

Consumer Complaints & Grievances Redressal Mechanism

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 (hereinafter referred to as the “GRC” or “Committee”)

2. The complainants can register complaints in the following manner:-

I. **Email** – By writing an email at writetous@herbalife.com

II. **By Post** – By writing a letter addressing to “Grievance Redressal Committee, Herbalife International India Private Limited, at #15, RMZ Pinnacle, Commissariat Road, Bangalore-560025, Karnataka.”

III. **Walk in** – By visiting any of our offices. :-

Bangalore:

Herbalife International India Private Limited
15, RMZ Pinnacle, Commissariat Road,
Bangalore- 560025 (KA)

Chennai:

Herbalife International India Pvt. Ltd.
Ground Floor, “Prestige Palladium Bayan”,
Old No 12, New No. 129-140, Greams Road, Chennai-
600006 (TN)

Delhi:

Herbalife International India Pvt. Ltd.
Shop No. 160,161,162 Ground Floor
DLF South Court, Saket,
New Delhi- 110017

Kolkata:

Herbalife International India Pvt. Ltd.
Bharatiya Bhasha Parishad,
Ground Floor 36A, Shakespeare Sarani, Kolkata-
700017 (WB)

Mumbai:

Herbalife International India Pvt. Ltd.
Narain Chambers, Junction of M.G. Road & Subhash Road, Vile Parle East, Mumbai-
400057 (MH)

IV. **Phone** – By calling us at +91 80 4031 1444

V. **Fax** – By sending fax to +91 80 4031 1445/6



Registered office:
Herbalife International India
Private Limited
RMZ Pinnacle, No. 15, Commissariat
Road Bangalore – 560 025,
Karnataka, India
CIN:U51909KA1998PTC026098
t 91 80 43411222 |
f 91 80 43411254

3. The complaints shall be acknowledged within forty-eight working hours of receipt of such complaint and the Committee shall redress the complaints within one month from the date of receipt of complaint.
4. A ticket number for each of the complaint lodged is assigned, through which the complainant can track the status of the complaints. Preferred Customers can track their complaint status in MyHerbalife portal and Consumers can track their complaint status in Company website i.e. <https://www.herbalife.co.in/about-us/contact-us>.
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: Mr. Gopakumar H

Designation: Senior Director- Associate Practices & Compliance - India

e-mail: grievanceofficer@herbalife.com

Telephone Number: 080 43411222

Nodal officer:

Name: Mr. Durai Manohar J

Designation: Senior Manager- Compliance-India

e-mail: nodalofficer@herbalife.com

Telephone Number: 080 43411222

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by SANYAL
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