

# Nu Skin India Consumer Grievance Redressal Policy

Nu Skin India has endeavored to provide excellent Customer Service. This policy document aims at providing redressal machinery and a review mechanism to keep the redressal machinery robust and sensitive and ensure prompt redress of customer complaints/grievances, thereby minimizing recurrence thereby raising the level of service delivery.

Our Grievance Redressal Policy focuses on improving customer satisfaction by collecting feedback from customers across all business units and action plans are put in place to address key issues which are assigned to the relevant senior leaders to action.

## **Objectives:**

The objective of the policy is to ensure that:

- All customers are treated fairly and without bias at all times.
- All issues raised by customers are dealt with courtesy and resolved on time.
- Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint.

Consumers can address their complaints through the Consumer Grievance Redressal Committee, which has been established by the company to effectively resolve customer issues. The committee is comprised of three designated officers who are responsible for ensuring that all complaints, queries, and requests for clarification are promptly and appropriately addressed in accordance with the Direct Selling Rules, 2021. The members of the Consumer Grievance Redressal Committee are Varun Kumar Tiwari, Compliance Manager, Andrew Francois Pouchepanadin, Assistant General Manager, and Alice Pouchepanadin, Market Development Manager. The Grievance Officer is Varun Kumar Tiwari, and can be reached at [indiacompliance@nuskin.com](mailto:indiacompliance@nuskin.com).

## **OTHER NECESSARY DETAILS:**

**Nu Skin India Private Limited** Unit 1, Level – 7, Wing – B, Satellite Gazebo, Guru Hargovindji Marg, Andheri Ghatkopar Link Road, Chakala, Andheri E, Mumbai - 400093

## **Operating Hours:**

**Monday through Friday from 9:00 a.m. to 5:00 p.m.**

Any member of the Public/ Customers can submit any complaint relating to any product or services provided by the company before the Consumer Grievance Redressal Committee (hereinafter as “Committee”). The customer can lodge his / her grievance through any of the following channels:

1. **Complaint in Person:** A customer can lodge a complaint related to any product or service provided by the company in person during working hours of the company i.e. 9:00 am to 5:00 pm, at Nu Skin India Private Limited, registered office located at 48, Amrapali, Plot No-56, IP Extension, Patparganj, New Delhi 110092 India by submitting a written application and giving full detail about the nature of its grievances, date of purchase, distributor from whom purchase has been made, copy of purchase invoice and any other relevant details.
2. **Complaints through post / mail / email:** Customers can also submit their grievances by post or mail at the address provided above or through email at [indiasupport@nuskin.com](mailto:indiasupport@nuskin.com) by giving full detail about the nature and specifics of its grievances, date of purchase, distributor from whom purchase has been made, copy of purchase invoice and any other relevant details.
3. **Customer care:** Customers can reach customer care at +91 120-7127177 or [indiasupport@nuskin.com](mailto:indiasupport@nuskin.com).
4. **Company Website:** Customer may register a grievance on the Company website <https://www.nuskin.com/in/en/> by clicking on the 'Submit a Complaint' link in the footer.

#### **Grievance Handling and Resolution Process:**

1. The complaint is to be acknowledged within **48 hours** and the complainant will be provided with a Unique Reference Number/ Tracking Number on registering the grievance, which can be quoted for ascertaining the resolution status. All the complaints will be registered in the Customer Grievance Register and include full details of the complainant (name, address, and contact details), date of receipt, fact of the complaint, category of complaint etc., as required to resolve the grievance.
2. Committee will make all endeavor to resolve the complaint within **30 days** of the receipt of the same and for this it would need complete support and co-operation from the complainant in terms of timely submission of information, clarification, or documents, if any sought to substantiate or clarify the complaint and for enabling suitable resolution.
3. The committee will meet within **7 days** of the receipt of the complaint and review the grievance of the complainant. If upon review of the complaint it is felt that more document or clarification are needed, it will send a written communication to the complainant asking for such details to be provided within **7 days** from the date of communication or such additional time as the complaint may seek.
4. Where the complainant fails to furnish any further clarification /documents within the time specified or fails to reply, the committee shall form an opinion that the complainant is not interested in pursuing with the complaint and will close the same, informing the complainant about it.
5. Where the information provided by complainant is sufficient to proceed with the resolution of the complaint, the committee will call upon the relevant official/employee/ distributor of the company to furnish its reply to the complaint within **7 days** from the date such communication to such official/employee/ distributor of the company.
6. The committee can also seek any other information or document from the Company or any other person that it may deem necessary to resolve the complaint of the complainant.
7. Committee will not normally provide personal hearing and will be guided by the documents or information made available to it in writing, however if it deems necessary in the interest of justice for suitable resolution of the complaint it may give personal/telephonic hearing to the complainant and/or the person against whom the complaint has been made.
8. Upon perusal of the documents and/or after hearing from the parties, the Committee will give its findings. If it is found that the complainant has genuinely suffered harm or that money paid by the customer ought to be refunded, it will order the company/erring distributor to compensate the customer for such harm/refund of the money paid. However, if it comes to conclusion that the complaint is not sustainable or is mala-fide then it would dismiss the complaint and inform the complainant accordingly.

9. All the proceedings of the Committee will be duly recorded in writing and will be available to any regulatory authority for inspection.

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