
OMNIRA ONE PRIVATE LIMITED

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POLICY DOCUMENT

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Policy 2: Refund & Return Policy

Document Type: Consumer Protection & Compliance Policy

Effective From: 01/09/2025

Approved By: Board of Directors, Omnira One Pvt. Ltd.

1. Objective

To uphold **consumer rights and distributor integrity** by offering a transparent, time-bound, and fair return and refund mechanism in line with Indian Direct Selling Guidelines (2021) and global best practices. This policy ensures **zero coercion, no-risk purchase**, and **maximum trust** between Omnira One and its customers/distributors.

2. Scope of Application

This policy applies to:

- All **retail customers** who have purchased products directly from Omnira One or its authorized distributors.
 - All **distributors** who have purchased products for personal use or resale.
 - All **products sold under the Omnira One brand**, unless specifically exempted.
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3. Refund Window & Eligibility

Category	Eligible for Return?	Refund Period	Remarks
Retail Customer	 Yes	Within 30 days of purchase	Must have valid invoice & original packaging
Distributor (personal use)	 Yes	Within 30 days of invoice date	No rank/bonus triggered via the purchase
Opened/Partially Used Products	 Conditional	Up to 25% usage allowed	Must not be tampered or damaged
Promotional Items/Gift Combos	 No	Not applicable	No refund unless damaged/expired
Damaged or Defective Items	 Yes	Within 72 hours of receipt	Free replacement/refund after inspection

Note: The 30-day return window ensures compliance with **Rule 10(1)(d)** of the Consumer Protection (Direct Selling) Rules, 2021.

4. Valid Conditions for Return

- Product delivered is **damaged, defective, expired, or wrong**
- Product was delivered but **customer is not satisfied**
- Product was **not opened beyond 25%**
- Request is made **within the return window**
- **Original invoice** and packaging are intact
- Product was **not bought under force, misrepresentation, or fraud**

5. Exclusions (Non-Returnable Items)

- Used or opened products (beyond 25%)
- Items without invoice or outside 30-day window
- Clearance sale / final stock items (clearly marked)
- Accessories/consumables sold without outer box
- Products with tampered labels, seals, or hygiene seals
- Free gifts or bonus products

6. Return Request Process

Step-by-Step:

1. Customer/distributor raises request via:
 - Website return form
 - Customer care email
 - Distributor support portal
2. System logs request with unique return ID and timestamp
3. Grievance team evaluates request within 2 working days
4. If valid, customer is instructed to:
 - Ship back the product (or)
 - Await pickup by logistics (in eligible zones)
5. After receipt and quality check, refund is issued within:
 - **7 working days** to original payment mode for retail customers
 - **Credit note** or **cash refund** to distributor, post commission reversal (if any)

7. Shipping & Handling Costs

- In case of:
 - **Company error** (defective/wrong item) – **Omnira bears the return shipping.**
 - **Customer choice** return – Customer/distributor bears return shipping.
- Refund excludes:
 - Used product value
 - COD charges (if any)

8. Impact on Distributor Bonuses

- If a return causes reversal of **BV (Business Volume)**:
 - Associated **commissions will be adjusted**
 - Bonuses already paid may be **deducted from future payouts**
 - **5% hold** on commissions allows for refund coverage
- Omnira will not penalize distributors for **genuine returns**, only for **misuse or policy violations**

9. Fraud Protection & Audit

- Returns triggering **rank fall, bonus reversal, or suspected manipulation** may lead to:
 - **Suspension of ID**
 - Internal compliance review
 - Legal action under contract and IPC provisions
- All returns are tracked with:
 - Time, location, product batch
 - Linked distributor/customer ID
 - IP address and mobile verification (where applicable)

10. Legal Reference

This policy is designed in accordance with:

- **Consumer Protection (Direct Selling) Rules, 2021**
- **Consumer Protection Act, 2019**
- **Legal Metrology (Packaged Commodities) Rules, 2011**
- **Direct Selling Code of Conduct – MCA & DPIIT**
- **Omnira One Distributor Agreement & Code of Ethics**

Declaration

"All customers and distributors are entitled to fair treatment, and may return any qualifying Omnira One product within 30 days for a full or partial refund, as per policy. Distributors are expected to uphold this policy with honesty, transparency, and compliance."

End of Document

Version: 1.0

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Authorized By: Compliance Department, Omnira One Pvt. Ltd.