

TERMS & CONDITIONS FOR PURCHASE ORDERS BY A DIRECT SELLER

1. The Direct seller, who has placed an order as overleaf for the products/services mentioned therein here declares that he/she has voluntarily, without any coercion, placed an order overleaf, online/digitally or personally, for purchasing the products being marketed by TEAMEX RETAIL LIMITED. (hereinafter referred to as "Entity").
2. The Direct seller herein assures that he/she has visited the website of the entity www.teamex.in and asserted itself with the products and all relevant information thereto.
3. The entity herein assures 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.teamex.in.
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.teamex.in.
5. The entity also assures the Direct seller that it has a well-defined "Grievance redressal mechanism" displayed on its website: www.teamex.in. The remedial measures available to the Direct seller are:
 - Acknowledgment and Resolution of complaints 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.teamex.in.
 - 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, by the prevailing provisions of the Consumer Protection Act, 2019 and the Rules framed thereunder.

TRUE COPY



NODAL OFFICER

THIS DOCUMENT FORMS AN INTEGRAL PART OF THE DIRECT SELLER'S E-CONTRACT AGREEMENT AND SHOULD BE READ WITH THE SAME