

# Return & Refund Policy

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## **GREAT OPPORTUNITY, Customer Product Refund Policy**

**We stand behind the quality of GREAT OPPORTUNITY, products.**

GREAT OPPORTUNITY, stands behind the quality of its products and guarantees your satisfaction. If for any reason you are not completely satisfied with the products, you may return it within 30 days of purchase for a refund as per the terms of the Returns Policy.

The refund policy is applicable only for products in marketable condition, accompanied with an invoice. This policy does not apply to products that have been intentionally damaged or misused. It is incumbent upon GREAT OPPORTUNITY, Direct Sellers to follow the Customer Product Refund Policy in letter and spirit.

**GREAT OPPORTUNITY, Returns Policy for Direct Sellers: Direct Sellers may return the products within 30 days of purchase as follows:**

- If the product is in marketable  
\*\* condition and is returned within 30 days of invoice date accompanied by original invoice full refund will be given.
- If the product is in marketable  
\*\* condition and is returned within 30 days of invoice date not accompanied by original invoice refund after deduction of VAT  
\*Taxes levied will be given.
- If the product is in Unmarketable  
\*\*\* condition and is returned within 30 days of invoice date refund value will be assessed by Returns officer and appropriate value will be given.  
\*VAT (Value Added Tax)  
\*\*Marketable refers to products that are unopened and sealed.  
\*\*\*Unmarketable are products, which have been partially used/opened.

### **Reference Notes:**

- The GREAT OPPORTUNITY, Direct Seller must return the product(s) to our head office personally or by courier.
- Period of return for products is calculated as the number of days from the Invoice Date, to the date of receipt at the GREAT OPPORTUNITY, Office.

- Condition refers to the condition in which the stock is received back from the GREAT OPPORTUNITY, Direct Seller as a return. The product can be 'marketable' or 'unmarketable' depending on the condition of the returned stock as assessed by the Returns executive at the GREAT OPPORTUNITY, dispatch and Delivery office.
- PV/ BV adjustment of Products returned shall be processed in the same Payout. Total PV/BV of the returned products will be deducted from the returning Direct Sellers account.
- The Product Return Policy does not apply to open packs of literature and videos or other sales and marketing aids.
- Total returns cannot exceed the quantity appearing on the Invoice.

If customers return products directly to GREAT OPPORTUNITY, PV / BV adjustment shall be done from the Direct Sellers payout account & any excess amount paid shall be recoverable from the Direct Seller.