

We at dōTERRA India Private Limited are proud of providing you (our customers) with our finest products. We have always believed in providing the best. In such spirit, we have provided you with our payment, shipping and delivery policy for complete disclosure.

Since we offer our products through our Wellness Advocates only and as such, are neither responsible for or handle shipping of the products directly to you nor directly collect payment(s) from you, we present the current policy to you in the spirit of building a trusting relationship. The present policy only governs the business transaction between you and our Wellness Advocates. Therefore, it is recommended to make yourself familiar with this policy.

### Payment Terms

We only engage with you (our customers) through our Wellness Advocates. As such, we are not directly engaged in processing your payments or recording them against the orders placed by you. Our Wellness Advocates are at liberty to choose the payment methods, but cash is always accepted among other methods of a Wellness Advocate's choosing.

Our Wellness Advocates are at liberty to sell the products at any rate equal to or below the Maximum Retail Price. As such we provide the price list/product catalogue for your reference at our website at the following web-address: <https://media.doterra.com/in/en/flyers/mrp-list.pdf>

We only deal directly with our Wellness Advocates. We further clarify that no Goods and Services Tax (GST) can be charged over and above the MRP of the product and all such taxes are included therein.

### What are the shipping charges on products?

- Any order placed for invoice value of the products will incur shipping and delivery charges as per the PIN Code, which will be applicable for any location all over India.
- At the instance of return, cancellation, post-dispatch or exchange, the consumer will be entitled to a refund amount after deduction of certain charges. For a detailed policy, you may refer to the policy manual at: <https://media.doterra.com/in/en/brochures/policy-manual.pdf>, or contact us at: (022) 4165 5655.

Please always remember to ask and obtain an invoice for your purchases. In case any person associated with us refuses to provide you with an invoice or charges any extra amount, then please contact us as per our Grievance Redressal Policy, <https://media.doterra.com/in/en/compliance/consumer-grievance-redressal-policy.pdf>

### Shipping Terms

Our Wellness Advocates take the order and directly deliver the products to you or accordingly let you know the pickup point. Once you place an order with the Wellness Advocate, it is then placed before us. We then supply the products in the order to the Wellness Advocate. If any of the items ordered is unavailable, you are duly notified by the Wellness Advocate, and choice is provided for return of money for that item or replacement of the same with a currently available item of same value. Once confirmed, the Order is then delivered to you by the Wellness Advocate.

The products ordered by you are thus packaged properly and duly delivered by the Wellness Advocate. It is the sole responsibility of the Wellness Advocate to ensure that no damage is done to your order and that it is delivered at the earliest.

Nonetheless, we provide for 20 days' time to our Wellness Advocates to deliver the order from the date of receiving the same from you. If your order is not delivered within the stipulated time therein, you have the **right to cancel** your order without attracting any penalty or cost towards the said cancellation. However, you can continue to wait for the order to be delivered so as to enjoy the quality products supplied by dōTERRA.

In case of any grievance, kindly contact us as per our Grievance Redressal Policy, <https://media.doterra.com/in/en/compliance/consumer-grievance-redressal-policy.pdf>