

BUY BACK / EXCHANGE / REFUND POLICY

This Buy Back / Exchange / Refund Policy outlines the procedures and terms for returns and exchanges of products purchased from WeRMore Solutions Private Limited. Please read this policy carefully before making a purchase. By engaging with our products and services, you agree to the terms outlined herein.

Eligibility for Returns / Exchanges: We accept returns / exchanges under the following circumstances:

- **Defective or damaged products**
- **Incorrect products received**
- **Products not meeting quality expectations**

Return / Exchange Period: Customers must initiate the return / exchange process within 15 days from the date of purchase.

Return / Exchange Process: To initiate a return / exchange, follow these steps:

- **Contact our customer support team at info@wermoresolutions.com or +91 8657626265.**
- **Provide your order number, product details, and reason for return / exchange.**
- **Our customer support team will guide you through the process and provide necessary instructions.**

Return / Exchange Conditions: In case of any dissatisfaction, manufacturing or packaging defect, Customers / Independent Distributors can return / exchange the product. The Customers / Independent Distributors must contact the Independent Distributor / Company / Franchisee store from whom they had purchased the same, within 15 days from the date of purchase. Customer / Independent Distributor have to give a reason and return the said products along with the original customer order receipt copy / invoice. In such cases, it is the Independent Distributor / Company / Franchisee Store's obligation to satisfy the customer's need for money refund or replacements of products. The Independent Distributor can then return these products, with original Invoice to the Company. The Company will replace these products free of cost or if the Independent Distributor does not want the same products, the Company will give a cash voucher (zero BV) of the same amount, which can be used by the Independent Distributor within 30 days for purchasing products of their choice. Documents required for returning the products are mentioned below:

- **Product Return Form**
- **Reason for return**
- **Copy of Invoice**
- **Products to be returned**

The buyback / refund / exchange policy is applicable only for products in marketable condition. If at all a product is observed to have been intentionally damaged or misused the returns warranty stands void. It is obligatory upon our Customers / Independent Distributors to exercise the Product Return & Refund Policy in fairness.

Buy Back / Exchange / Refund Policy:

1. If the product is in marketable* condition and is returned within 15 days of receipt of goods accompanied by the original invoice, 100% of the amount as refund will be given.
2. If the product is in Unmarketable condition and is returned within 15 days of receipt of goods, no refund will be given.

*Marketable refers to products that are unused, sealed, and undamaged, not expired, not seasonal, discontinued, or special promotional products / services.

The product must be returned in its original packaging, along with all accessories and tags. The product must be unused and in the same condition as when received. This policy does not apply to products that have been intentionally damaged or misused. Proof of purchase (order confirmation) is required for processing returns / exchanges.

The Buy Back / Return / Exchange Policy is designed to impose upon the sponsor and the Company – the obligation to ensure that the Customer / Independent Distributor is buying products wisely.

Return Shipping: For defective, damaged, or incorrect products, company will arrange return shipping and cover associated costs. For products returned for reasons other than defects, the customer is responsible for return shipping costs.

Inspection and Refund / Exchange: Once the returned product is received and inspected, company will process the refund or exchange. Refunds will be issued using the original payment method. Please allow 15 days for the refund to reflect in your account.

Cooling Off Policy: The Company provides a Cooling Off Policy to the Independent Distributors who wish to resign from their Independent Distributorship within 15 days of their registration and return any products that are in marketable condition, useable, resaleable, restock-able, unopened, unaltered and must have a shelf life of at least four months. In this case company shall provide a full refund for the products after deducting bonus paid (if any) and reversing the BV on the products (if any).

Policy Updates: We reserve the right to update this Buy Back / Return / Exchange Policy as needed. Any changes will be posted on our website, and the revised date will indicate the last update.

Contact Information: For any questions, concerns, or requests related to returns or exchanges, please contact our customer support team at info@wermoresolutions.com or +91 8657626265.

By engaging with WeRMore Solutions Private Limited, products and services, you acknowledge and agree to the terms outlined in this Buy Back / Return / Exchange Policy.

WeRMore Solutions Private Limited