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## Product Buy Back Policy

### Product Return Policy

TIENS practices Buy Back Policy to ensure maximum satisfaction to its end users/ consumers or Distributors. This policy allows every Distributor or consumer to return unsold TIENS Products in its original condition and of merchantable quality within 30 days from the date of purchase to the seller. Product in the “original condition and of merchantable quality” means the products which are still in the market (the production has not yet stopped), with the price label still intact and clean, and in good condition. TIENS reserves the right to reject any returned Product that does not meet such specification or condition. The distributor must fill the distributor buy back forms and submit the same to any of the TIENS Branch offices.

Buy back policy will be accepted for the following criteria.

1. if the product is “Unused” and in resalable condition
2. if the product is “Used” then 90% of the products should remain unused

Note: Not applicable for equipment category

Distributors, on resignation/termination of distributorship are entitled to return all unsold products purchased by them during the preceding 3 months prior to resignation as long as the said products are in sealed condition, merchantable quality and within reasonable shelf life, as determined by TIENS. (Clause A)

Upon receipt of the products and sales aids, the distributors will be reimbursed Ninety percentage (90%) of the net cost of the original purchase price, less shipping charges (5% of the cost price + Taxes actual) . (Clause B)

If the product is returned by any distributor after 30 days, his/her bonus will be deducted by 40% and the 60% will be returned to him/her as product coupon.

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Products returned should be accompanied with the following documents (All documents mandatory)

- (a) Filled Product Return form
- (b) Copy of Customer Order receipt
- (c) Relevant cash invoices to be submitted, only original copy is considered valid (Duplicate copy – Not valid)
- (d) Products to be returned

TIENS will send the refund against the product by a fund transfer to the Bank Account as mentioned by the customer/distributor subject to any deduction mentioned under Clause B. Fund transfer will be made within Thirty (30) days from the returned date and a credit note will be issued for the same.

Distributors are advised not to over purchase. Purchase of Products should be made based on realistic estimation of the customer's orders.

Incase the return product amount is accumulated to USD 2000 in a year, then the distributor's ID will be terminated.

**TIENS INDIA**