

Information relating to Refund, Delivery & Shipment, Modes of Payment

1. **Refund Policy for Customers or 30 Days Money Back Guarantee:** Herbalife wants it's customers to be 100% satisfied with their purchases. If, for any reason, the Customers are not completely satisfied with any Herbalife product he/she purchased from either Herbalife or an Independent Herbalife Associate, he/she may return it within 30 days of delivery for a refund of the purchase price. The Customers may request a refund by calling us on 1800-102-2444, or by sending an email on writetous@herbalife.com If he/she purchased the product from an Independent Herbalife Associate, he/she may also contact the Associate to request a refund or exchange.
2. **Delivery & Shipment:** Order(s) will be shipped from the date of receiving the order only between Monday to Saturday. The estimated shipment time is within 5-7 working days from the date of order confirmation. Please be informed that there would be a delay in Shipment Dispatches by 4-5 additional business days due to unavoidable circumstances. There will be a delay in updating the shipment status on Click post, Check the order status using the below link : <https://herbalife.clickpost.in/>
3. **Delivery charges:** For orders below 100 Volume Points, delivery will be charged at INR 100 (exclusive of applicable taxes)
4. **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.

5. Contact information of the payment service provider

Name of the PG	Contact number	Website/ Contact email ID
DBS <ul style="list-style-type: none">UPI Payment – Virtual AddressUPI Payment – QR code	Available in the Payment service provider website	https://www.dbs.com/in/corporate/default.page?pid=in-institutional-banking-corporate-banking
Global Pay	18002100000	premier.in@globalpay.com
Ingenico	-	grievance.ind@ingenico.com

SANYAL ANANYA Digitally signed by SANYAL ANANYA Date: 2024.01.25 15:54:21 +05'30'