



## **Returns Policy:**

Arising Direct is the proud Indian direct selling organization. The superior value and high quality of Arising Direct products and services have earned us the trust of our ADO's and their customers. This trust is a precious and unique relationship. Everyone must share in the Arising Direct commitment to excellence. Everyone has a responsibility to ensure the superior value and high quality of Arising Direct products and services – quality and value that we guarantee!

Arising Direct's Customer Product Refund Policy (for Non-promo code products)  
All non-promo code Arising Direct Products are covered by Arising Direct's Customer Product Refund Policy. If the Customer is not completely satisfied, he/she is entitled to return the products within 30 days from the date of delivery for a full refund. The refund policy is applicable only for products in marketable condition and accompanied with an invoice. This policy does not apply to products that have been intentionally damaged or misused. It is incumbent upon Arising Direct ADOs to follow the Customer Product Refund Policy in letter and spirit.

Customers may return the products to Arising Direct ADO's within 30 days of purchase as follows:

**Condition: Marketable#**

**Time Period: Within 30 days of purchase**

**Invoice: YES**

**Payment: As per ADO invoice**

# Marketable refers to products that are unopened and sealed.

### **Reference Notes:**

The ADO must return the product(s) to Arising Direct address as in the website. Period of return for products is calculated as the number of days from the Invoice Date, to the date of receipt at the Arising Direct company office. Condition refers to the condition in which the stock is received back from the ADO as a return. The product can be 'marketable' depending on the condition of the returned stock as assessed by the Returns executive at the Arising Direct manufacturing unit.

BV adjustment of Products returned shall be processed in the same month. Total BV of the returned products will be deducted from the returning ADO's account. If unsold

products return is greater than or equal than 5 (Five) in number on a single invoice, 10% handling charges will be deducted.

The Product Return Policy does not apply to products which have been bought along with promo codes. Total returns cannot exceed the quantity appearing on the Invoice. If products are return by customers directly to Arising Direct, BV adjustment shall be done from the ADO's account & any excess amount paid shall be recoverable from ADO.