

Nodal Officer

COOLING OFF POLICY

At, KAN WHIZZ Pvt Ltd, it provides its Direct sellers a cooling off period of 7 (seven) days from the date of execution of the E-contract agreement with it whereby the intending Direct seller can rethink whether he wants to continue with its Direct Selling business which he/she has voluntarily offered to join. If the Direct seller wishes to rescind the said E-Contract Agreement, he/she can do so without attracting any claim or legal action whatsoever on and by either parties to the contract agreement.

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Nodal Officer

This document forms part of the E-contract agreement

BUY BACK / EXCHANGE / REFUND POLICY

At **M/S KAN WHIZZ Pvt Ltd** (Hereinafter referred to as (Direct selling entity)), it's our passion and mission to ensure the highest quality of our products to the satisfaction of a consumer. However, at times in spite of our best efforts, it doesn't meet your desired expectations and if for any reason you are not completely satisfied with the product, you may return it within Thirty days from the date of receipt of the product provided you have notified your intention within one week from the date of receipt of the goods at your end by either calling us at 0581 3555023 or email at feedback@khanwhizz.in

The buyback/refund policy is applicable only for products in saleable condition, and partially used products (not exceeding 30% of the total volume of the product) only if accompanied by an invoice. If a product is observed to have been intentionally damaged or misused the buyback/refund warranty stands void. It is obligatory upon our Consumers to exercise the Product Buyback & 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 a refund will be given.
2. If the product is in Unmarketable** condition and is returned within 30 days of receipt of goods refund value will be assessed by Grievance Redressal Officer and appropriate value will be given.

*Marketable refers to products that are unopened, sealed, and undamaged in any form whatsoever.

**Unmarketable products are those which have been opened and their seal broken.

Exchange

If you need to exchange an unopened, un-sealed, and undamaged or unused product you may need to return it to the Direct Selling entity with the original invoice. In such a case, the Consumer can exchange the products from the Direct Selling entity within 30 days from the date of receipt of goods and must submit the following at the time of exchange and help us in our services:

- Product Return Form
- Copy of receipt of goods
- Products in original packing and marketable condition
- Your exchangeable product can be changed/replaced with an equal or higher priced product and on payment of a differential amount.
- In such a case you will have to bear the cost of shipping the product to the entity's Godown/ Franchisee's Godown or Pickup Centre, as the case may be or as directed by the entity

Refunds

Once a product has been received at the entity's end the product will be inspected and notified that the returned item has been received. The status of the refund after inspecting the item will also be intimated. In the event the return of a Product is duly accepted by the Direct selling entity, the value of such Product **will be calculated as per points no. 1 & 2 hereinabove of this Buyback / Refund Policy and will be refunded** to Consumer/Independent Direct Seller by remittance either to the bank account provided by the Consumer/Independent Direct Seller for such refund or to the payment instrument of the Consumer / Independent Direct Seller from which payment was made. Direct selling entity shall 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. In some exceptional cases, if the cost of the shipping is paid by the Direct Selling entity/franchisee/ pickup Centre the shipping cost of the returned product will be deducted from the refund amount.

Cancellation of transactions/orders

- **Cancellation by Direct selling entity:** There may be certain orders that the Direct Selling entity is unable to accept and has the right to cancel such order. Direct Selling entity reserves the right, at its sole discretion, to refuse or cancel any order for any reason whatsoever. Some situations that may result in Consumer /Independent Direct Seller's order being canceled include, without limitation, non-availability of the Product or quantities ordered. Direct Selling entity may also require additional verifications or information before processing any order. If the Consumer /Independent Direct Seller's order is canceled, after the payment has been processed, the said amount will be reversed/remitted to the Consumer /Independent Direct Seller either to the bank account provided for such reversal or to the payment instrument from which payment was made. Direct Selling entity shall have the sole discretion to determine the mode of reversal from the above options.
- **Cancellation by the Consumer /Independent Direct Seller:** As part of usual business practice, if the Direct selling entity receives a cancellation notice and the order has not been processed, the Direct Selling entity may cancel the order and refund the entire amount to the Consumer /Independent Direct Seller within a reasonable period of time. Direct Selling entity will not be able to cancel orders that have already been processed and have left the Direct Selling entity/ Franchisee or Pickup Centre's premises the Consumer shall be informed of its right to return the product to the Direct Selling entity by bearing its own shipping costs.
- **Set-off of any benefits availed by Consumer /Independent Direct Seller:** In case Independent Direct Seller has availed any benefit under any marketing or promotions provided by the Direct Selling entity in relation to the Product for which the order has been canceled by the Consumer /Independent Direct Seller or by the Direct Selling entity, Independent Direct Seller agrees and authorizes the Direct Selling entity to recover such benefits from Independent Direct Seller's incentive/compensation payable or set-off the same from any refunds to Independent Direct Seller.

Reference Notes:

- The Consumer /Independent Direct Seller 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 Consumer / Independent Direct Seller 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 Date of receipt at the Consumer / Direct Seller's end to the date of receipt at the Direct Selling entity's/franchisee's/ pickup Centre's premises, as the case may be.
- Condition refers to the condition in which the stock is received back from the Consumer /Independent Direct Seller as a return. The product may be 'marketable' or 'unmarketable' depending on the condition of the returned stock as assessed solely by the Grievance Redressal Officer at the Direct Selling entity's Head office.
- The Product Return Policy does not apply to open packs of literature and videos or other sales and marketing aids, not meant for re-sale and calculable for incentive/compensation eligibility.
- Total returns cannot exceed the quantity(s) purchased appearing on the Invoice.
- **BV** adjustment of Products returned shall be processed in the same Pay-out. The total **BV** of the returned products will be deducted from the returning Independent Direct Seller's account and the sales benefits, incentives or bonuses shall be deducted from all respective beneficiaries and shall reflect in the immediate next payment
- If the Consumer /Independent Direct Seller returns the products directly to the Direct Selling entity, **BV** adjustment shall be done from Independent Direct Seller's payment & any excess amount paid shall be recoverable from the Independent Direct Seller.
- The Consumer / Independent Direct Seller who has returned a particular product shall not be entitled to return of repurchase within 30 days of the return date of the same product for a period of 30 days from the 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 shall be specified on the Website: www.kanwhizz.in or be intimated by Direct Selling entity at the time of purchase of the Product.

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MECHANISM FOR GRIEVANCE REDRESSAL

M/S KAN WHIZZ Pvt Ltd has a diplomatic approach towards the Consumers/ Independent Direct Sellers and takes all precautions to offer the best services to them. However, in case of unavoidable circumstances, the Direct Selling entity has devised a perfect system to solve the problems that Consumers / Independent Direct sellers may face.

1. Direct Selling entity complies with the Consumer Protection (Direct Selling) Rules, 2021, and Consumer Protection Act, 2019, and has also instructed its Independent Direct Sellers to do so.
2. Direct Selling entity maintains a register to keep the track of Grievances received from Consumers/Independent Direct sellers in either of the mentioned modes – Calls / Written Applications / E-mail / Walk-in / Online Grievance Cell, etc. Each Grievance is numbered, (To facilitate easy tracking) and acknowledged within 48 hours of its receipt at the Customer Care centre and the Direct Selling entity records the time taken to resolve it.
3. Grievances received are fed into the internal Grievance software. A unique track ID is generated against all the Grievances and is intimated to the Customers / Independent Direct Seller on their registered E-mail ID and Mobile Number within 48 hours of its receipt at the entity's end.
4. Consumers/ Independent Direct Sellers need to keep the unique track ID secure with them in order to track and follow upon the outcome.
5. Direct Selling entity has appointed Sandeep Tomar, as the Grievance Redressal Officer. Contact details of the Grievance Redressal Officer are as mentioned below:

Name: Mr Ritim Aggarwal
E Mail: service@kanwhizz.in
Contact No:

6. Grievance Redressal Officer will redress the grievance within 30 days from the date of receipt of the Grievance.
7. In case there is a delay of more than 30 days in resolving the issue, he/she will inform the Consumer/ Independent Direct Seller of the reason for the delay on their registered E-mail ID/WhatsApp or SMS on their registered Mob No.
8. In case the Consumer/ Independent Direct Seller is still not satisfied with the resolution offered, he/she can approach the National Consumer Helpline or the State Consumer Helpline of which the entity is a Convergence partner for effective mediation/resolution and thereafter a Consumer Forum/Court of appropriate jurisdiction

Note: This Grievance Redressal Mechanism be read as part and parcel of the Contract Agreement entered by a Direct Seller as the same is not reproduced in the agreement for the sake of brevity.

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Lois
Nodal Officer