

Product Return Policy

In case of any dissatisfaction, manufacturing or packaging defect, retail customers can return/exchange the product to/from the Direct Seller from whom they have purchased the same, within 30 days from the date of purchase. They have to provide a good reason and return the said products along with the original customer order receipt copy. In case of retail customers request for money refund or replacement of products, it is the Direct Seller's obligation to satisfy the customer's needs. Thereafter, the distributor can exchange the products from the Company within 30 days from the date of invoice and must submit the following at the time of exchange:

- Product Return Form
- Reason for Return
- Copy of Invoice
- Copy of Customer Order Receipt
- Products to be returned

Buy Back Policy

The Company provides a Buy Back Policy to the Direct Seller who wishes to resign from his/her distributorship and return any rich vision India products that are in good condition, useable, resalable, restockable, unopened, and unaltered and the shelf life of the goods have not expired. The product invoice should be within 30 days from the date of purchase. Upon approval, the amount refunded will be equal to Direct Seller cost of the product being returned, less total bonus paid out by the Company on the original purchase and less 10% service charge. The Buy Back policy is designed to impose upon the sponsor and the Company the obligation to ensure that the distributor is buying products wisely. Distributors are requested to buy products that they can reasonably sell within 30 days' period.

Cancellation

For Cancellation of confirmed/placed order please Contact Us on our helpline no: 91-902-170-9155 or write to us at care@richvisionIndia.com