

PAYMENT, SHIPPING & DELIVERY POLICY

1. INTRODUCTION: At Greenuss Wellness, we take pride in offering our customers the finest products with a commitment to quality and excellence. To ensure a seamless shopping experience, we have outlined our Payment and Shipping Policy for complete transparency. This policy applies exclusively to purchases made through our official website accessed at: www.greenuss.com and is designed to keep you informed about our transaction processes. We encourage you to review this policy carefully to understand your rights and responsibilities.

2. PAYMENT POLICY:

- The Payment Policy outlines the acceptable payment methods, security measures, and grievance redressal mechanisms applicable to all transactions conducted via our platform. Any registered Business Promoter of Greenuss Wellness can purchase products using their unique Business Greenuss ID Number through Greenuss Wellness's official website.

- **Payment Gateway Partner:** We have partnered with "Razorpay" to facilitate secure, fast, and reliable transactions. However, Greenuss Wellness does not own or control the payment gateway services and highly recommends that Business Promoters review the terms of use and other relevant policy documents of the payment gateway provider at Terms of Use_ & Privacy Policy of Razorpay before proceeding with any transactions.

- **Accepted Payment Methods:** We offer multiple payment options through our payment gateway partner to ensure ease and flexibility for our customers. Payments can be made through the following methods:

FOR STORE OWNERS

- UPI
- Net Banking
- Wallets
- Cash

FOR OTHERS

- Credit Cards
(Visa/Mastercard/Rupay (Domestic))
- Debit Cards
(Visa/Mastercard/Rupay (Domestic))
- UPI
- Net Banking
- Wallets
- Cash

Security Standards: Greenuss Wellness ensures that the highest level of security measures is adopted to protect customer payment data. Our payment gateway partner complies with the Payment Card Industry Data Security Standard (PCI DSS) Version 4.0, which establishes stringent security protocols for handling sensitive card information. Additionally, we comply with the latest Reserve Bank of India (RBI) regulations concerning Card-on-File Tokenization, ensuring that sensitive card details remain protected. For further details on the security systems adopted by our payment gateway provider, please visit the Terms of Use_ & Privacy Policy of Razorpay.

- **Confirmation and Order Processing:** An order will be successfully placed only when the payment amount has been received and recorded in Greenuss Wellness's accounts. If a payment is unsuccessful or pending, the corresponding order will be processed only when the payment's confirmation is received by Greenuss Wellness. In cases where a payment is deducted but the order is not confirmed, Business Promoters should contact customer support immediately.

- **Credentials:** Greenuss Wellness does not store any payment credentials, including but not limited to Credit/Debit Card Numbers, CVV, Net Banking login details, or UPI PINs. Therefore, Business Promoters must enter their credentials each time they make a purchase.

- **Customer Grievance Redressal:** Greenuss Wellness is dedicated to resolving any payment-related concerns promptly. If a Business Promoter encounters any payment-related issues, they may contact our customer care at +91-7205000500 or care@greenuss.com OR write an email to Customer Support Email with the order reference number for quick resolution.

- Greenuss Wellness shall not be responsible for any errors, delays, or failures in payment processing due to technical or operational issues beyond its control, including but not limited to Bank server downtime, Payment gateway issues and/or Internet connectivity disruptions.

METHODS OF ORDERING

Greenuss Wellness does not accept orders on credit. Orders will not be shipped until they are paid in full. Payment must be made by cashier's check, money order, credit card, cash, direct debit or personal or business check, or such other method as may be accepted by Greenuss Wellness.

ISSUING CREDITS

Credit may be issued by Greenuss Wellness in instances of overpayment, Greenuss Wellness Product exchanges, or in other circumstances when an order cannot be fulfilled.

PRICING AND PRODUCT CHANGES

Greenuss Wellness maintains the right to change Greenuss Wellness Product prices and the products that are offered and sold in India under the Greenuss Wellness Brands without prior notice.

SUBMITTING ORDERS IN THE NAME OF ANOTHER BUSINESS PROMOTER

You are prohibited from submitting orders in the name of another Business Promoter without the other Business Promoter's prior written approval. You must provide a copy of written approvals to Greenuss Wellness upon request.

PAYMENTS WITHOUT SUFFICIENT FUNDS

If any check issued by you to Greenuss Wellness is returned for insufficient funds or if any credit card payment made by you to Greenuss Wellness is reversed, you must immediately make payment to Greenuss Wellness for the full amount of the returned check or reversed credit card payment. If you fail to promptly make such payment you are in breach of the Contract.

USE OF ANOTHER INDIVIDUAL'S CREDIT CARD

You may not use a credit card that is not in your name or the name of a business owned by you to order Greenuss Wellness Products without the card owner's prior written approval. You must provide a copy of written approval to Greenuss Wellness upon request.

3. SHIPPING & DELIVERY POLICY:

• Where does Greenuss Wellness Ship?

Greenuss Wellness ships within the territory of India.

Title to and risk of loss for any Greenuss Wellness Products you order transfers to you when the products are shipped.

• Shipping/Delivery Time

Greenuss Wellness endeavours to dispatch all orders promptly. Orders are typically shipped within three (3) business days from the date of confirmation. Depending on the delivery location and prevailing weather conditions, the estimated transit time is approximately 5–8 business days.

In the event a shipment appears lost or missing, the Business Promoter is requested to wait at least ten (10) days from the date of order placement before contacting Field Support for assistance or replacement. If a shipment previously reported as lost is subsequently delivered, the Business Promoter must inform Field Support within three (3) days of receipt.

Delivery timelines may be affected by restrictions or directives imposed by the Government or any authority acting on its behalf. In case delivery is delayed beyond the estimated period due to such unforeseen circumstances, the Business

Promoter shall be notified accordingly. The Business Promoter may choose to proceed with the delivery despite the delay or opt to cancel the order, in which case refunds shall be processed in accordance with the Return and Refund Policy.

• Shipping Information

Greenuss Wellness will ship all orders via common carriers selected by Greenuss Wellness. You may choose from a variety of shipping options and speeds. Greenuss Wellness regularly reviews the performance of its common carriers to ensure that you receive the best possible service. Additional freight & handling charges may be applicable if an alternate carrier or faster speed is selected.

• Shipping and Handling Fees

You may order Greenuss Wellness Products for personal consumption or for resale in India directly from Greenuss Wellness or its product centers. There is no minimum order; however, shipping and handling costs may vary depending on the amount of Greenuss Wellness Products ordered.

• INVENTORY AND THE 80 PERCENT RULE

As a Business Promoter you have no specific inventory requirements. You must use your own judgment in determining inventory needs based upon reasonably projected retail sales and personal use. You are prohibited from ordering more than a reasonable amount of inventory. By placing an order, you certify that you have sold or consumed at least 80 percent of your total inventory from previous orders

• Common Carrier Deliveries

Here are some general guidelines:

- The carrier will make two additional attempts to deliver your order if they are unable to reach you the first time.
- After three attempts have been made, the carrier will send you a message advising you that they have a package for you, which they will hold (the number of days varies per carrier).
- If you do not make an effort to pick up your package, they will return your package to Greenuss Wellness.
- When a package is returned to Greenuss Wellness, and a request is made by the Business Promoter for reshipment, a freight charge will be assessed on the second shipment. This may also apply when a Business Promoter does not inform us of a change of address and the order is undeliverable.
- Should you discover a discrepancy in your order, please re-check your order carefully before calling the office. Should you find an error, please give Field Support the invoice number and order date to facilitate prompt order tracking.
- As you receive your package delivered by the carrier, please check for damage to the outer packaging before signing for it. Any damages, such as the package being crushed, resealed or open, should be noted by the delivery person on the delivery record, especially if there are any missing packages.

• **Missing or Damaged Shipments**

Business Promoters must carefully verify the number of packages delivered by the transport carrier at the time of receipt. A delivery acknowledgment should not be signed unless the Business Promoter has confirmed that all packages listed on the invoice have been received in full.

By signing the delivery receipt, the Business Promoter confirms complete receipt of the shipment and releases the transport carrier from any further liability. Greenuss Wellness shall not be responsible for any missing packages where the delivery acknowledgment has been signed without proper verification.

Upon handover of the shipment, the transport carrier acknowledges receipt of the specified number of packages from Greenuss Wellness. Responsibility for the shipment transfers to the carrier at that stage. Every effort is made to ensure careful packaging, handling, and shipment of products. However, damage may occasionally occur due to unforeseen circumstances or improper handling during transit. Please note that all products are thoroughly inspected and are in good condition at the time they leave our warehouse.

• **Procedure for Shipments Received in Damaged Condition**

Shipments showing visible damage at the time of delivery shall be handled as follows:

- **Common Carrier:** The Business Promoter must accept the shipment and clearly list all damaged items on the delivery record in the presence of the delivery agent. The extent of damage must be immediately reported to both the carrier and Greenuss Wellness Field Support. The Business Promoter shall promptly request an inspection by the carrier and obtain an Inspection/Investigation Number or similar reference. All damaged goods and shipping containers must be retained for pickup by the carrier. Undamaged products may be used for normal sales.
- **Parcel Post:** Claims for damage to parcels delivered through postal services must be filed directly by the Business Promoter with the local post office. The damaged products along with the original packaging must be submitted at the time of filing the claim. Greenuss Wellness should be notified only after the claim process has been initiated and settlement terms are communicated.
- **Truck Shipments:** Shipments must be inspected before signing the delivery receipt. Any visible damage must be brought to the attention of the delivery personnel and recorded on the delivery document. Damaged goods must be set aside and the carrier's local office contacted immediately to arrange an inspection. Greenuss Wellness Field Support must also be informed promptly. Greenuss Wellness will arrange replacement of verified damaged goods and initiate claims with the carrier.

If damage is discovered after delivery, the same procedure shall be followed by contacting the carrier for inspection and notifying Greenuss Wellness. Damaged products must not be returned to Greenuss Wellness unless specifically instructed.

Hidden damage must be reported to the trucking company within seven (7) days of delivery. Any damaged or missing packages must be reported to Greenuss Wellness within seven (7) days. Shipments must not be refused solely on account of damage.

Automatic Delivery Program

Under the Automatic Delivery Program, selected products will be automatically shipped and billed at the frequency chosen by the Business Promoter using the registered payment method. The program will continue until modified or cancelled. Changes to shipment frequency, payment details, or delivery address must be made at least three (3) business days before the scheduled processing date through the Business Promoter account or Customer Support.

Product prices, availability, and program benefits may be modified or discontinued by the Company with prior notice. Recurring charges will include product price, applicable taxes, fees, and shipping charges. By enrolling, the Business Promoter authorizes the Company to debit the registered payment method for all recurring orders in compliance with applicable laws.

The Company may amend or terminate the program with prior notice. Participation may also be suspended or terminated immediately in cases of invalid payment details or breach of program terms or contractual obligations.