

## BUYBACK / RETURN / EXCHANGE POLICY

At M/s CSM Universe Private Limited, hereinafter referred as ("CSM Universe"), it is our passion to ensure our highest quality of our products and ensure satisfaction to you. However, at times even the best of our efforts does not meet your desired expectations. This Buyback / Return / Exchange Policy outlines the procedures and terms for returns and exchanges of products purchased from M/S CSM Universe 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.

In case of any dissatisfaction, manufacturing, or packaging defect, Customers / Independent Distributors may return / exchange the products within 30 days from the date of invoice of the product which should be notified within one week from purchase by either calling us at +91-9447006562 or email at: [support@csmuniverse.com](mailto:support@csmuniverse.com).

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 Distributorsto exercise the Product Return & Refund Policy in fairness.

### **Buyback / Refund/Policy:**

1. If the product is in marketable\* condition and is returned within 30 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 30 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.

### **Exchange Policy:**

If you need to exchange CSMproducts you may need to have the original invoice. Thereafter, the Customer/Independent Distributorcan exchange the products from the companywithin 30 days from the date of invoice and must submit the following at the time of exchange and help us in our services:

- Product Return Form
- Copy of Invoice
- Products in original packing and marketable condition
- New product should be of equal or higher value in price

### **Refund Policy**

Once we have received your product for return, we will inspect it and notify you that we have received your returned item. We will notify you on the status of your refund after inspecting the item.In the event the return of a product is duly accepted by us, the value of such product, will be calculated as per point no. 1 & 2 of Refund / Return Policy and will be refunded to Customer/Independent Distributoreither to the bank account provided by the Customer/Independent Distributorfor such refund, or to the payment instrument of the Customer / Independent Distributorfrom which payment was made.CSM Universeshall have the sole discretion to determine the mode of reversal from the above options. No cash refunds under any circumstances will be made.

### **Shipping Cost**



You will be responsible for paying your own shipping cost for returning your items. Shipping costs are non-refundable.

#### Cancellation of transaction / orders

- **Cancellation by the Company:** There may be certain orders that company is unable to accept and has the right to cancel such order. Company reserves the right, at its sole discretion, to refuse or cancel any order for any reason whatsoever. Some situations that may result in Customer/Independent Distributor's order being cancelled include, without limitation, non-availability of the product or quantities ordered. CSM Universe may also require additional verifications or information before processing any order. If Customer/Independent Distributor order is cancelled, after the payment has been processed, the said amount will be reversed / remitted to the Customer/Independent Distributor either to the bank account provided for such reversal, or to the payment instrument from which payment was made. CSM Universe shall have the sole discretion to determine the mode of reversal from the above options.
- **Cancellation by the Customer/Independent Distributor:** In case of request for order cancellation, CSM Universe reserves the right to accept or reject requests for order cancellations for any reason whatsoever. As part of usual business practice, if CSM Universe receives a cancellation notice and the order has not been processed, CSM Universe may cancel the order and refund the entire amount to Customer/Independent Distributor within a reasonable period of time. CSM Universe will not be able to cancel orders that have already been processed. Customer/Independent Distributor agrees not to dispute the decision made by CSM Universe and accept decision regarding the cancellation.
- **Set-off of any benefits availed by Customer/Independent Distributor:** In case Customer/Independent Distributor has availed any benefit under any marketing or promotions provided by CSM Universe in relation to the product for which the order has been cancelled by the Customer/Independent Distributor or by CSM Universe, Customer/Independent Distributor agrees and authorizes CSM Universe to recover such benefits from Customer/Independent Distributor or set-off the same from any refunds to Customer/Independent Distributor.

#### Reference Notes:

- The Customer/Independent Distributor must return the product(s) to our head office personally or by courier. A specific form of return must be duly filled and signed by the customer and must be sent along with the product to be returned.
- Period of return for products is calculated as the number of days from the Invoice Date, to the date of receipt at CSM Universe Office.
- Condition refers to the condition in which the stock is received back from the Customer/Independent Distributor as a return. The product can be 'marketable' or 'unmarketable' depending on the condition of the returned stock as assessed by the Returns executive at CSM Universe Dispatch and Delivery office.
- The Product Return Policy does not apply to open packs of literature and videos or other sales and marketing aids.
- Total returns cannot exceed the quantity appearing on the Invoice.
- BV / RV points adjustment of Products returned shall be processed in the same Payout. Total BV / RV points of the returned products will be deducted from the returning Customer/Independent Distributor account and the sales benefits, incentives or bonuses shall be deducted from all respective beneficiaries and shall reflect in immediate next payout.



- If Customer/Independent Distributor return products directly to CSM Universe, BV / RV points adjustment shall be done from Independent Distributor's payout & any excess amount paid shall be recoverable from the Independent Distributors.
- The Customer/Independent Distributor who has returned a particular product shall not be entitled for return of a repurchase within 30 days of return date of the same product for a period of 30 days from repurchase invoice date.
- The return process of a product may be subject to additional terms & conditions depending on the nature and category of the product. Any such additional terms should be specified on the website: [www.csmuniverse.com](http://www.csmuniverse.com) and anyone can contact via email [onsupport@csmuniverse.com](mailto:onsupport@csmuniverse.com) or be intimated by CSM Universe at the time of purchase of the Product.



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