualifications awarded as a result of the original purchase will be revoked.

4. PRODUCT RETURN PROCEDURE

All Greenuss Nutritional Supplements, Personal Care, Skin Care and Home Care Products carry a 100% customer satisfaction guarantee. If a Customer has purchased any Greenuss product, and it is not satisfactory to them, they may return the saleable product to (1) Greenuss or (2) the Greenuss Promoter from whom it was purchased within 7 days from the date of receipt of the product. This does not apply to Non-Saleable products.

1. Greenuss will offer a choice of replacement without charge; full credit toward the purchase of another Greenuss product; or a refund of the full purchase price less taxes and applicable charges for which the customer or Member is responsible. All returns should be requested within 7 days of delivery. Contact your Field Support Representative and you will be issued a special Return Authorization number (RA#) for speedy processing, along with a return label.

i) Include your name,

ii) Greenuss ID Number, and

iii) RA# on a sheet of paper and include it in the return package.

Any necessary Business Volume (BV) will be reversed and deducted from the uplines of record making the transaction revenue neutral for all parties. The company will take up to thirty days from the day Greenuss receive the return for a replacement or a refund.

2. Promoters: While making customer refunds, simply take back the saleable products and call your Field Support Representative. Promoters will be issued a special Return Authorization number (RA#) for speedy processing, along with a return label. On a sheet of paper to be placed in the return shipment, include your name, Greenuss ID Number, RA#, and an explanation of the reason for dissatisfaction. The company will take up to 30 days for a refund.

Adjustments of Commissions: Where a Product is returned to Greenuss for refund, the commissions, promotions, incentives, and any other rewards attributable to such returned Product(s) shall be deducted from the next eligible commission payable to the Business Promoter. In the event the full amount is not recovered, the balance shall continue to be adjusted against subsequent eligible commissions until complete recovery is made from the Business Promoter who received such commissions, promotions, incentives, or rewards in respect of the refunded Product(s).

5. RETURN EXCEPTIONS:

In the event that you receive goods in a bad condition/ tampered packaging/damaged before delivery, please refuse to accept the package, and immediately return it to the delivery person. For Assistance, kindly contact our Customer Care Department at +91-7205000500 or email us at care@greenuss.com, providing your Greenuss ID Number.

The Company will personally ensure that a brand-new replacement is issued with no additional cost within thirty days of the receipt of product by Greenuss Wellness. Please ensure that the original product seal and packaging remain intact when returning the product. The return period is thirty (30) days subject to the conditions specified above.

The following products are not eligible for return or replacement:

i). Any product that exhibits physical damage to the packaging or the product itself after receipt from the delivery personnel.

ii). Any product returned without all original packaging, including the retail box that was included at the time of delivery.

iii). Any product lacking a valid, readable, untampered serial number, including but not limited to items with missing, damaged, altered, or unreadable serial numbers/Batch numbers.

6. REFUND:

If a Promoter would like to return a product and does not want a replacement of the same product, Greenuss can refund their account. Greenuss will refund the full purchase price less

taxes and other charges and BV will be deducted from their totals for the current month. If no BV is in the account when the Return Authorization number (RA#) is set up for a refund, a percentage will be deducted from total refund amount. All returns should be requested within 7 days of delivery of the product. Make a note of the BV amount and adjust your records accordingly. Greenuss do not accept returns for discontinued products.

7. SUGGESTIONS & COMPLAINTS:

If you have any questions regarding this Policy or encounter any issues related to the return process, please do not hesitate to contact the Company at +91-7205000500 or care@greenuss.com. Kindly include your Greenuss ID Number when reaching out to ensure prompt assistance.

