

## Contract between Independent Distributor and Company

**Direct seller Name ..... S/o /w/o.....Address**  
**Direct Seller Code.....Date.....**

This contract does not construe agreement of Employment. Independent Distributor is a Freelancer Entrepreneur having no relationship with company that can be construed as relationship between Employer and Employee. This contract does not entitle Distributor to avail any benefit arising from Labour Act or any long term contractual laws of India.

Before signing the Contract, Distributor agrees that he/she has fully understood the terms of agreement and would not at site ignorance or lack of understanding in future recourse.

This contract shall mean the agreement, setting forth the rights and duties of the Independent Distributor.

**Company:** The Term Company has been used for GREENANJELS TRADERS PRIVATE LIMITED with its registered office situated **33NARBDESWAR NAGAR, Mansarovar, Jaipur, Jaipur, Rajasthan, India, 302020.**

**GREENANJELS:** means GREENANJELS TRADERS PRIVATE LIMITED with its registered **33NARBDESWAR NAGAR, Mansarovar, Jaipur, Jaipur, Rajasthan, India, 302020.**

**Independent Distributor:** Either of the term has been used for Entrepreneur, above age of 18 years having fully understood the terms and conditions of Company. It is assumed that Independent Distributor has understood the Product range, Business Plan, Terms of Replacement, Refund Policy, Code of Ethics, Sponsorship line, Basic responsibilities of the Distributor before signing this contract.

**GreenAnjels Products:** means Products, Services including training material, literature, and digital brochures made available to Independent Distributors through its franchised outlets or Distributors. Digital Brochures could be free of Cost but contents, graphics and concept remains proprietary property of GreenAnjels Traders (P) Limited.

**GreenAnjels Business Plan:** means GreenAnjels performance linked incentive system, sponsoring procedure and guidelines, policies, prerequisites, procedures regarding demonstration of GreenAnjels Products, GreenAnjels management and members of Organization, as amended from time to time.

**Digital Acceptance of Contract:** when a Distributor presses the button, "I Agree", it is assumed that Distributor has gone through and understood the content of this contract and agrees to all the terms and Conditions.

## **A. Contract of Distributorship (Material Contents)**

This document along with the Independent Distributor Application Form. When fully completed, signed by the applicant(s) and duly accepted by GreenAnjels Traders Private Limited ("GreenAnjels ") shall constitute the Distributor Agreement henceforth referred as "Agreement" between GreenAnjels Traders (P) Limited, and the applicant(s) whose signature and other identification data appear on the Application Form.

1. GreenAnjels Traders appoints the overleaf - identified applicant(s) as a distributor of GreenAnjels products and the applicant(s) (herein after individually and collectively referred to as the "Distributor") accept(s) such appointment. Distributor may, on a non-exclusive basis, purchase GreenAnjels products from GreenAnjels, to resell, to consume distribute and market in the territory of India. However Distributor would not engage in selling of products competing with GreenAnjels Traders from any of the source.
2. Distributor hereby confirms that he/she has entered into this Agreement as an independent contractor. Nothing in this Agreement shall establish an employment relationship, or any other labor relationship between the Distributor and GreenAnjels Traders (P) Limited, and nothing shall establish the Distributor's position as procurer, broker, and commercial agent, contracting representative or other representative of GreenAnjels. When purchasing and selling GreenAnjels products, the Distributor shall act as an independent vendor, acting in his/her own name, at his/her own responsibility and for his/her own account.
3. Distributor shall not sell any GreenAnjels product for a price exceeding the Maximum Retail Price. Distributor may charge, at his discretion, any price that is lower than the Maximum Retail Price indicated on the label of any product or in any, then applicable, price list issued by GreenAnjels Traders (P) Limited.
4. Relation between GreenAnjels Traders (P) Limited and the Distributor and all his/her activities hereunder shall be governed, in addition to this Agreement, by the rules contained in the GreenAnjels Traders (P) Limited Starter Guide which includes the Greenanjels. Sales and Marketing Plan and Code of conduct. The Distributor confirms that he/she has received a copy of Official Documents and has read the terms and conditions thereof and agrees to be bound by them in addition to this Agreement. GreenAnjels Traders (P) Limited may amend from time to time, any of the terms and conditions of the Official Documents through notice on its website [www.greenanjels.com](http://www.greenanjels.com) if any Distributor does not agree to be bound by such amendment he/she may terminate this Agreement within 45 days of such publication

by giving a written notice to GreenAnjels Traders (P) Limited. Distributors continued relationship with GreenAnjels Traders (P) Limited would constitute an affirmative a) acknowledgment by the Distributor of the amendment and b) Agreement by the Distributor to abide and be bound by this Agreement, Official Documents and its modifications.

- 5 This Agreement becomes effective from the date of acceptance by GreenAnjels Traders (P) Limited of the Applicant's contractual offer in the form of this fully completed Distributor Application form. Such acceptance shall be communicated by sending to the Distributor, a Distributor Identification Card or upon entering the particulars of the Distributor in GreenAnjels Distributor Database, whichever is earlier. The Distributor Identification Card is and shall remain the property of GreenAnjels Traders (P) Limited and Distributor shall return it to GreenAnjels Traders (P) Limited without any delay upon termination or expiration of this Agreement.
- 6 The Co-Applicant/Second Authorized Representative acknowledges that GreenAnjels Traders (P) Limited will deal exclusively with the Primary Applicant/First Authorized Representative in respect of all business matters, and also pay commission and / or any other incentives to and in the name of the Primary Applicant/Entity.
- 7 GreenAnjels Traders (P) Limited will make all payments on account of returns or refunds through Bank transfers /account payee cheques drawn in favor of Primary Applicant/Entity only
- 8 The Distributor agrees to receive SMS & Email notifications from GreenAnjels Traders (P) Limited & its affiliates concerning their GreenAnjels Traders Business.
- 9 The Distributor needs to activate the distributorship within 30 days of joining by doing personal purchases of GreenAnjels products for retailing/ self-consumption. Failure to activate the distributorship within stipulated period will result in automatic termination of this agreement.
- 10 The distributor will be allowed to sponsor a prospect into the GreenAnjels business only after activating his/her distributorship.
- 11 This Agreement is effective for an initial definitive period of one (1) year, from the date of acceptance hereof by GreenAnjels Traders (P) Limited. However, in case of acceptance by GreenAnjels Traders (P) Limited of the Applicant's contractual offer on or after September 15, this Agreement will be effective till end of the following year.
- 12 All Distributors are required to renew their distributorships for the following year on or before December 31 of each year. GreenAnjels Traders reserves the right, at its

complete discretion, to reject any application for renewal.

- 13 The Distributor may terminate this Agreement at any time by giving a written notice to GreenAnjels Traders (P) Limited. GreenAnjels Traders (P) Limited may terminate this agreement by giving a written notice (a) pursuant to the provisions of the Rules of Conduct; (b) for reasons of non-performance and (c) for the breach of any terms and conditions of this Agreement.
- 14 GreenAnjels Traders (P) Limited may reject this application for any reason, at its discretion, including if the application contains incomplete, inaccurate, false or misleading information. Any alteration or modification will be subject to verification.
- 15 This Agreement is entered into on a personal basis and neither this Agreement nor any of the rights or obligations of Distributor arising under this Agreement may be assigned or transferred without the prior written consent of GreenAnjels Traders (P) Limited.
- 16 GreenAnjels liability, whether in contract, tort *or otherwise arising out of* or in connection with this agreement and/or relationship arising there from shall not exceed the lesser of a) actual damages or loss assessed by the arbitrator or any other dispute resolution mechanism adopted by the parties or; b) the total commission earned by the distributor during the preceding six months of the date of dispute.
- 17 Any dispute, differences or claim arising out of as in connection with this Agreement shall be submitted to binding arbitration and shall be referred to the sole Arbitrator appointed in accordance with the rules and regulation of International Center for Alternate Dispute Resolution as a fast track arbitration. The venue of such arbitration shall be at Jaipur (Rajasthan) and the award of the Arbitrator shall be final and binding *on* all parties. The courts at Jaipur (Rajasthan) shall alone have jurisdiction in relation to this Arbitration Agreement and any award arising there from.

**The Distributor agrees to comply with GreenAnjels Customer Product Refund Policy as laid down in the Code of ethics & Rules of Conduct for GreenAnjels Traders Distributors which are part of the GreenAnjels Traders Business Starter Guide.**

## **B Responsibilities of Direct Seller/ Distributor**

Section B of this contract should be read in continuation with section A. Following conditions form part of Independent Distributor Agreement.

**Training:** To reiterate, Direct Sellers, or Independent Distributors are retailers of GreenAnjels Traders Products, and they must meet Sales criteria set by “GreenAnjels” in order to retain their

status as Direct Sellers or Independent Distributors. They must additionally complete required training in order to continue as Direct Sellers or Independent Distributors and be eligible to recommend new Direct Sellers or Independent Distributors to GreenAnjels. Continuation of Direct Selling status requires mandatory acquisition of basic training at any of the “Business Orientation Program” of the Company.

#### **B1. General Rules:**

At all times, Direct Sellers or Independent Distributor must strictly adhere to the Code of Conduct and to the other documents that comprise the entire Direct Seller or Independent Distributor Contract. GreenAnjels Traders may from time to time amend the Rules of Conduct and any other document comprising the Direct Seller or Independent Distributor Contract through notice on its website, ([www.greenanjels.com](http://www.greenanjels.com))

If the Direct Seller does not agree to be bound by any amendment(s), he/she/they may terminate the Direct Seller or Independent Distributor Contract with immediate effect by giving a written notice to GreenAnjels Traders (P) Limited. Otherwise, the Direct Seller’s or Independent Distributor’s continued relationship with GreenAnjels Traders (P) Limited constitutes an affirmative acknowledgment by the Direct Seller or Independent Distributor of the amendment(s), and his/her/their agreement to be bound there to.

Direct Sellers or Independent Distributors would not engage in any deceptive or unlawful trade practice as defined by any Central, State or local law or regulation by any means. No Direct Seller or Independent Distributor shall operate any illegal or unlawful business enterprise, engage or participate in any illegal or unlawful business activity or be convicted of any illegal or unlawful activity in past. An illegal or unlawful enterprise or activity is one which is prohibited by central, state, or local law or regulation. Any misinformation regarding KYC would be treated as illegal activity designed to save Income-tax, GST and any other enactment liabilities. Such Distributors would be immediately terminated from the System.

If an application for a GreenAnjels Traders Distributorship is presented to GreenAnjels Traders (P) Limited by a person who operates, or is engaging or participating in, any illegal or unlawful enterprise or activity, GreenAnjels Traders (P) Limited may hold such application in abeyance and contact the applicant to determine whether he or she is so engaged and, if so what his or her intentions are concerning such enterprise or activity. Refusal or failure on the part of the applicant to produce proof that he or she has terminated his or her relationship with such unlawful enterprise or activity shall disqualify him or her for such Distributorship, and his or her application shall be denied. If, subsequent to approval of his initial application, a GreenAnjels Traders Direct Seller or Independent Distributor is determined by GreenAnjels Traders (P) Limited to be operating , or engaging or participating in, an illegal or unlawful enterprise or activity, and if, upon notification and request by GreenAnjels Traders (P) Limited, such Direct Seller refuses or fails to terminate his

or her relationship with such illegal or unlawful enterprise or activity, then GreenAnjels Traders shall terminate such Distributorship, where upon the Direct Seller shall lose all the rights and privileges of a GreenAnjels Traders Independent Distributor or Direct Seller.

Any Distributor trying to malign the brand image of the Company and preferring to voice out concerns in inappropriate manner rather than using internal platforms for discussion may be dealt strictly with.

Any Distributor trying to level blames and allegations on management, Sponsor Distributor or Trainers without adequate proofs may be dealt strictly.

Any Distributor trying to encourage competitor Company through one on one discussions, encouraging conspiracy and disturbing the career of his/her down line members, the distributor may be terminated without giving any warning.

Any Distributor found unethical, illegal or practicing conspiracy and including but not limited to above points, could be subjected to shifting of his/her organization under any other Direct Seller without any prior consent.

## **B2. Behavior and Conduct:**

A GreenAnjels Traders Independent Distributor or Direct Seller shall at all times conduct himself or herself in a courteous and considerate manner and shall not engage in any high-pressure selling, but shall make a fair presentation of GreenAnjels Traders Products and the GreenAnjels Traders Sales and Marketing Plan including, when and where appropriate, demonstrations of such products. A GreenAnjels Traders Independent Distributor or Direct Seller shall never impose himself or herself upon his/her prospective customer and shall abide by the following;

1. He/ She shall always take a prior permission or appointment before approaching a prospective customer and shall indicate the purpose of his or her visit and identify himself or herself as a GreenAnjels Traders Independent Distributor or Direct seller.
2. He/ She shall provide the following information to the customer at the time of sale.
3. He/ She shall at all times carry identity card provided by GreenAnjels Traders (P) Limited along with any photo ID's issued by any Government agency.
4. He/ She shall provide customer receipt with the description of the products to be supplied.
5. If the customer indicates a desire to terminate the interview, the GreenAnjels Traders Independent Distributor or Direct Seller shall immediately do so and shall leave the premises of the customer. The GreenAnjels Traders Independent Distributor or Direct Seller at all times makes a fair presentation of GreenAnjels Traders Product. The GreenAnjels Traders Independent Distributor or Direct Seller will also direct his or her customer's attention to the use, direction and cautions, which may be included on the

label for products.

Failing in above mentioned criterion, Distributor shall be given warning and asked to improve his/her behavior. In case, Distributor does not abide by warning; Company reserves right to take disciplinary action including termination.

### **B3. Selling of Non-GreenAnjels Traders Products:**

A GreenAnjels Traders Independent Distributor or Direct Seller can engage in other noncompetitive business/ professional activity, but he/she must not use GreenAnjels Traders Independent Distributors or Direct Sellers/ activities/ events to promote his non GreenAnjels Traders business/ profession and must not hard sell the same on other GreenAnjels Traders Independent Distributors or Direct sellers. Any product which competes with any product of GreenAnjels Traders is not allowed to be sold by Direct Seller of GreenAnjels. Such distributors would be terminated from being Independent Distributor or Direct Seller of GreenAnjels Traders (P) Limited.

### **B4. Manipulation of GreenAnjels Traders Sales and Marketing plan**

No Independent Distributor or Direct Seller shall manipulate the GreenAnjels Traders Sales and Marketing Plan or manipulate sales volume in any way which results in the payment of bonuses or other awards and recognition that have not been earned in accordance with the terms of the Sales and Marketing Plan and/ or the business reference guide. Direct seller is expected to explain all the terms and conditions of the plan including negative covenants like "Goods Return" etc.

### **B5. Improper Conduct**

1. An Independent Distributor or Direct Seller shall not directly or indirectly indulge himself/ herself in any wrongful activity, including but not limited to false complaints and issuing threats to GreenAnjels Traders or its personnel, which could have any adverse effect upon the GreenAnjels Traders business of another Direct Seller or on the reputation of GreenAnjels Traders (P) Limited. In the event a Sponsor ceases to be a qualified Independent Distributor or Direct Seller, the rights to any Independent Distributors or Direct Sellers whom he or she may have sponsored shall pass up to the next qualified Independent Distributor or Direct Seller in his or her Line of Sponsorship.
2. Conduct or provide access to, training and motivation. In order to meet this obligation the Sponsor shall encourage his sponsored Direct Seller to attend training organized by GreenAnjels Traders (P) Limited and/ or may personally train Seller whom he or she sponsors or arrange for support from other Independent Distributor or Direct Seller, including his or her upline and Independent Distributor or Direct Seller Training Providers. In all cases the sponsor remains responsible and accountable under the Independent Distributor or Direct Seller Contract for ensuring that compliant training and motivations are made available to his or her sponsored Independent Distributors or Direct Sellers.

3. Not represent that there is an employment or agency relationship between himself and the Independent Distributors or Direct Sellers which he/she sponsors.
4. Give advice concerning (advertising and all other) promotional activities carried on by his/her personally sponsored Independent Distributors or Direct Sellers to assure that they conform to GreenAnjels Traders (P) Limited approved procedures and rules.

#### **TERMINATION AND DE-SPONSORSHIP**

- GreenAnjels Traders (P) Limited can terminate/ de-sponsor the Distributorship of an Independent Distributor or Direct Seller if he/ she
- Gives wrong information in the application form. Try to deceive the Company by acting on Dummy ID
- Breaches any of the Rules of Conduct.
- Is convicted of an offence punishable by a prison term
- Is declared bankrupt.
- Is not mentally sound to handle the business.

GreenAnjels Traders (P) Limited may, at its election and by notice in writing to an Independent Distributor or Direct Seller, terminate the authorization to operate as an Independent Distributor or Direct Seller, or de-sponsor the Independent Distributor or Direct Seller from his Business Group, if one or more of the following occurs:

1. If, in GreenAnjels opinion, the Independent Distributor or Direct Seller provided false information in his/her Independent Distributor or Direct Seller Application.
2. If the Independent Distributor or Direct Seller breaches any of these Rules of GreenAnjels Traders (P) Limited and fails to rectify such breach within the time period specified by GreenAnjels Traders (P) Limited in its written notice to Independent Distributor or Direct Seller;
3. If the Independent Distributor or Direct Seller makes a serious misrepresentation of GreenAnjels Traders (P) Limited or the GreenAnjels Traders business which, in GreenAnjels opinion, is not likely to be satisfactorily remedied by corrective actions.
4. If the Independent Distributor or Direct Seller commits repeated breaches of any of these Rules of set by GreenAnjels Traders (P) Limited;
5. If the Independent Distributor or Direct Seller (or, if the business comprises two or more individuals, any of those persons) is convicted of an offence punishable by a prison term;
6. If the Independent Distributor or Direct Seller becomes the subject of bankruptcy or winding up proceedings;
7. In the event that an Independent Distributor or Direct Seller dies Without either an executor or an heir appointed by the executor who wishes to assume responsibility for continuing the deceased' s business;
8. If the Independent Distributor or Direct Seller commits a breach of terms and conditions of availing of any value added service including any payment thereof and/ or fails to make payment of any products/ service provided by GreenAnjels Traders (P) Limited.



**Termination of an Independent Distributor or Direct Seller means termination of;**

1. All rights as a GreenAnjels Traders Independent Distributor or Direct Seller.
2. All income being generated after the date of termination.

Termination of the Independent Distributor's or Direct Seller's authorization to operate as a GreenAnjels Traders Independent Distributor or Direct Seller means the termination of all rights derived from said authorization, and in conjunction therewith, the rights to receive any further income from or generated by such business arising or accruing after the date of the termination, except the right to receive reimbursements of the discounts corresponding to the purchases which were made prior to the termination date. Termination shall be effective upon the date specified by universe in its written notice to the Independent Distributor or Direct Seller.

**De-sponsorship means removal of the Independent Distributor or Direct Seller from his/her position as a Sponsor in the Line of Sponsorship.**

**De** –sponsorship or “de- sponsored from one’s Business Group” means the removal of an Independent Distributor or Direct Seller from his/ her position as a Sponsor in the Line of Sponsorship (including at the absolute discretion of GreenAnjels Traders (P) Limited, the removal of the Independent Distributor's or Direct Seller's right to ever sponsor again in his/her current line of Sponsorship or any other line of Sponsorship), such removal being effected by written notice from GreenAnjels Traders (P) Limited to the relevant Independent Distributor or Direct Seller and becoming effective on the date stated in such notice.

**The Process of Termination or De-Sponsorship:**

The Independent Distributor or Direct Seller, whose authorization is to be cancelled or who is to be de-sponsored, shall be given written notice of GreenAnjels decision by Registered Mail. In addition to complying with the laws of India pertaining to such termination or De-sponsorship, the notice of termination, cancellation, or De-sponsorship shall:

1. State the date on which any such action shall become effective.
2. Be mailed to the last mailing address of such parties as shown in GreenAnjels record;

**SUSPENSION OF A DISTRIBUTORSHIP**

In an effort to eliminate misrepresentations of the GreenAnjels Traders Sales and Marketing Plan within a Line of Sponsorship or as an alternative to terminating the Business of an Independent Distributor or Direct Seller who has violated the Rules of Company, GreenAnjels Traders (P) Limited may employ various actions and procedures to encourage proper

GreenAnjels Traders business conduct. GreenAnjels Traders may use any or all of the following to address the matter:

1. Hold/ forfeit payment of commissions, higher award monies, or other monies payable to the business.
2. Suspend invitations to company sponsored trips.
3. Suspend authorization to conduct sponsoring activity (sponsoring, recruiting meeting, training sessions, home presentations, etc.),
4. Conduct reorientation meetings and charge back the expenses to the line of sponsorship,

#### **TERMINATION, DE-SPONSORSHIP OR SUSPENSION BY GREENANJELS TRADERS WITHOUT FORMAL COMPLAINT;**

GreenAnjels Traders may initiate termination, De-sponsorship, or suspension of an Independent Distributor's or Direct Seller's business even in the absence of a formal complaint. GreenAnjels Traders shall not, however, take action against the Independent Distributor or Direct Seller until GreenAnjels Traders has first offered the violating Independent Distributor or Direct Seller/ an opportunity to explain and/ or justify his conduct.

Where the violation has been of such magnitude as to bring into serious question the right of such Independent Distributor or Direct Seller to continue to operate his/her business, GreenAnjels Traders may terminate without affording the Independent Distributor or Direct Seller the opportunity to rectify his past improper conduct.

#### **Social Media Definition [1]**

Social media are web 2.0 Internet – based application,

User generated content (UGC) is the lifeblood of the social media organism, users create service – specific profiles for the site or app that are designed and maintained by the social media organization , social media facilitate the development of online social network by connecting a user's profile with those of the other individuals and/ or groups.

In 2016, Merriam Webster defined social media as a form of electronic communication (such as websites) through which people create online communities to share information, ideas, personal messages etc.

The Term Social media are usually used to describe social networking sites such as:

**Facebook/ Whatsapp/** - an online social networking site that allows users to create their personal profile, share photos and videos and communicate with other users.

**Twitter/Instagram** – an internet service that allows user to post “tweets” for their followers to see updates in real-time.

**LinkedIn** – a networking website for the business community that allows user to create professional profiles, post resumes and communicate with other professionals and job seekers.

**Pinterest** – an online community that allows user to display photo of items found on the web by “pinning” them and sharing ideas with others.

**Snapchat** – an app for mobile devices that allows users to send and share photos of themselves doing their daily activities.

### **Social Media Policy**

We at GreenAnjels Traders believe that below mention rules and conducts should be followed to represent your business at GreenAnjels Traders on social media using GreenAnjels logo and its products image or management image : we do not authorize any member or an individual to use GreenAnjels logo on any social platform without prior approval from GreenAnjels Traders (P) Limited; Head Office making of websites : all website made by an individual should be submitted at GreenAnjels Traders (P) Limited for review and approval Head Office before going live.

**Page Name:** We do not allow any individual to use product name or company name to name the page on any social media.

**Adding a friend:** An Individual is allowed to send friend request to only known individual or know via reference.

**Business plan** we strictly advise to use the plan which is provided by company and not to use any lucrative words to proposal to attract customer.

**Product Claims:** Product claim must be accurate and not bogus. It is advisable to make claims, which is given by the company to be used outside for sale.

**Uploading a Video:** Any Video, which contains any GreenAnjels logo, management video, business plan or product, should be submitted to GreenAnjels Traders (P) Limited HO for approval and review.

**Avoid Cross team:** It is advisable to consult your up line if in case you are being contacted by a cross team member on social media. Do not use social media for big discussion or an argument. It is better to look and company success then a team success as if company grown everyone grows.

**Violation:** on violation of any above rule management can take cohesive action including but not limited to financial penalty, termination of distributorship or as deemed fit by the disciplinary committee.

**Redressal Mechanism: Distributor is free to approach redressal Cell with any of his complaint regarding product, incentive or training.**

### **Return Policy for Products**

In the event you receive a damaged/ defective product or a product that does not comply with the specifications as per your original order, you are required to get in touch with the customer service team through any of below mentioned channels;

- a. Contact Number;
- b. Filling up the 'Contact Us' form;

Upon receiving your complaint, GreenAnjels Traders shall verify the authenticity and the nature of the complaint and if GreenAnjels Traders is convinced that the complaint is genuine, GreenAnjels Traders will inform the relevant vendor of such complaint and request for a replacement. However, in the event of frivolous and baseless complaints regarding the quality and content of the products, GreenAnjels Traders reserves the right to take necessary legal actions against you and you will be solely liable for all costs incurred by GreenAnjels Traders in this regard. You expressly acknowledge that the vendor selling the defective product/ service will be solely responsible to you for any claims that you may have in relation to such defective product/ service and GreenAnjels Traders shall not in any manner be held liable for the same.

Before accepting shipment of any product, kindly ensure that the product's packaging is not damaged or tampered. If you observe that the package is damaged or tampered, request you to refuse to accept delivery and inform GreenAnjels Traders at the earliest. The return process of the product may be restricted by GreenAnjels Traders depending on the nature and category of the product.

In order to return any products sold through the website, you are required to comply with the below mentioned conditions, viz:

1. Please notify GreenAnjels Traders of receipt of a damaged/ defective product/ service within 48- hours of delivery to you. If you are unable to do so within 48-hours, GreenAnjels Traders shall not be held liable for the failure to replace the order;
2. Products should be unused;
3. GreenAnjels Traders will arrange pick-up of the damaged/ defective product through its own

logistics partner. In the event GreenAnjels Traders is unable to do so, GreenAnjels Traders will notify you regarding the same and you will be required to dispatch the product using a reputed courier in your respective area within one (1) day from receipt of such notice. Courier freight changes will be reimbursed in such form as is determined by the logistics team upon prior consultation with **GreenAnjels Traders (P) Limited**;

4. Products should be returned in their original packing along with the original price tags, labels, barcodes, user manual, warranty card and invoice etc;
5. It is advised that the return packets should be strongly and adequately packaged so that there is no further damage of products during transit;
6. The returned products are subject to verification and checks by GreenAnjels Traders (P) Limited in order to determine the legitimacy of the complaint/ return.

In the event the return of a product is duly accepted by **GreenAnjels**, the value of such products, as originally paid by you during acceptance of delivery of product or otherwise, will be refunded to you. Refund will be processed based on the mode of payment and **GreenAnjels Traders** or the approved payment gateway will credit your refund directly into your debit/ credit card or online accounts or provide you with a cheque in this regard. Refunds will be subject to the following:

1. Orders paid online will be refunded within 7 – 21 working days through the online account or via cheque, depending on the then current circumstances as determined by **GreenAnjels Traders (P) Limited**;
2. For cash on delivery payments, you will be provided with a refund cheque.
3. If the product can be repaired by the service center, **GreenAnjels Traders (P) Limited** would get the same repaired and send in back to you.
4. A promo code. Once used shall not be refunded in case of cancellation of order either by customer or GreenAnjels Traders (P) Limited.

\_\_\_\_\_ I Agree,