

## Refund Policy/ Customer Satisfaction Guarantee

### G-1 Retail Customer Returns.

PM -International India offers a 100% money-back guarantee to all retail customers. Every PM Distributor is bound by their Independent Distributor Application and Agreement and the Policies & Procedures to honour this guarantee. If a retail customer is dissatisfied with any PM product for any reason, then that retail customer may return that product to the Distributor from whom it was purchased, within 30 days, for a full refund of the purchase price. PM will replace the returned product providing the following steps and conditions are met:

- a) The product is returned to PM by the Distributor through whom the purchase was made.
- b) The product must be received by PM within ten (10) days of the return date to the Distributor.
- c) The return is accompanied by a completed and signed statement including:
  1. A signed statement from the retail customer identifying the reason for the return, if known;
  2. a copy of the original retail sales receipt, and
  3. the unused portion of the product in its original container should not be less than 70%.
  4. The name, address, telephone number, and email address of the retail customer.
- d) Proper shipping carton(s) and packing materials are to be used in packaging the product(s) being returned for replacement, and the best and most economical means of shipping is suggested. PM will not refund, to any Distributor, the purchase price of any retail customer returns and no replacement of product will be made if the conditions of this Rule are not met.

### G-2 Distributor Returns.

If a Distributor is dissatisfied with any PM products or services for any reason, then he may return that product or service to PM on the following terms. Distributors may return unsold inventory to PM as follows.

#### *Physical Items Held in Inventory –*

All Distributors may return any physical products held in inventory, for a refund at any time and for any reason, provided such return is made within THIRTY DAYS of original purchase and the returned physical product is in resalable, currently re-marketable, condition. Upon receipt of a returned physical product, the Distributor shall be reimbursed 100% of the amount paid for the same less a 10% re-stocking fee. Shipping charges incurred by a Distributor on the original purchase of the physical item will not be refunded, and the Distributor shall bear all shipping charges necessary to return the physical products for refund to PM. Original purchases made through a credit card will be refunded by crediting the refund amount back to the same credit card. Where a Distributor was paid a commission, bonus, or other incentive based on the purchase and resale or a returned product or cancelled service, and such product is subsequently returned or cancelled under this provision, all commissions, bonuses, and other remuneration paid to the Distributor shall be set off against the applicable refund amount.

PM will refund the returned product providing the following steps and conditions are met:

- a) The return is accompanied by a completed and signed statement including:
  1. A signed statement from the retail customer identifying the reason for the return, if known;
  2. a copy of the invoice from PM to the Distributor.
- b) Nutritional supplements and cosmetics may be returned within 30 days of the date of the invoice. In case of customer return maximum of 30% of the consumption is permitted, however in case of return from distributor of unsold inventory the product should be in resalable condition.
- c) Proper shipping carton(s) and packing materials are to be used in packaging the product(s) being returned for replacement, and the best and most economical means of shipping is suggested.
- d) Sales aids and promotional items are non-returnable. PM will not refund the purchase price of any Distributor returns and no replacement of product will be made if the above conditions are not met