

## CONSUMER GRIEVANCE REDRESSAL POLICY

- 1. Complaint Redressal Policy:** At dōTERRA India Private Limited (hereafter referred to as “Company”) we truly believe in providing best in class services to our customers. Our Grievance Redressal Policy focuses to improve customer satisfaction by collecting feedback from customers across all business units and action plans are put in place to address key issues which are assigned to the relevant senior leaders for taking necessary action.
- 2. Objectives:** Company’s policy on Grievance Redressal follows the under noted principles:
  - a. In compliance with the Direct Selling Guidelines.
  - b. Our customers will be treated fairly at all times.
  - c. Complaints raised by our customers will be dealt with courtesy and in time.
  - d. Our customers will be fully informed of avenues to escalate their complaints/grievances.
  - e. Our Company will treat all complaints efficiently and fairly as they can damage the Company’s reputation and business if handled otherwise.
  - f. Our employees will work in good faith and without prejudice to the interests of the customer.
- 3. Consumer Grievance Redressal Committee:** Consumers can pursue their complaints with the Consumer Grievance Redressal Committee, which is established by the company for resolving the complaints of the customers. The committee will consist of three officers who are responsible to ensure that the complaint is resolved on behalf of the Company. These are:

S. No.	Name of Members	Title	Phone numbers	Email ids
1.	Manoj Shirodkar	Director of India Development	(022) 4015 3862	mshirodkar@doterra.com
2.	Vikas Puthran	Finance Manager	(022) 4015 3862	vputhran@doterra.com
3.	Subhjyoti Dasgupta	Sales & Events Manager	(022) 4015 3862	sdasgupta@doterra.com

**Registered Address:** 307, Windfall, Sahar Plaza, Andheri Kurla Road, Andheri (E) Mumbai MH, 400059 INDIA

Any member of Public/Customers can submit any complaint relating to any product or services provided by the company before the Grievance Redressal Committee.

#### 4. Details for registering Grievances/Complaints:

Mode of Grievances/ Complaints Registration	Timings	Details of modes
Website	24/7	www.doterra.com/IN/en_IN
E-mail	24/7	India@doterra.com
Written through post/courier	24/7	<b>dōTERRA India Private Limited registered office:</b> 307, Windfall, Sahar Plaza, Andheri Kurla Rd, Andheri (E) Mumbai MH, 400059 INDIA
Customer Support Center	10:00am–5:00pm (IST) Monday–Friday (except national holidays)	(022) 4015 3862
Walk In	10:00am–5:00pm (IST) Monday–Saturday (except national holidays)	Grievances/Complaints drop box in head office

#### 5. Grievance Handling and Resolution Process:

- a. The complainant will be provided with a Unique Complaint Number (Ticket Number) on registering the grievance within 48 hours of receipt of complaint, which can be quoted for ascertaining the resolution status. All the complaints will be registered in the Customer Grievance Register and include full details of the complainant (name, address and contact details), date of receipt, fact of the complaint, category of complaint etc.
- b. Committee will make all endeavor to resolve the complaint within 30 days of the receipt of the same and for this it would need complete support and co-operation from the complainant in terms of timely submission of information, clarification or documents of any sort to substantiate the complaints and to take suitable action to resolve the same.

- c. Committee will meet within 7 days of the receipt of the complaint and review the grievance of the complainant. If upon review of the complaint it is felt that more documents or clarification are needed, it will send a written communication to the complainant asking for such details to be provided within 7 days from the date of communication or such additional time as the complainant may seek.
- d. Complaints shall be resolved in a proper and time bound manner with detailed advice to the customer. In case the resolution needs time, an interim response, acknowledging the complaint shall be issued.
- e. Where the complainant fails to furnish any further clarification/documents within the time specified or fails to reply, the committee shall form an opinion that the complainant is not interested in perusing with the complaint and will close the same, informing the complainant about it.
- f. Where the information provided by complainant is sufficient to proceed with the resolution of the complaint or upon receipt of any clarification or document sought from the complainant, the committee will call upon the relevant official/employee/distributor of the company to furnish its reply to the complaint within 7 days from the date such communication to such official/employee/distributor of the company.
- g. Committee can also seek any other information or document from the Company or any other person, that it may deem necessary to resolve the complaint of the complainant.
- h. Committee will not normally provide personal hearing and will be guided by the documents or information made available to it in writing, however if it deems necessary in the interest of justice for suitable resolution of the complaint it may give personal/telephonic hearing to the complainant and/or the person against whom the complaint has been made.
- i. Upon perusal of the documents and/or after hearing the parties, Committee will give its findings. If it is found that the complainant has genuinely suffered harm or that money paid by the customer ought to be refunded, it will order the company/wellness advocate to compensate the customer for such harm/refund of money paid. However, if it comes to conclusion that the complaint is not sustainable or is malafide it would dismiss the complaint and inform the complainant accordingly.
- j. All the proceedings of the Committee will be duly recorded in writing and will be available to any regulatory authority for inspection.
- k. The Board shall review the policy annually or otherwise as it deems appropriate.