

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 Address UPI 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

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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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