



8360887769

info.preetlifecare@gmail.com

PREET LIFE CARE

Geetanjali Inclave MIG Bilaspur-495001 (CG)

### BOARD RESOLUTION

Certified true copy of resolution passed by the Board of M/S Preet Life Care Private Limited, Chhattisgarh, in a meeting held on 27<sup>th</sup> Nov, 2022 at its Registered Office at Gitanjali Inccab MIG, Bilaspur, Chhattisgarh - 495001, India.

Unanimously resolved as under:

That a declaration of compliance to Consumer Protection (Direct selling) Rules, 2021, Consumer Protection (E-commerce) Rules, 2020 and Consumer Protection Act, 2019 be submitted to the Department of Food, Civil Supplies Consumer Affairs, Government of Chhattisgarh, as provided under section 5 (c) of the Rules.

1. That Sh. Amrik Singh, Director of the Company be and is hereby appointed as Nodal Officer and be entrusted with the responsibility for ensuring compliance with any order or requisition made in accordance with the provisions of Consumer Protection (Direct selling) Rules, 2021, Consumer Protection (E-commerce) Rules, 2020 and Consumer Protection Act, 2019 or any other laws or rules made there under. He is further authorised to sign and execute any document whatsoever required fulfilling his responsibility including the mandatory declaration referred to in para (1) above.
2. That Mr. Bhoopendra Kumar Verma, Administrative Officer of the Company be and is hereby appointed as Grievance Redressal Officer and authorised to undertake all tasks for redressal of consumers' grievances by complying with the provisions of Clauses 5 (6, 7, 9 & 11) of the Consumer Protection (Direct selling) Rules, 2021 as well as relevant provisions related to Grievance redressal and consumer complaints under the Consumer Protection (E-commerce) Rules, 2020 and Consumer Protection Act, 2019 or any other laws or rules made there under.

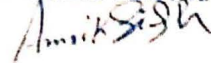
Sd/-  
Director  
Name: Saroj Parkar

  
DIRECTOR

PREET LIFE CARE PVT. LTD.

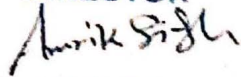
Sd/-  
Director  
Name: Amrik Singh

**CERTIFIED TO BE A TRUE COPY**  
of Preet Life Care Pvt. Ltd.

  
(Amrik Singh)  
Nodal Officer

Dated:

**DIRECTOR**

  
PREET LIFE CARE PVT. LTD.



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### COOLING OFF POLICY

At, Preet Life Care Private Limited, 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.

For Preet Life Care Pvt. Ltd.

*Amrik Singh*

Nodal Officer

(Amrik Singh)

Nodal Officer

Dated:






PREET LIFE CARE  
Preet Life Care Pvt. Ltd.  
Gurgaon, Haryana  
India

### TERMS & CONDITIONS FOR PURCHASE ORDER BY A DIRECT SELLER

1. The Direct seller, who has placed an order as overleaf for the products/services mentioned therein, herein declares that he/she has voluntarily, without any coercion, placed order overleaf, online/digitally or personally, for purchasing the product, is being marketed by M/S Preet Life Care Private Limited (hereinafter referred to as 'Entity').
2. The Direct seller herein assures that he/she has visited the website of the entity [www.preetlifecare.com](http://www.preetlifecare.com) and asserted itself with the products and all relevant information thereto.
3. The entity herein assures to the Direct seller that it has employed sufficient measures to safeguard the data provided by it and the same is displayed on its website [www.preetlifecare.com](http://www.preetlifecare.com).
4. The entity also assures the Direct seller that it has well defined Buy back and refund policy and mechanism displayed on its website [www.preetlifecare.com](http://www.preetlifecare.com).
5. The entity also assures the Direct seller that it has a well defined "Grievance redressal mechanism" displayed on its website [www.preetlifecare.com](http://www.preetlifecare.com). The remedial measures available to the Direct seller are:
  - Acknowledgement and Resolution of complaint by the entity's customer care Cell within 48 hours of the time the complaint it receives at its end.
  - Within 30 days' from the date of receipt of the complaint at its end by the Grievance Redressal Officer, particulars of whom are displayed on its website [www.preetlifecare.com](http://www.preetlifecare.com).
  - Thereafter, if still unsatisfied, the Direct seller will have to approach the National Direct seller Helpline or State Direct seller Helpline (NCH or SCH) of which the entity is a convergence partner.
  - If still not satisfied with the resolution offered by NCH or SCH, as the case may be, the Direct seller can approach an appropriate Direct seller forum or Direct seller court.
6. These terms and conditions have been prescribed by the entity, without prejudice, in accordance with the prevailing provisions of the Consumer Protection Act, 2019 and Rules framed there under.

For Preet Life Care Pvt. Ltd.

  
Nodal Officer



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## BUY BACK / EXCHANGE / REFUND POLICY

M/S Preet Life Care Private Limited (hereinafter referred as Direct selling entity) is our passion to ensure the highest quality of our products to the satisfaction of a consumer. However, at times in spite of our best efforts, it does not meet your desired expectations and if for any reason you are not completely satisfied with the product, you may return it within 7 (seven) days from the date of buying of the product provided you have notified your intention for refund/exchange/buyback within one week (7 days) from the date of delivery of the goods at your end by e-mailing us at \_\_\_\_\_ or calling at \_\_\_\_\_.

The buyback / refund policy is applicable only for products in saleable condition and partially used product that exceeding 80% of the total volume of the product, only if accompanied with an invoice. If a sale 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 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 Redressa 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 its 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 equally or higher priced product and/or payment of 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







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PREET LIFE CARE

Geetanjali Inclave MIG Bilaspur-495001 (CG)

**DECLARATION OF NON-CONVICTION, NON-LITIGATION AND NON-BANKRUPTCY**

I, Amrik Singh, Nodal Officer of M/S Preet Life Care Private Limited having its Registered Office at Gitanjali Inccab MIG, Bilaspur, Chhattisgarh-495001, India, do hereby declare AS under:

1. That neither my company nor any of its Directors are involved in any litigation in a Court of law during the last five years
2. That neither my company nor any of its Directors have been convicted by a court of law during the last five years.
3. That neither my company nor any of its Directors have been declared bankrupt convicted by a court of law during the last five years by a competent court of law in accordance with clause 3 of Section 79 of the Insolvency and Bankruptcy Code, 2016.

For Preet Life Care Pvt. Ltd.

*Amrik Singh*  
Nodal Officer

Place: Bilaspur (Chhattisgarh)


Dated: \_\_\_\_\_


(Amrik Singh)

NODAL OFFICER





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PREET LIFE CARE 

Geetanjali Inclave MIG Bilaspur-495001 (CG)

### DECLARATION OF NON-CONVICTION NON--LITIGATION AND NON-BANKRUPTCY

I, Saroj Parkar, Director of M/S Preet Life Care Private Limited having its Registered Office at Gitanjali Inccab MIG, Bilaspur, Chhattisgarh-495001, India, do hereby declare AS under:

1. That neither my company nor I or my fellow Directors are involved in any litigation in a Court of law during the last five years.
2. That neither my company nor I or any of my fellow Directors have been convicted by a court of law during the last five years.
3. That neither my company nor me or any of my fellow Directors have been declared bankrupt by a court of law during the last five years by a competent court of law in accordance with clause 3 of Section 79 of the Insolvency and Bankruptcy Code, 2016.

  
DIRECTOR

PREET LIFE CARE PVT. LTD.

Place: Bilaspur (Chhattisgarh)

Dated: \_\_\_\_\_

(Saroj Parkar)  
DIRECTOR





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info@preetlifecare.com

PREET LIFE CARE

Geetampal Inclave MG Bhaspur - 17001 (CG)

## TERMS & CONDITIONS FOR PURCHASE ORDER BY A CONSUMER

The consumer herein declares that he/she has voluntarily, without any coercion, placed order overleaf, online/digitally or personally, for purchasing the products being marketed by M/S Preet Life Care Private Limited (hereinafter referred to as "Entity").

The consumer herein assures that he/she has visited the website of the entity [www.preetlifecare.com](http://www.preetlifecare.com) and asserted itself with the products and all relevant information thereto.

The entity herein assures to the consumer that it has employed sufficient measures to safeguard the data provided by it and the same is displayed on its website: [www.preetlifecare.com](http://www.preetlifecare.com).

The entity also assures the consumer that it has well defined Buy-back and refund policy and mechanism displayed on its website: [www.preetlifecare.com](http://www.preetlifecare.com).

The entity also assures the consumer that it has a well defined "Grievance redressal mechanism" displayed on its website: [www.preetlifecare.com](http://www.preetlifecare.com). The remedial measures available to the consumer are:

- Acknowledgement and Resolution of complaint by the entity's customer care Cell within 48 hours of the time the complaint it receives at its end
- Within 30 days' from the date of receipt of the complaint at its end by the Grievance Redressal Officer particulars of whom are displayed on its website: [www.preetlifecare.com](http://www.preetlifecare.com).
- Thereafter, if still unsatisfied, the consumer will have to approach the National Consumer Helpline or State Consumer Helpline ( NCH or SCH) of which the entity is a convergence partner
- If still not satisfied with the resolution offered by NCH or SCH, as the case may be, the consumer can approach an appropriate consumer forum or consumer court.

These terms and conditions have been prescribed by the entity, without prejudice, in accordance with the prevailing provisions of the Consumer Protection Act, 2019 and rules framed there under.

For Preet Life Care Pvt. Ltd.

*Amrik Singh*

Nodal Officer



- Period of return for product is calculated as the number of days from the date of receipt of Consumer / Direct Seller and to the date of receipt at Direct selling entity / franchisee / packager entity's premises. There may be
- condition refers to the condition in which the stock is received back from the Consumer / 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 Consumer Service Officer at Direct Selling entity's Head office
- The Product Return Policy does not apply to open pack, of literature and advice or other sales and marketing aids, not meant for re-sale and available for incentive / compensation eligibility
- Total returns cannot exceed the quantity(s) purchased appearing on the Invoice
- PV adjustment of Products returned shall be processed in the same Payment. Total PV of the returned products will be deducted from the returning Direct Seller's account and the sales benefit, incentives, or bonuses shall be deducted from all respective hierarchies and shall reflect in immediate next payment
- If Consumer / Direct Seller return the products directly to Direct selling entity, PV adjustment shall be done from Direct Seller's payment & any excess amount paid shall be recoverable from the Direct Seller
- The Consumer / Direct Seller 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 90 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.preetlifecare.com](http://www.preetlifecare.com) and anyone can contact via email or be intimated by Direct Selling entity at the time of purchase of the Product

For Preet Life Care Pvt. Ltd.

*Anant Singh*

Nodal Officer

## Refunds

Once we have received your product for return, we will inspect it and notify you that we have received the returned item. We will also notify you on the status of your refund after inspecting the item. In the event the return of a Product is duly accepted by Direct selling entity, the value of such Product, **will be calculated as per point no. 1 & 2 hereinabove of this Buyback / Refund Policy and will be refunded to Consumer / Direct Seller** by remittance either to the bank account provided by the Consumer/Direct Seller for such refund, or to the payment instrument of the Consumer / 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 return product will be deducted from the refund amount.

## Cancellation of transaction / orders

- **Cancellation by Direct selling entity:** There may be certain orders that 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 / Direct Seller's order being cancelled 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 Consumer / Direct Seller's order is cancelled, after the payment has been processed, the said amount will be reversed / remitted to the Consumer / 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 / Direct Seller:** As part of usual business practice, if the Direct selling entity receives a cancellation notice and the order has not been processed, Direct Selling entity may cancel the order and refund the entire amount to Consumer / 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 / Direct Seller:** In case 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 cancelled by the Consumer / Direct Seller or by the Direct Selling entity, Direct Seller agrees and authorizes the Direct Selling entity to recover such benefits from Direct Seller's incentive / compensation payable or set-off the same from any refunds to Direct Seller.

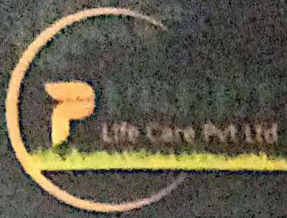
## Reference Notes:

- The Consumer / 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 / Direct Seller and must be sent along with the product to be returned.









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### INDEPENDENT DISTRIBUTOR E-CONTRACT AGREEMENT

This agreement is agreed and accepted electronically & online by and between the executing parties (Hereinafter mentioned and referred to as Independent Distributor and the Direct selling Entity which expressions shall mean and include their respective legal heirs, assigns, successors, administrators and undertakers).

Be known that this Contract agreement is executed and entered into in accordance with the provisions of India Contract Act and Consumer Protection (Direct selling) Rules, 2021 (Hereinafter referred to as the Rules)

WHEREAS the Independent Distributor has voluntarily out of his / her own accord, sweet will and without any coercion whatsoever, mental or physical, offered to join the Direct Selling Network business of the Direct selling entity named Preet Life Care Private Limited, (registered under the Companies Act, 2013 having Registration No.U24230CT2022PTC013763 and Registered Office at Plot Gitanjali Inccab MIG, Bilaspur-495001, Chattisgarh, India.

AND WHEREAS the Direct selling entity is engaged in "Direct selling business" which means marketing, distribution and sale of goods or providing of services through a network of Independent Distributors at Multi-levels as per its prescribed Business / Remuneration Program (Which may be read as part and parcel of this agreement as the same is not being reproduced here for the sake of brevity) not falling under the Pyramid or Money circulation scheme.

AND WHEREAS the Independent Distributor, named below along with his/her KYC particulars therein has, after being explained all the provisions of the said Business/Remuneration Program, product details and the present E-contract Agreement in the vernacular language known to him by Sh. \_\_\_\_\_, ID No. \_\_\_\_\_, duly ascertained and satisfied by visiting the Direct Selling entity's website: [www.preetlifecare.com](http://www.preetlifecare.com), has voluntarily offered to join the business of the Direct Selling entity and resolved to enter into this E-contract agreement, hence this deed.

#### **NOW THEREFORE THIS DEED COVENANTS AS UNDER:**

1. The Direct selling entity hereby declares that it is fully compliant to the Consumer Protection Act, 2019, Consumer Protection (Direct Selling) Rules, 2021, Legal Metrology Act, 2009, E-commerce Rules, 2009 and all other Rules and laws applicable to an Indian Direct Selling Entity.
2. The Direct selling entity assures and the Independent Distributor agrees that this E-contract agreement has no provision that a Independent Distributor will receive remuneration or incentive for the recruitment / enrolment only of new participants.
3. The Direct selling entity also assures and the Independent Distributor agrees that it does not require a participant to purchase goods or services for a amount that exceeds the amount for which such goods or services can be expected to be sold or resold to consumers.
4. The Direct selling entity also assures and the Independent Distributor agrees that it does not require a participant to pay any entry / registration fee, cost of sales demonstration

*Amrik Singh*