

STANDARD OPERATING POLICY FOR A TEAMEX DIRECT SELLER

Sales & Marketing Policy

- TEAMEX has developed and follows its policy of sales and marketing of its products. The Direct Sellers' services are only to implement such a policy. Under no circumstances are the Direct Sellers allowed to alter the policies.
- The company does not allow its products to be sold in wholesale or retail outlets in public or private places. Every Direct Seller is expected to report such instances if they come to their notice.
- Sale of the products is not permissible at any other price than the determined and fixed ones by TEAMEX, i.e. MRP (inclusive of all taxes) or Discounted Price (DP). Such acts of sale of products at prices other than the prescribed price for competition or any other reason shall be taken notice of. In such cases, the company may terminate the Direct Seller-ship of the Direct seller(s) involved.
- Direct Sellers are not allowed to conduct their own promotional system until or unless they have written approval for the same from TEAMEX. The company designs, prints, and circulates product-related literature for its promotion. Direct Sellers are not allowed to make any changes to that.

Eligibility to Become a Direct Seller

1) Individuals

- Individuals aged 18 years and above can apply to be a Direct Seller of the company.
- The company has the discretion to accept or reject an application.
- The Direct Seller of the company is not an agent, representative, or employee.
- All KYC documents should mandatorily be submitted along with the application.

2) Legal Entities (such as HUF, Company, Society, Partnership Firm)

- The registration will be in the name of the legal entity.
- A copy of the Partnership deed, certificate of incorporation, and PAN card should be submitted along with the application form.
- The Commission payments by the company would be made in the name of the legal entity only.

- Any changes in the constitution of the entity should be informed to the company.
- The company will only communicate with the authorized person of the entity.

Commission Payments

- Commission for all the Direct Sellers is computed once in the calendar month concerning the business done in the relevant previous sales month or deducted in advance at the time of sale and invoicing, as the case may be.
- On receipt of the Commission payout, Direct Seller should check the accuracy of the computation. Any queries regarding this matter should be made within 10 days from the date of the issue of the payout by the company.
- The Direct Sellers are required to provide their address and bank details and also update the same as and when any change takes place. The company shall not be liable for non-receipt of payout due to a change in communication address or bank details.
- There will be the applicable TDS deductions from the Commission payments:

Representations Made by the Direct Sellers

- The Direct Sellers shall not misrepresent the benefits associated with the company's products, services, and marketing plan.
- The Direct Sellers must know and convey that the earnings will come only with hard work and consistent efforts.
- The Direct Sellers will not make claims other than what is mentioned in the company's plan and literature about products and earnings.

Packaging and Pricing

The Direct Sellers are not allowed to sell the products of the company in loose or in any other packaged or non-packaged form not prepared by the company. The Direct Sellers will also not sell the products at a price not fixed by the company.

Inactive Direct Seller

Irrespective of the level achieved, if a Direct Seller does not place a personal sale in consecutive 03 months then he/she will be termed as an inactive Direct Seller. The company reserves the right to terminate any such Direct Seller-ship. An inactive Direct Seller can join under any other Direct Seller after his/her id is terminated.

Cancellation/Resignation of Direct Sellers

- Any Direct Seller may resign by applying to the company. A person who resigns may reapply for the Direct Seller-ship only after 6 months.
- In case a Direct Seller resigns, he/she may transfer the Direct Seller ship to his/her blood relations only (proof required).
- In case of the death of a Direct Seller, the Direct Seller-ship is transferable to thenominee. However, if the nominee does not turn up for 6 months from the date of death of the Direct Seller, the company holds the right to cancel such Direct Seller-ship.

NOTE: THIS STANDARD OPERATING PROCEDURE IS NEITHER DEROGATORY NOR REPLACES THE PROVISIONS OF THE E-CONTRACT AGREEMENT PRESCRIBED FOR A DIRECT SELLER WHICH WILL ALWAYS OVERRIDE AND SHALL BE IN ADDITION TOTHE PROVISIONS OF THIS STANDARD OPERATING PROCEDURE.