

**(UNDERTAKING)**

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I, Ananya Sanyal, Company Secretary and Head of Legal, at Herbalife International India Private Limited (“Herbalife India”), do hereby confirm and declare that:

1. Herbalife India is a Direct Selling Entity and in no way is or promotes a Pyramid Scheme, nor does it enroll any person who participates in such a scheme/arrangement in any manner whatsoever.
2. Likewise, Herbalife India does not participate in any Money Circulation Scheme, nor does it enroll any person who participate in such a scheme/arrangement in any manner whatsoever.
3. Herbalife India shall ensure compliance under Rule 5(2)(d) and Rule 5(5) of Direct Selling Rules, 2021 within 90 days from the date of this undertaking. Herbalife India is otherwise compliant with the provisions of the Consumer Protection (Direct Selling) Rules, 2021 promulgated vide No. G.S.R. 889(E) by Department of Consumer Affair.

Place: Bangalore, Karnataka  
Date: 06/05/2022



Name: Ananya Sanyal  
Designation: Company Secretary and  
Head Legal  
Telephone no: 080 4341 1222  
Email: [ibd@herbalife.com](mailto:ibd@herbalife.com)

1. **Delivery** – Maximum time taken to deliver our products is 15 days from date of order.
2. **Delivery charges** : For orders below 100 Volume Points, delivery will be charged at INR 100 (excl taxes)
3. **Available Payment Methods** :
  - (i) Cash
  - (ii) Ingenico (Net banking and All online cards)
  - (iii) Global Payments – Cards
  - (iv) UPI Payment – Virtual Address
  - (v) UPI Payment – QR code
  - (vi) Airtel Payment – Bank- (Cash)
  - (vii) Wire Transfer
  - (viii) Direct Deposit

**Note :**

- All the online payment gateway are PCI DSS compliant.
- No additional charges will be levied on the users for using any payment methods.
- Any unsuccessful transactions, amount debited will automatically get reversed to the respective customer’s bank account or card as per the timelines of the respective bank which may range from 7 to 21 working days.
- For chargeback, users can initiate the same with their banker as per the relevant card schemes.

4. **Contact information of the payment service provider**

| Name of the PG   | Contact number                                    | Website/ Contact email ID   |
|--|---|---|
| DBS <ul style="list-style-type: none"> <li>• UPI Payment – Virtual Address</li> <li>• UPI Payment – QR code</li> </ul> | Available in the Payment service provider website | <a href="https://www.dbs.com/in/corporate/default.page?pid=in-institutional-banking-corporate-banking">https://www.dbs.com/in/corporate/default.page?pid=in-institutional-banking-corporate-banking</a> |
| Global Pay   | 1800210000  | <a href="mailto:premier.in@globalpay.com">premier.in@globalpay.com</a>  |
| Ingenico   | -   | <a href="mailto:grievance.ind@ingenico.com">grievance.ind@ingenico.com</a>  |

## Mechanism for Registering Consumer Complaints & Grievances

1. A consumer or any member of the affected or aggrieved general public can make complaints about Herbalife and/or its Associates (Direct Sellers) to the Grievance Redressal Committee (herein after referred to as the "GRC")
  
2. The complainants can register complaints in the following manner:-
  - I. **Email** – By writing an email to us at [writetous@herbalife.com](mailto:writetous@herbalife.com)
  
  - II. **By Post** – By writing a letter to "Grievance Redressal Committee, Herbalife, #15, RMZ Pinnacle, Commissariat Road, Bangalore 560025, Karnataka."
  
  - III. **Walk in** – By visiting any of our offices. :-
    - i. **Delhi:**  
Herbalife International India Pvt. Ltd.  
Shop no 160,161,162 ground floor  
DLF South court, Saket,  
New Delhi, India 110017
  
    - ii. **Mumbai:**  
Herbalife International India Pvt. Ltd.  
Narain Chambers, Junction of M.G. Road & Subhash Road, Vile Parle East,  
Mumbai 400 057
  
    - iii. **Kolkata:**  
Herbalife International India Pvt. Ltd.  
Bharatiya Bhasha Parishad,  
Ground Floor 36A, Shakespeare Sarani,  
Kolkata 700017
  
    - iv. **Chennai:**  
Herbalife International India Pvt. Ltd.  
Ground Floor, "Prestige Palladium Bayan",  
Old No 12, New No 129-140, Greams Road,  
Chennai 600 006
  
    - v. **Bangalore:**  
Herbalife International India Private Limited  
15, RMZ Pinnacle, Commissariat Road,  
Bangalore 560025"
  
- IV. **Phone** – By calling us at +91 80 4031 1444
  
- V. **Fax** – By sending fax to +91 80 4031 1445/6

3. The Committee shall redress the complaints within one month from the receipt of complaint.
4. The complainant shall be informed of the outcome once the complaints/grievances are resolved.
5. In the event the complainant is not satisfied with the resolution he/she may further directly approach the GRC with his/her concerns.

**Grievance Redressal officer :**

**Name:** Gopakumar H

**Designation:** Senior Director, Associate Practices & Compliance - India

**e-mail:** grievanceofficer@herbalife.com

**Telephone Number:** 080 43411222

**Nodal officer:**

**Name:** Durai Manohar J

**Designation:** Senior Manager Compliance

**e-mail:** nodalofficer@herbalife.com

**Telephone Number:** 080 43411222