

# Product Return Policy

## Abiotex's Customer Product Refund Policy

**We stand behind the quality of Abiotex products.**

Abiotex stands behind the quality of its products and guarantees your satisfaction. If for any reason you are not completely satisfied with the products, you may return it within 30 days of purchase for a refund as per the terms of the Returns Policy.

The refund policy is applicable only for products in marketable condition, and partially used products (30%) accompanied with an invoice. This policy does not apply to products that have been intentionally damaged or misused. It is incumbent upon Abiotex Direct Seller/ Customer to follow the Customer Product Refund Policy in letter and spirit.

\* Abiotex Returns Policy for Direct Seller/Customer: Direct Seller/Customer may return the products within 30 days of purchase as follows:

Condition	Time Period	Invoice	Payment
Marketable*	Within 30 days of purchase	Yes	DAP less GST and shipping charges
Unmarketable**	Within 30 days of purchase	Yes	DAP less GST and shipping charges

*GST (Goods & Services Tax)*

\*Marketable refers to products that are unopened, unused, not expired and, not seasonal, discontinued or special promotional products and/or services.

\*\*Unmarketable are products which have been partially used (30%).

### Reference Notes:

The Direct Sellers/Customer must return the product(s) to Abiotex Pick up Centers.

Period of return for products is calculated as the number of days from the Invoice Date, to the date of receipt at the Abiotex Office.

Condition refers to the condition in which the stock is received back from the Direct Seller/Customer as a return. The product can be 'marketable' or 'unmarketable' depending on the condition of the returned stock as assessed by the Returns executive at the Abiotex office.

Points/Net Sales Volume adjustment of Products returned up till 25th of each month shall be processed in the same month. Total Points/Net Sales Volume of the returned products will be deducted from the returning ACP's account.

The Product Return Policy does not apply to open packs of literature and videos or other sales aids.

Total returns cannot exceed the quantity appearing on the Invoice.

If products are returned by customers directly to Abiotex, Points/Net Sales Volume adjustment shall be done from the Direct Sellers's account & any excess amount paid shall be recoverable from Direct Seller.