

## 1. DIRECT SELLER POLICY

### Purpose:

To establish guidelines for Himalaya Urvarak Rasayan Industry independent direct sellers ensuring ethical conduct, compliance with applicable laws, and protection of company reputation.

### Key Provisions:

- **Eligibility:** Only individuals above 18 years, legally eligible to work in India, may become direct sellers.
- **Agreement:** Direct sellers must sign a legally binding agreement before commencing business.
- **Code of Conduct:**
  - No misleading or exaggerated product or income claims.
  - Respect customer privacy and follow ethical selling practices.
  - No cross-recruitment from other networks using confidential Himalaya Urvarak Rasayan Industry data.
- **Commissions & Payouts:** Paid only on legitimate sales volume , not on recruitment.
- **Termination:** Breach of ethics, misrepresentation, or fraud may lead to immediate termination.

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## 2. INFORMATION PROTECTION POLICY

### Purpose:

To ensure the protection of sensitive information belonging to Himalaya Urvarak Rasayan Industry, its customers, and distributors.

### Key Provisions:

- **Data Classification:** Information shall be categorized into public, internal, confidential, and restricted.
- **Data Access Control:** Access to sensitive information shall be granted on a need-to-know basis only.
- **Digital Security:**
  - All software and web platforms must use SSL and secure password protocols.
  - Encryption shall be used for personal and financial data.
- **Breach Protocol:** Any breach must be reported within 24 hours to the compliance officer. Disciplinary action may follow.

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## 3. SOCIAL MEDIA POLICY

### Purpose:

To regulate brand representation, ensure ethical promotions, and prevent reputational risk on social platforms.

### Key Provisions:

- **Personal Accounts:** Sellers must clearly disclose their independent status when posting business-related content.
- **Branding:**
  - Use only officially provided logos, designs, and promotional materials.
  - Do not create or run Himalaya Urvarak Rasayan Industry -named groups/pages without written permission.
- **Prohibited Conduct:**
  - Fake testimonials, income promises, or misleading offers are strictly forbidden.
  - Negative comments about competitors or internal disputes should not be shared publicly.

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## 4. SHIPPING AND DELIVERY POLICY

### Purpose:

To outline Himalaya Urvarak Rasayan Industry commitment to prompt and secure delivery of products to customers and distributors.

### Key Provisions:

- **Dispatch Time:** Orders are processed within 24–48 working hours.
- **Delivery Timeline:** Products will be delivered within 5–7 business days in India, depending on location.
- **Shipping Partner:** Only verified logistics partners with tracking capabilities will be used.
- **Delays & Disruptions:** In case of delays due to natural disasters or force majeure, customers will be informed proactively.
- **Delivery Confirmation:** Digital proof of delivery shall be stored.

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## 5. REFUND AND EXCHANGE POLICY

### Purpose:

To ensure customer satisfaction while protecting the business from abuse or fraudulent claims.

### Key Provisions:

- **Eligibility:** Refunds/exchanges accepted within 7 days of delivery for unused, sealed products only.
- **Process:**
  - Raise a support request with invoice and photos.
  - Approval required before product return.
  - Once approved, refund/exchange is processed within 7 business days.
- **Shipping Cost:** Customer bears shipping charges unless the issue is due to company fault.
- **Non-Returnable Items:** Customized products, open bracelets, or products damaged due to misuse.

