

NU SKIN INDIA PRIVATE LIMITED

MANDATORY ORIENTATION AND COMPLIANCE TRAINING

Please review each section below and check each of the boxes to confirm that (1) you have read, (2) you understand, and (3) you agree to comply with each requirement.

Direct Selling Regulations

The direct selling industry is regulated by the Consumer Protection (Direct Selling) Rules, 2021, as amended in 2023, issued by the India Ministry of Consumer Affairs and adopted by various States (the "Direct Selling Regulations"). The points below are only a small summary of the requirements. You should read and familiarize yourself with the rules [here](#). As a direct seller, among other things, you must abide by the following requirements:

- Nu Skin India does not require (and you should not require) a direct seller to pay any entry or registration fee, or annual renewal fee, and no product purchase is required to become a direct seller.
- Compensation is based only on product sales made by you and those you support; no compensation is to be paid for recruiting others.
- Before conducting any business activity, complete this training, complete the online enrollment application, sign a Brand Affiliate Agreement with Nu Skin India, become a registered direct seller in India, and save a copy of your direct selling ID card.
- Obtain all required licenses and certifications, including an FSSAI certificate, PAN registration, GST registration, and comply with all applicable requirements of all applicable laws, rules, and regulations for the sale of products.
- Always carry your ID card when visiting a prospective customer or direct seller. Truthfully and clearly identify yourself and your connection with Nu Skin India, the purpose of the solicitation, and the nature of the goods and services sold. Provide accurate and complete explanations and demonstrations of goods and services, prices, credit terms, terms of payment, return, exchange, refund policies, terms of guarantee, and after-sale service.
- Keep a proper book of accounts stating the details of the products, price, tax, quantity, and such other details in respect of the goods sold, in such form as required by applicable law.
- Never visit someone without an appointment or prior approval.

- Never use or provide literature that has not been approved by the company.
- Never require a prospective customer or direct seller to purchase any product, literature or sales demonstration equipment.
- Never make any claim about a product or the income opportunity unless that claim is consistent with those that are authorized by the company.

You will acknowledge below that you have read, understand, and agree to abide by the requirements of the Direct Selling Regulations as summarized above and as more fully stated in the regulations themselves.

Food Safety and Standards Authority of India (FSSAI) Requirements

The Food Safety and Standards Authority of India requires that all Food Business Operators (FBOs) who handle food in any form, need to obtain a FSSAI license or registration. If you do not already have an FSSAI license or registration, click [here](#) to submit your application.

- Until you have fulfilled the necessary requirements, you will be ineligible to earn any commissions, and your purchases of wellness products will be limited to a small amount that can be personally consumed.
- Once you have completed your FSSAI application, save a copy of your application confirmation number and provide it to the company during the enrollment process. If accepted, this will allow you to temporarily place orders and earn commissions while your application is pending. You are prohibited from selling wellness products at this stage.
- Once the temporary grace period ends, your commissions will be put entirely on hold and purchasing will be restricted until concrete proof of FSSAI registration is received.
- As soon as you receive your official FSSAI certificate, upload a copy to the company to unlock your ability to earn commissions and place unrestricted orders.

You will acknowledge below that you have read, understand, and agree to the above enrollment conditions, and you understand and agree to abide by all applicable FSSAI requirements, including the completion of all required trainings, medical examinations, hygiene practices, and so on.

Policies & Procedures, Refunds and Returns, and Reporting Complaints

Nu Skin India's Policies & Procedures are designed to protect consumers and to create a fair and equitable opportunity for all. Your agreement to these Policies & Procedures is required for you to conduct business with Nu Skin India. Among other things, the Policies & Procedures include the following:

- A cooling-off period, entitling you to receive a full refund if you choose to cancel your direct selling business for any reason within [10] days from your enrollment date.
- A generous returns policy, allowing all customers and direct sellers to return any products purchased within 30 days of purchase, as long as such products are unopened and in resalable condition.
- A grievance procedure, where customers, direct sellers, and any one else can go to file a complaint with Nu Skin India. We encourage everyone to promptly report any alleged violations of the Policies & Procedures or Direct Selling Regulations, to protect the goodwill and reputation of Nu Skin India and each of its direct sellers. Complaints should be reported by calling or emailing the Nu Skin India Grievance Officer at [phone] or [email].

You will acknowledge below that you have read, understand, and agree to the Nu Skin Policies & Procedures, including the returns policy and grievance redressal procedures, and you agree to inform each of my customers and direct sellers of the same.

Claims and Disclaimers Training

When sharing personal stories or experiences with others about the benefits of Nu Skin India products or the income opportunity, you are making a "claim". Whenever you make a claim, including sharing your personal experience or results achieved, the following guidelines must be followed:

- All claims must be lawful, truthful, and not be misleading.
- All claims must be substantiated in writing before the claims are actually made.
- All claims must be accompanied by appropriate disclaimers. If the claim is made verbally, the disclaimer should also be made verbally. If the claim is made on stage or in a video, the disclaimer must be legible and be presented in close proximity to the claim, and must appear long enough for an average reader to read it completely.

You will acknowledge below that you have read, understand, and agree to the requirements regarding claims and disclaimers.

Enrollment Restrictions

The Direct Selling Regulations and other applicable laws limit who can become a direct seller in India. These requirements include the following:

- Only India-nationals and others who are eligible to work in India (e.g., having a valid business visa), and who complete the enrollment process and receive a direct selling ID card from the company, can operate as direct sellers in India.
- No person can apply to become a direct seller if they: (1) have been convicted of a crime, (2) have filed bankruptcy within the past 5 years, (3) are of an unsound mind, or (4) have a conflict of interest or any other relevant restrictions with their current employer.

You will acknowledge below that you have read, understand, and agree to the requirements regarding enrollments. You will be required to certify that you meet these requirements and will not attempt to enroll anyone who does not meet these requirements.