

BUYBACK / RETURN / EXCHANGE POLICY

Effective Date: 15/04/2026

At Dynace India Agency Private Limited, we are committed to delivering high-quality wellness and lifestyle products to our Customers and Direct Sellers. However, if our products fall short of your expectations or arrive with defects, we provide a clear and fair return, refund, and exchange policy.

Please read this policy carefully. By engaging with our products or services, you agree to the terms outlined herein.

Return / Exchange Eligibility

In case of dissatisfaction, manufacturing defect, or damage in packaging, Customers or Direct Sellers may initiate a return or exchange request within 7 days from the invoice date, provided the issue is reported within 3 days of delivery.

Return / Exchange requests can be made by contacting our support team at:

☎ +91-8940999911

✉ support@dynaceglobal.in

General Conditions

- Products must be in marketable condition: unused, sealed, undamaged, not expired, and in original packaging.
- No return or refund will be accepted for products intentionally damaged or misused.
- Dynace Global reserves the right to determine product condition based on internal quality checks.

Buyback / Return Policy

- If the product is in marketable condition and returned within 7 days along with the original invoice: 100% refund will be processed.
- If the product is in unmarketable condition and returned within 7 days: No refund will be issued.

Note: "Marketable" includes products that are intact, sealed, undamaged, and not under promotional, discontinued, or seasonal categories.

Exchange Policy

To request an exchange, the following must be submitted:

- Product Return / Exchange Form
- Original Invoice
- Product in original, marketable condition
- New product selected should be of equal or higher value

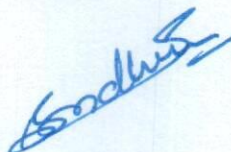
All exchanges must be requested within 7 days of the invoice date.

Refund Policy

Once we receive and inspect the returned product, we will notify you of the approval or rejection of your refund. If approved:

- Refunds will be initiated within 6-7 working days.
- Refund will be credited either to the original payment method or bank account as per Company's discretion.
- No cash refunds will be provided.

Shipping Costs



Return shipping charges must be borne by the Customer / Direct Seller. Shipping costs are non-refundable.

Order Cancellation

- **By the Company:**
Dynace Global reserves the right to cancel any order due to reasons such as product unavailability, payment issues, or incomplete information. Refund will be processed as per Clause 5.
- **By the Customer / Direct Seller:**
If cancellation is requested before dispatch, the Company may accept it and refund the amount. If already dispatched, cancellation may not be possible.
- **Recovery of Benefits:**
In case of promotional benefits or discounts used on a cancelled or returned order, Dynace Global reserves the right to recover the value of such benefits before issuing a refund.

Return Procedure

To return a product, follow these steps:

- Submit a duly filled Product Return Form.
- Attach the original invoice.
- Send the product to the Company's registered office via courier or in person.
- **Return Address:**
Dynace India Agency Private Limited
Plot No.18, Door no 3, 2nd Main road, New colony, Alwarthiru nagar annexe, Chennai, Tamil Nadu - 600087, India
support@dynaceglobal.in

Additional Notes

- Return period is calculated from invoice date to the date the product is received at Dynace Global's office.
- Product Return Policy is not applicable to opened literature kits, samples, or promotional items.
- Point Value (PV) and commissions associated with returned products will be reversed in the next payout cycle.
- Any excess payout due to PV-related benefits will be adjusted or recovered from future payouts.

Restrictions

- Repeat return of the same product by a Customer / Direct Seller within 30 days of repurchase is not allowed.
- Certain products may be governed by additional return conditions mentioned on the website www.dynaceglobal.in or specified at the time of sale.

Contact & Support

If you have any questions regarding returns, exchanges, or refunds, feel free to contact:

Dynace India Agency Private Limited:

Plot No.18, Door no 3, 2nd Main road, New colony, Alwarthiru nagar annexe, Chennai, Tamil Nadu - 600087, India

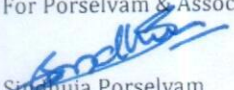
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This is to certify as per Rule 5(1)(d) of Consumer Protection (Direct Selling) Rules 2021 and based on Management representation Letter and explanation provided by concern officers of the company and as Practicing Company Secretary I, do not indemnify any act of the company and I do not assume any responsibility or liability or guarantee for any changes, inaccuracies, or unforeseen circumstances that may arise after the certification date related to subject matter. This statement does not constitute legal, financial, or medical advice and should not be interpreted as such.

For Porselvam & Associates


Srinanuja Porselvam
M.No - A44831 CoP - 23622
Date - 21/04/2026