



IndusViva HealthSciences Private Limited

Viva Tower, No.36, V P Deendayalu Naidu Road, Jayamahall Extension, Bangalore, Karnataka, India - 560046.

DATE

VBO ID No.

VBO Name*

TITLE	FIRST NAME	LAST NAME
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Fathers Name*

Address*

State District PIN Code

E-mail* Mobile No.*

PAN No.* Date of Birth*

Gender*

Male	Female
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 Marital Status

BANK DETAILS*

Name of Bank* Branch*

A/C. No.* IFSC CODE*

CO-APPLICANT'S DETAILS*

Co-applicant's Name* Relationship*

E-mail* Date of Birth*

Co-Applicant's PAN No. Mobile No.*

NOMINEE DETAILS*

Nominee Name* Relationship*

ACCEPTED BY

VBO SIGNATURE

WITNESS 1 (Co-Applicant)

WITNESS 2 (Sponsor)

INDUSVIVA HEALTHSCIENCES PVT. LTD. WITH SIGN. & SEAL

NOTE: It is mandatory that all applications must have attached copies of PAN card, Aadhar Proof of address (Passport / Ration Card / Driving License / Voter ID / Telephone Bill) and Payment Details.

VBO/VR CONTRACT

This CONTRACT (contract) is entered into on date: _____ between IndusViva Health Sciences Private Limited, bearing CIN number: U15100KA2014PTC073082, having its registered office at Viva Tower No. 36, Nandi Durga Road, Jayamahal Extension, Bangalore Karnataka-560046, India (herein after referred to as 'Company' which expression shall, unless repugnant to the context, include its successors in business, administrators, liquidators, and assigns)

AND

The Direct Seller, Mr./Ms./Mrs. _____ PAN: _____, Aadhar Card No.: _____ (Hereinafter called as "VBO/VR" (Viva Business Owner/ Viva Retailer) which expression shall include his/her heirs, executors, assigns and effects wherein the context so admits or requires).

The Company and VBO/VR will individually be referred to as "Party" and collectively as "Parties"

NOW therefore, this contract witnesses and is agreed by and between the Company and the VBO/VR as follows:

1. That the Company is direct selling company and is engaged in the business of selling its healthcare and wellness products registered with trademark authorities through multilevel marketing method of direct selling.
2. The products of the Company are Not Drugs and are not intended to treat, prevent, cure, or diagnose any diseases.
3. The Company is not engaged in a money circulation/pyramid scheme which promises quick & easy money. The Company does not promise any fixed income/returns/profits/commissions and the VBO/VR shall earn only according to the compensation plan, based on their turnover generated by them, themselves, and their network's turnover.
4. The Company has all GST, Income Tax, and other licenses as may be required as per the laws/ regulations/ guidelines of its principal place of business and of other states where the Company has branches.
5. The VBO/VR is willing to engage in the business of direct selling of the Company's products and the Company is willing to register him/her as a VBO/VR on a principal-to-principal basis.
6. The VBO/VR shall promote, market, and sell the goods directly to the potential consumer, using methods approved by the Company.
7. The Company does not consider the VBO/VR as an employee, an agent, shareholder, or a depositor.
8. The Company uses their website www.indusviva.com exclusively to display information about products, product quality and other certificates, price, complete compensation plan, marketing methods, information regarding management of the Company and other policies, rules and regulations which are necessary for day-to-day operations of the Company.
9. The role of VBO/VR in the company is only a part-time opportunity and if any losses arise out of it, the Company and its affiliates shall not be responsible.

Director,
IndusViva HealthSciences Pvt. Ltd.,

Direct Seller Applicant

Witness 1: _____

Witness 2: _____

10. The VBO/VR is bound by the decisions of Viva Advisory Council (VAC), and accepts the VAC as the representatives of the entire network of direct sellers of the Company.

1. APPOINTMENT OF DIRECT SELLER:

a. The VBO/VR agrees that he/she:

- i. Is an individual,
- ii. Is above 18 years of age,
- iii. Is of sound mind,
- iv. Is considered as a reasonable person under law,
- v. Is not an employee of the Company or a relative/s of the Company's representatives,
- vi. Does not have any family member who is eligible to be co-applicant and is not a dependent of an existing VBO/VR of the Company,
- vii. Has understood all aspects of direct selling operation, its remuneration system, the quality and standard of products, statutory requirements etc., either through an existing VBO/VR or participated in Viva Orientation Program conducted by the Company or its Star-1000 & VBOs,
- viii. Has consumed the products of the Company and satisfied with its taste & benefits,
- ix. Is aware that he need not become a VBO/VR to purchase or consume the products,
- x. Is not convicted for an offence under any law,
- xi. Has not declared bankruptcy in the past five years,
- xii. Holds valid government-issued identity proof and proof of address.

b. Application:

- i. To become a VBO/VR the applicant must duly fill in and acknowledge the application form provided by the Company. The application should be submitted along with government issued photo identity proof, proof of address and PAN card.
- ii. Once the applicant is enrolled, the Company shall provide the applicant with a unique user ID and Password to login to the Company's Virtual Office. It is his/her sole responsibility to protect his/her credentials.
- iii. It is the responsibility of the applicant to upload his/her self-attested KYDS (Know Your Direct Seller) documents to his/her virtualoffice immediately after his/her enrolment. If any delay happens from the side of the VBO/VR in uploading the KYDS or uploading wrong documents, the date of enrolment shall be considered as date of contract for any future references.
- iv. The applicant shall provide a valid mobile number and email ID which is not already registered with the Company belonging to an existing VBO/VR. Email ID and mobile number shall be verified by OTP.
- v. The applicant can place orders for the products of the Company only once, if his/her KYDS documents are not verified.
- vi. If the applicant fails to upload the KYDS documents within Seven (7) days from date of enrollment, the user ID shall be suspended until the applicant gets his/her KYDS verified.
- vii. In case the application is suspended for failing to upload valid KYDS documents and the applicant will not be able to place any further orders, other than first order and the commission shall be kept on hold, if eligible, for any.
- viii. Enrollment and issuing of virtual office credentials cannot be considered as acceptance of applicant as VBO/VR by the Company. An applicant is considered as VBO/VR of the Company only after verification of KYDS documents. The Company shall issue a virtual identity card to the VBO/VR after successful approval of the KYDS documents.
- ix. The Company upon scrutiny and verification of the application may register and appoint the applicant as 'direct seller' for selling the Company's products. The Company shall be at liberty to accept or reject the

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application at its discretion without assigning any reason whatsoever.

- x. A direct seller would be referred to as a Viva Retailer (VR) until he fulfills the criteria mentioned in the compensation plan, upon fulfilling the criteria, he shall upload the duly signed contract, signed by himself, his/her co-applicant, and his/her sponsor and validated by Aadhaar e-signature. Once the same is approved by the company he fulfills the criteria he would be referred to as a VBO, Viva Business Owner.

2. COOLING OFF PERIOD

- a. That the VBO/VR shall have exclusive right to reject/cancel the above agreement within Thirty (30) days from the date enrollment. In this relation, the VBO/VR shall be responsible for giving intimation to the company about such decision within specified period through email or registered letter or speed post to company's mail ID/Registered address.
That such VBO/VR shall have the right to return any goods purchased by the VBO/VR during the cooling off period, but the purchased goods should be in saleable condition i.e., any seal/protection on the goods is kept unbroken. The refund of the cost of such returned product/credit voucher shall be paid by the company within Thirty (30) days from the date of receipt of the product after deducting the handling charges.
- c. That, if such VBO/VR receives any consideration from the company during this cooling-off period then such VBO/VR shall be responsible pay the amount of such consideration to the company or authorize the company to set off the amount from the refund amount and the remaining amount shall be refunded.

3. GENERAL DUTIES:

- a. The primary object of the VBO/VR is to market and sell the Company's products and earn a retail profit. The Company does not compel the existing VBOs to appoint new VRs. The appointment of new VRs by the existing VBO is optional and not mandatory.
- b. That the VBO/VR shall be faithful to the Company and shall uphold the integrity and decorum of the Company and shall maintain good relations with other VBO/VR and other clients also.
- c. That the VBO/VR shall abide with all the policies, procedures, rules and regulations of the company and all Laws, Rules and Regulation and Directions and Guidelines issued by the Government of India and respective States government from time to time and shall not engage in any deceptive or unlawful trade practice as defined by any Central and State governments, or local laws or regulations.
- d. That the company shall be responsible for the quality of products and services sold by the VBO/VR and further the company will guide and help the VBO/VR to follow best practices in the interest of the consumer about the products and business opportunity in the legal and ethical manner, if any VBO/VR works, out of the purview of policy/ guideline of the company then such VBO/VR shall be responsible for his/her all the activities in sales of product/service.
- e. If the VBO/VR wants to recruit a prospect as VR he/she shall not do so unless such prospect undergoes a mandatory Viva Orientation Program.
- f. The VBO is responsible to educate and support the VBO/VRs sponsored by him/her, and the network of direct sellers recruited by him directly or indirectly to improve their knowledge about the business, enhance their ability to sell the products and build the business.
- g. The VBO shall not recruit a prospect as VR unless and until the prospect is satisfied and happy with the quality of products and shows confidence to sell the products to potential consumer and customer.

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4. **CONFLICT OF INTEREST:**

- a. The VBO/VR warrants to the Company that s/he does not currently associate or represent any other Direct Selling/ Multi- level Marketing Entity/ Company/ Organization, and promote their products
- b. During the term of this Contract, VBO/VR shall not associate, represent, promote, or otherwise try to sell products or services of any other Company.
- c. The Company shall place the VBO/VR's account on hold and subsequently terminate the ID, if it finds that the VBO/VR is associate or representing or promoting any other Direct Selling/Multi- level Marketing Entity/Company/Organization unless the VBO/VR proves otherwise.
- d. The VBO/VR shall not make or circulate or propagate any false, misleading, or negative statements against the Company or its interests to any another VBO/VR including crosslines or public in general, in such a case the company shall initiate appropriate action against the VBO/VR which may result up to termination of the VBO/VR contract.
- e. The VBO/VRs shall not misuse the personal details of any VBO/VR, prospect, customer or of any person which he has obtained in his purview as a VBO/VR of the Company and shall not use such personal details for any other means other than for what it is intended to.
- f. The VBO/VR shall not misbehave with other VBO/VRs or their co-applicants or family members or customers or management and employees of the company or public in general especially female members while attending any event or while doing any work related to the Company as VBO/VR. The Company shall not tolerate such behavior by any VBO/VR and shall take strict action against the said VBO/VR and the VBO/VR may also face legal repercussions.
- g. The VBO/VR shall not encourage value extraction way of building business rather they should follow value creating way of business. Value extraction means encouraging VBO/VRs to place orders in the name of a dummy/benami customer.
- h. The VBO/VR shall not approach or encourage any existing VBO/VR of his/her organization or of crossline organization to move to a place of his/her interest or involved in any snatching poaching activities.

5. **INDEPENDENT CONTRACTOR:**

That the VBO/VR understands that it is an independently owned business entity, and this Agreement does not make it, its employees, associates or agents as employees, agents, or legal representatives of the company for any purpose whatsoever. The VBO/VR has no express or implied right or authority to assume or to undertake any obligation in respect of or on behalf of or in the name of the company or to bind the company in any manner. In case, the VBO/VR, its employees, associates, or agents hold out as employees, agents, or legal representatives of the company, the company shall demand to pay cost of any/all loss, cost, damage including consequential loss, suffered by the Company on this account. Further, the company shall not be liable in any manner for Provident fund or Employee State Insurance for VBO/VR.

6. **COMPENSATION/ REMUNERATION:**

- a. The Company shall pay the VBO/VR a remuneration in the form of commission, bonus, gifts, profits, incentives etc. including financial and non-financial benefits payable to the VBO/VR related to their respective sales volume as per the Company's compensation plan on a monthly or weekly or periodic or yearly basis or all as the case may be.
- b. The Company shall upload the compensation plan on their website. The Company reserves the right to revise the compensation plan as and when it sees fit. The Company shall ensure the updated compensation

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- plan is uploaded on the Company website.
- c. All payments made by the Company, shall be paid in Indian rupees only, after deduction of all applicable taxes. No payments shall be made to VBO/VR outside India.
 - d. The VBO/VR shall not receive any commission or bonus or incentives without registering and validating their KYDS documents and the commission shall be withheld until documents get validated
 - e. If the VBO/VR fails to register the KYDS documents or get his/her KYDS documents verified within six months from the week of eligibility of commission, The commission shall be wiped out and the VBO/VR cannot make claim on such commission later.
 - f. In the event of breach of this contract, the VBO/VR shall not be eligible to get any commission and/or other pending benefits, if any.

7. TRANSACTIONS:

- a. All financial transactions by the VBO/VR to the Company shall be made through online modes only.
- b. The terms of security, fee and charges and any terms related to the payments will be applicable as per the terms and policies of the 3rd party payment service providers available on the Company website.
- c. The Company shall not be liable for any disputes arising from transactions made through 3rd party intervention.
- d. A VBO/VR is not authorized to collect any kind of payment/ money from other VBO/VRs /prospective VRs. They shall be solely liable in case of any dispute if s/he does so.

8. SALE AND SERVICES

Prices and Terms of Sale:

- a. The Company shall provide the VBO/VR with copies of its current market price of the products which is subject to change from time to time, its payment schedules, and all Rules and Regulations.
- b. The VBO/VR shall quote to the Customers only those authorized prices, payment schedules, and terms and conditions as informed by Company. The order shall be processed only after receipt of payment.

9. OBLIGATIONS OF VBO/VR:

Collection & Delivery:

- a. The VBO/VR can place a maximum order of 200 PV per day. It is presumed that further orders placed on the following day is after the successful liquidation of previously ordered products.
- b. In case of store pick-up, the VBO/VR shall collect the order placed with the Company in time for delivery as per the existing delivery policy. Failure to pick up the product within the stipulated time, the Company shall courier the said order to the billing address of the VBO/VR without any further intimation.
- c. The Company will engage a 3rd party courier service to deliver the order to various places. The VBO/VR shall follow up with the courier service until delivery.
- d. That handling charge shall be applicable for all the products ordered including store picks except for those picked up from the company warehouse in Bangalore.
- e. The delivery shall be made to the last serviceable location if the order is placed from a remote location. The VBO/VR shall collect the product from that location and ensure it is delivered to the customer.
- f. The VBO/VR shall ensure delivery of goods to his customer as per his/her commitment while taking the order.
- g. The VBO/VR shall assign a VOTM for an order placed by his consumer through their store link and ensure timely delivery.
- h. The VBO/VR shall ensure products are sealed, untampered and have adequate shelf life before delivery of

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the product to the customer.

- i. The VBO/VR is not authorized to collect orders on behalf of other VBO/VRs, except in the case of VOTM. The Company shall not be held liable for any disputes arising out of such breach.
- j. In case a VBO/VR is opting for VOTM of his/her upline as the mode of delivery, it is the responsibility of the VBO/VR to collect the product from the concerned and Company shall not be responsible for any kind of disputes arising out of the same.
- k. A VBO/VR who is doing business in states other than where the Company is having office will be doing it at his/her own responsibility.
- l. The VBO/VR shall inform the consumer of any undue delay in delivery of the products.

10. ADDITIONAL RESPONSIBILITIES

A. Expense of Doing Business

- a. VBO/VR shall bear the cost and expense of conducting his/her business in accordance with the terms of this Contract. This would include salaries for the staff of the VBO/VR who are engaged in the business of selling the products of the Company, expenses related to communications, telecommunication, mailing, conveyance and business building activities, events, seminars, etc.
- b. That company shall not provide any establishment/office expenses, business running expenses etc. in relation to maintaining an owned office for the VBO/VR.
- c. The Company shall not entertain any requests for reimbursement of any expense made by the VBO/VR other than the commission.
- d. That all the arrangements, expenses, permission from local authorities, complying with rules of central and state government and local body is whole responsibility of VBO/VR for meetings and seminars conducted by the VBO/VR.

B. Promotion of the Products

- a. The VBO/VR shall promote and sell the products with the respective marketing materials/collaterals/literature/virtual tools provided by the company or by the Company authorized channel partner or by purchasing them from the Company or Company-authorized channel partner. The VBO/VR shall be responsible for any dispute that may arise from the usage of unauthorized marketing collateral/tools.
- b. The VBO/VR shall not sell any marketing collateral/literature/virtual tools to consumer/prospects.
- c. A VBO/VR shall use the product testimonials/reviews which are duly verified by the Company otherwise, if any dispute arises due to the use of unauthorized testimonials/reviews, the VBO/VR shall be solely liable.
- d. VibrantViva is the only authorized channel partner of the Company to provide marketing collaterals, tools and training for the VBO/VRs of the company and www.vibrantviva.com is the only authorized website to get all such materials and testimonies, unless any other specified source is mentioned by the Company in writing (or) electronic means.
- e. The VBO/VR shall use the updated and latest version of the marketing collateral for marketing. The Company shall notify the VBO/VR if there are any changes in the marketing collateral and purchase the latest marketing collateral.
- f. If there are any changes in the marketing collateral, the Company shall notify the VBO/VR to purchase the latest marketing collateral. Unless the VBO/VR responds to such communication within 7 days from the date of communication, the Company shall deduct the amount for the marketing collateral from the commission of the VBO/VR and shall dispatch the collateral to them.

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C. Sales Representation:

VBO/VR shall:

- a. At the initiation of a sales representation, without request, truthfully and clearly identifies themselves, the identity of the Company, the nature of the goods or services sold and the purpose of the solicitation to the prospective direct seller/consumer.
- b. Offer a prospective direct seller/consumer accurate and complete explanation and demonstration of goods, prices, terms of payment, return, exchange, refund, delivery and shipment, and payment policies and all other relevant information.
- c. A VBO/VR engaged in direct selling shall carry his/her identity card mandatorily and not visit the potential consumer's/prospect's premises without prior appointment/consent.
- d. VBO/VR shall not:
 - i. Sell any products on the e-commerce platform/marketplace without prior written approval from the Company,
 - ii. Sell or market any product/s at a discounted/lower price or offer cashbacks without prior written approval of the Company,
 - iii. Use any unfair trade practices; any kind of misleading/tampering which will result in delisting the VBO/VR and s/he shall never be allowed to become a VBO/VR of the Company again,
 - iv. Knowingly make, omit, engage, or cause, or permit to be made, any representation relating to the marketing plan/ compensation plan, Direct Selling operation, remuneration system, VBO contract, the products details, including the policy & procedures of the company which is false or misleading.
 - v. Induce or encourage any consumer to purchase products in unreasonably large quantity which cannot be consumed in a reasonable time or which the consumer can purchase after the consumption of existing stock,
 - vi. Induce a consumer to make a purchase based upon the representation that they can reduce or recover the price by referring potential customers to him/her for similar purchases,
 - vii. Induce or encourage VBO/VRs recruited by him/her or prospects to purchase products in
 - viii. materials/sales demonstration equipment,
 - ix. Cross canvassing a consumer who is already purchasing product from another VBO/VR to purchase from him/her and other VBO/VRs to associate with his/her organization.
 - x. Purchase any products from other VBO/VRs of the Company.
- e. Create any website/social media accounts, groups, pages, profiles or whatsoever in the name of THE COMPANY in any form or manner as per Company policy & procedure. If it is found out that any wrong information is circulated by any of those unofficial pages to mislead people, then the concerned person will be responsible, and the Company will initiate legal action against them.
- f. Conduct or announce personal level business promotion activities by offering cash, trips, valuables, or any other kinds of rewards which may lure the public.

D. Books & Records

- a. A VBO/VR shall maintain the stock register of his/her retail sales. A VBO/VR shall keep proper book of accounts stating the details of the products, price, tax and the quantity and such other details with respect to the goods sold by him/her, in such form as per applicable laws, and as informed by the company from time to time.
- b. The company shall maintain the details of products, price, tax, and the quantity and such other details in respect of the goods sold/purchase by him/her, in such form as applicable law as mentioned herein which

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can be accessed through their Virtual Office.

- c. The company shall deduct the charges from the incentive of the VBO/VR to prepare of such accounts on behalf of the VBO/VR.

E. Receipt and Invoice:

- a. The VBO/VR shall provide an order form, while taking an advanced order.
- b. The VBO/VR shall provide a retail sales receipt while selling the product to the consumer, with the following details and keep a copy of it.
- i. Name, Address, Identification Number and Contact Number of the VBO/VR and details of the Company,
 - ii. Origin of the country
 - iii. The order/sale date, the total amount to be paid by the customer along with the bill and receipt,
 - iv. Time and place for inspection of the sample and delivery of goods,
 - v. Cancellation and refund policies,
 - vi. Details regarding the complaint redressal mechanism of the Company,

11. OBLIGATIONS OF COMPANY

- a. Assistance in promotion:

The Company shall make marketing materials such as flipcharts, brochures, etc., available on www.vibrantviva.com or at the VibrantViva office. The VBO/VR may purchase the material to promote the business.

- b. New developments:

The Company ensures that the details of Contact Information, Management, Products, Certificate, Price, Compensation Plan, Complaint Redressal Mechanism and other relevant information is available on the website of the Company and that it is updated from time-to-time.

12. COMMUNICATION:

- a. The VBO/VR shall communicate with the Company only from the registered email ID/mobile number.
- b. All the service requests shall be addressed only through Vmail, the internal mail facility provided in the Virtual Office with relevant subject or by calling the VBO/VR and Customer Support on the toll-free number 1800 103 4916 or 080-43532020.
- c. The VBO/VR shall mention his VBO/VR ID in all his/her transactions and correspondence with the Company.
- d. In the event of there being a change in the registered address/contact details of the VBO/VR, it is the responsibility of VBO/VR to get the same updated in the Company records along with relevant documents within Fifteen (15) days from the date of change. The Company shall not be liable for any miscommunication/loss that occurred due to the change in address/contact details.
- e. All details of the Company including its Contact Information, Management, Products, Certificates, Price, Compensation Plan, Complaint Redressal Mechanism, and other relevant information is available on the website of the Company and updated from time-to-time. It's the responsibility of the VBO/VR to get updated in a timely manner.
- f. If any communication is sent from the Company to the VBO/VR and they do not respond to the communication within 7 days from the date of communication received, the Company, will consider the no

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response from them as consent or NOC to process the requirement mentioned in such communication.

13. RETURNS/ REFUND POLICY:

A. Returns by Consumer:

a) A consumer who is dissatisfied with product can return the product, provided that:

- i. The product is returned within a period of Thirty (30) days from the date of purchase.
- ii. Should have the original receipt/invoice of the purchase.
- iii. Should not have consumed more than 30% of the product.
- iv. The product should be returned only to a VBO/VR from whom they have purchased.

b) The VBO/VR shall give a complete refund to the consumer provided that the above conditions are satisfied.

c) The VBO/VR shall deduct the handling charges and GST while providing a refund to the consumer, except in the case of manufacturing defect.

d) A VBO/VR should obtain an undertaking email from the consumer, marking compliance@indusviva.com in CC that the consumer will not claim for any returns in the future if they buy the same products of the Company again.

e) The VBO/VR shall return the product which is returned by the customer to the Company along with the receipt within Fifteen (15) days from the date on which the products were returned and get the same exchanged.

f) Except in case of manufacturing defect, the VBO/VR shall bear the GST and handling charges while exchanging the product from the Company which was collected from the consumer and hand over the product to any store of the Company.

g) The consumer can return the product to the respective VBO/VR, if there is any undue delay in the delivery of the product irrespective of whether the consumer had been notified of such delay.

B. Returns by Consumer in case of health issues:

A consumer can return a product directly to the Company and get the refund if he/she faces any health issues by using the products within Thirty (30) days from the date of purchase, along with a certificate from a Qualified Doctor or a Registered Medical Practitioner, which substantiates that the subject's health issue was caused due to the consumption of the said product and the original invoice/sales receipt. The refund shall be initiated after due verification of the certificate and the Company shall contact the Doctor/RMP, if required.

C. Returns by VBO/VR

a. A VBO/VR can return the product to the Company and get refunded provided that: The product is returned within Fifteen (15) days from the date of purchase,

- i. The product is in saleable condition,
- ii. The VBO/VR can return only up to a maximum of 200 PV,
- iii. The product must have a minimum of four (4) months of shelf life,
- iv. They have original receipt/invoice,

b. The Company shall process the refund after the deduction of Retail Profit that is paid to the VBO/VR, handling charges, and INR 300/- (Rupees Three Hundred Only) per unit as the processing fee.

c. Once the refund is processed, the VBO/VR account shall be vacated, and the contract shall be terminated

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with all pending benefits.

- d. The Company shall adjust the commission credited (including TDS) while processing all kinds of refunds including the cooling-off period. c charges are non-refundable if the product has been dispatched/collected.
- e. Products given as complimentary or purchased on offer including Presidential Club Membership (PCM) and Viva On The Move (VOTM), will not be eligible for any kind of return, refund or exchange. However, damaged products received on delivery may be replaced as per the accepted procedure.
- f. Return of orders placed on subsequent day without liquidating the products on the previous day are not eligible for refund if the volume aggregate is above 200 PV.
- g. Products purchased through e-Commerce platforms, or any other unauthorized modes shall not be eligible for return/refund.

14. CO-APPLICANT:

- a. The default co-applicant for married VBO/VRs is the spouse.
- b. The default co-applicant for unmarried VBO/VRs is the cross-gender parents.
- c. Any other co-applicant is required to be approved by the Company, whatsoever may be the reason and if the co-applicant is not approved by the Company, the VBO/VR shall not have any co-applicant.

15. DUAL ID:

A VBO/VR is said to be holding a dual ID.

- a. If he/she is holding more than one ID.
- b. If the co-applicant of an existing VBO/VR holds a separate ID.
- c. If an ID is in the name of a family member/relative/dependent and/or is operated by a beneficiary who is an existing VBO.

16. TRADEMARKS & TRADE NAMES

The Company may impose certain restrictions on the use of the Company's licensed name, trade names and trademarks, logos and other intellectual property and advertising in order to protect the rights, reputation, and image of the Company and such restrictions are applied to all VBO/VRs generally. A VBO/VR also agrees not to apply individually or in association with any other party for registration of any intellectual property, licensed or owned by the Company capable of registration but not registered.

17. GRIEVANCE REDRESSAL:

- a. In case of any grievance the VBO/VR shall contact Customer Support either through Vmail or call. Further, if it is not solved in the given time, the VBO/VR can escalate the issue to the Relationship Manager through his upline Executive Diamond and above ranked VBO/VR.
- b. In case of any grievance the consumer/ customer shall contact our Customer Support by either by calling our Toll-Free Number – 18001034916 or through the consumer portal on our website.
- c. The VBO/VR or the consumer can approach the Grievance Redressal Committee, constituted by the Company, whose details are mentioned in our website for its grievance, if the grievance is not resolved through the regular redressal mechanism in the stipulated time period.
- d. The Company shall ensure that the grievance redressal officer acknowledges the receipt of any consumer complaint within forty-eight (48) working hours of receipt of such complaint and redresses the complaint normally within a period of one (1) month from the date of receipt of the complaint and in case of delay of more than a month, reasons for the delay and the actions taken on the complaint, are informed to the

Director,
IndusViva HealthSciences Pvt. Ltd.,

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Witness 1: _____

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complainant in writing.

- e. The VBO/VR can approach the government nodal officer for direct selling of his/her respective state if the issue is not resolved within Forty-Five (45) days.
- f. That in the event of failure of any of the above clauses, the company or VBO/VR may approach any mediation center or arbitrator or any appointed authority of the state government at District/state level (If any).

18. RETRIEVING OF KYDS:

- a. If the VBO/VR fails to purchase goods from the Company within four (4) weeks from the date of Contract, he can retrieve his KYDS documents by requesting the same to Company by e-mail.
- b. In order to get into a fresh contract, an active VBO/VR can retrieve his KYDS documents by sending the resignation and the retrieval shall come in force after three (3) months from the date of resignation.
- c. The Company shall consider a VBO/VR resigned if his/her ID is inactive for more than Twenty-Six (26) weeks and shall suspend access to his virtual office.
- d. Service charges may be applicable for the retrieval of KYDS documents.

19. SUSPENSION, TERM & TERMINATION:

- a. That the company reserves the right to suspend the operation of this agreement, at any time, due to changes in its own license conditions or upon directions from the competent government authorities. In such a situation, the Company shall not be responsible for any damage or loss caused or arising out of the aforesaid action.
- b. If the VBO/VR fails to generate an order within Four (4) weeks from the date of the contract, this Contract shall be terminated automatically by the Company, without issuing further notice.
- c. If the VBO/VR is inactive for more than two (2) years after placing one or more than one orders, his/her ID shall be terminated automatically without issuing further notice.
- d. If any VBO is found to hold a dual ID, the Company shall place all the vested IDs on sales order hold and shall terminate the IDs, if proved to have been holding dual ID post enquiry.
- e. If the VBO/VR violates/infringes/breaches any of the obligations cast on him/her under this Contract, he/she shall forthwith stop acting as a VBO/VR of the Company and his/her ID will be placed on hold until the completion of enquiry.
- f. The Company shall subsequently terminate the contract with the VBO/VR unless proved otherwise.
- g. If a VBO/VR gets involved with a legal dispute with the Company, his/her ID will be placed on "Sales Order Hold" status till the dispute is settled which shall deny their access and incentives will be put on hold till the dispute is resolved.
- h. The Company reserves the right to terminate this Contract if it ceases business operations or dissolve as a business entity.
- i. Either party to this Contract shall have the right to terminate this Contract with or without cause with Three (3) months written notice to the other party.
- j. Unless otherwise terminated in accordance with the above-mentioned terms, the contract shall be in perpetuity.

20. FORCE- MAJEURE

That If at any time, during the continuance of this agreement, the performance in whole or in part, by the company, of any obligation under this is prevented or delayed, by reason of war, or hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, pandemic, quarantine restriction, strikes and lockouts, fire, floods, natural calamities/Disaster or any act of God (hereinafter referred to as event), neither party shall, by reason of such event, be entitled to terminate the

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agreement, nor shall either party have any such claims for damages against the other, in respect of such non-performance or delay in performance. Provided Service under the agreement shall be resumed as soon as practicable, after such event comes to an end or ceases to exist.

21. MISCELLANEOUS:

Reward programs are available only for people who are actively pursuing the business (earning DTB) till the commencement of the reward event.

22. NON- COMPETE & NON- SOLICITATION:

- a. Any individual who has resigned from the company or ceased to be a VBO/VR for any reason whatsoever, shall not market products of (or) enter into an agreement with any other Direct Selling/ Multi- level Marketing Entity/ Company/ Organization or any company which runs a similar or same business as of the company for 5 (five) years from the date he/she ceased to be a VBO/VR.
- b. Any individual who has ceased to be a VBO/VR, is proved to have been marketing products of (or) has entered into an agreement with any other Direct Selling/ Multi- level Marketing Entity/ Company/ Organization or any company which runs a similar or same business as of the company shall be liable to pay four times the aggregate income/ commission he has earned as a VBO/VR of the company.
- c. Any individual who has ceased to be a VBO/VR of the company shall not attempt to solicit or poach any existing VBO/VRs from the company to any Direct Selling/ Multi- level Marketing Entity/ Company/ Organization or any company which runs a similar or same business as of the company.
- d. Any individual who has ceased to be VBO/VR of the company is proved to have poached or solicited any existing VBO/VR from the company to any other Direct Selling/ Multi- level Marketing Entity/ Company/ Organization or any company which runs a similar or same business as of the company, shall be liable to pay four times the aggregate income/ commission he/she has earned as a VBO/VR of the company plus the aggregate income/ commission earned by the VBO/VR whom he/she has poached from the company.

23. LIMITATION & LIABILITY:

- a. Any dispute or issue against the Company shall be brought within Ninety (90) days from the date of dispute.
- b. The VBO/VR shall not claim any right after the limitation period.
- c. To the maximum extent permitted by law, the Company, its parent or affiliated companies, directors, officers, shareholders, employees, assignees, and agents (collectively referred to as "affiliates"), shall not be liable for; and VBO/VR shall release the Company and its affiliates from, all claims for consequential and exemplary damages for any claim or cause of action relating to the Contract. A VBO/VR shall further agree to release the Company and its affiliates from all liability arising from or relating to:
 - i. His/her, or any other VBO/VRs ' breach of the Contract,
 - ii. The promotion or operation of the Company business by them or any other VBO/VR and any activities related to it, including, but not limited to, the presentation of Products or the Compensation Plan, the lease of meeting or training facilities, etc., and agree to indemnify the Company and its affiliates for any liability, damages, fines, penalties, or others,
 - iii. Any incorrect data or information provided by them or any other VBO/VR to the Company,
 - iv. His/her, or any other VBO/VRs ' failure to provide any information or data necessary for the Company to operate its business; or
 - v. Reinforcements arising from any unauthorized conduct that s/he undertakes in operating his/her

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business. A VBO/VR shall further agree to indemnify the company for any liability, damages, fines, penalties, or other awards.

d. That the VBO/VR agrees to protect, defend, indemnify, and hold harmless Company and its employees, officers, directors, agents or representatives from and against any and all liabilities, damages, fines, penalties and costs (including legal costs and disbursements) arising from or relating to:

- i. Any breach of any statute, regulation, direction, orders or standards from any governmental body, agency, or regulator applicable to the company; or
- ii. Any breach of the terms and conditions in this agreement by the VBO/VR, or
- iii. Any claim of any infringement of any intellectual property right or any other right of any third party or of law by the VBO/VR; or
- iv. Against all matters of embezzlement, misappropriation or misapplications of collection/moneys which may from time to time during the continuance of the Agreement come into his/her /its possession /control.

e. That this clause shall survive the termination or expiry of this Agreement

24. **GOVERNING LAW & JURISDICTION:**

- a. This Contract shall be governed by and construed in accordance with the laws of India and without regard to principles of conflict of laws. The VBO/VR and the Company shall be guided by the provision of the Consumer Protection Act, 2019, Consumer Protection (E-commerce) Rules, 2020 and Consumer Protection (Direct Selling) Rules, 2021 or any other laws or rules made thereunder from time to time.
- b. Each Party irrevocably and unconditionally submits to the exclusive jurisdiction of the Courts of Bengaluru:
- c. Arbitration: In the event of there being any difference, disputes, discrepancy, ambiguity, or matter concerning interpretation of the terms of this contract, the same shall be mutually resolved amongst the parties hereunto, however, should the parties desire that such disputes, discrepancies, ambiguity or any interpretation needs to be judicially interpreted the same shall be resolved in accordance with the provisions Arbitration and Reconciliation Act, 1996 and mediation provisions of Consumer Protection Act, 2019. The place of arbitration shall be Bengaluru.

25. **ENTIRE CONTRACT:**

The Contract, in its current form and as amended by the Company, constitutes the entire contract between the Company and direct seller. Any promises, representations, offers, or other communications not expressly set forth in the Contract are of no force or effect.

26. **WAIVER:**

If there is any variation or waiver by the Company on any breach of the Contract, then that must be written and signed by an authorized officer of the Company. The waiver by the Company on any breach of the Contract by VBO/VR shall not operate or be construed as a waiver of any subsequent breach.

27. **NOTICE:**

All notices, requests, demands and other communications required or permitted under this Agreement shall be in writing (English) and shall be deemed to have been duly given and received when delivered by hand or courier, when received by electronic mail or other electronic transmission, or three (3) Business Days after the date when posted by air mail, with postage prepaid, addressed as specified in this agreement or any other address informed to the parties in writing or by email.

Director,
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Witness 1: _____

Witness 2:

28. REMEDIES:

The VBO/VR hereby acknowledges and agrees that, until he/she resigns, and such resignation is accepted, the VBO/VR is bound by the terms of this agreement in case of breach of any clauses in this contract, the Company reserves the right to initiate legal action and get injunctive relief for such breach.

29. NON- ASSIGNABILITY:

The VBO/VR agrees that its rights and obligations under this contract may not be transferred or assigned directly or indirectly.

30. SEVERABILITY:

If any provision of the Contract is held to be invalid or unenforceable, only such provision shall be reformed to the extent necessary to make it enforceable and the balance of the Contract will remain in complete force and effect.

31. AMENDMENTS:

That the Company reserves the right to modify the terms and conditions, products, plan, business and policies with/without giving prior notice. Such notice may be published through the official website of the Company, and any such modification/amendment shall be applicable and binding unto the VBO/VR from the date of such notice. If the VBO/VR refuses to accept the amendments, then that act shall be considered as the unwillingness of the VBO/VR to continue the contract and will lead to the termination of the same.

32. HEADINGS:

Headings used in this Contract are provided for convenience only and shall not be used to construe meaning or intent.

Failure to comply with the above terms or if either party commits any breach the contract shall stand terminated with immediate effect and all the pending benefits of the VBO/VR shall be forfeited unless proved otherwise.

IN WITNESS WHEREOF, the parties hereto have executed this Contract as of the day and year first above written.

Director,
IndusViva HealthSciences Pvt. Ltd.,

Direct Seller Applicant

Witness 1: _____

Witness 2:
