

## RETURN AND EXCHANGE POLICY

We thank you for shopping with us and regret that you have faced an issue with our product. We at Tupperware have always try to provide you with the highest quality products that you can enjoy and make part of your everyday lives. We warrant that the product supplied by us will conform with the specifications provided and agree to remedy the non-conformity, if any. We offer our customers up to lifetime warranty as per our Warranty Policy\*.

The present policy is applicable on all products purchased by non-commercial users/purposes and only on the purchases made by the Consumers. All products can be returned, exchanged and refund of the amount paid is processed as per the present policy. Therefore, we recommend you go through this policy before making any purchase.

### 1. Right to Return

You have the right to return the product within 7 days of the delivery of the same to you ("Return Period"). The product sought to be returned needs to be in marketable and saleable. Notwithstanding anything contained in the present policy product which shows any sign of usage cannot be returned. The right to determine the condition of the product is reserved with Tupperware on product-to-product basis. The decision of Tupperware is final and binding upon you. Only products accompanied with invoice/ proof of purchase are permitted to be returned.

### 2. Process for Return

- a. You can return the product by contacting the Consultant who made the sale to you and communicating to him/her about your desire to return the product within the Return Period.
- b. In case, you are unable to trace the Consultant who made the sale to you, kindly refer our Web site to search for the Consultant's details or please feel free to contact us or the Tupperware Distributor of your Area.
- c. The Consultant preliminary determines whether the product is in marketable and saleable condition and initiate the return process as provided herein.
- d. The Consultant will collect the product(s) and a collection slip against the same will be provided to you ("Collected Product"). The Collected Product(s) will be taken to our Distributor for determining their condition and whether the same qualifies for refund or not.

- e. If the non-used Collected Product(s) are determined to be in saleable and marketable condition, then the Distributor will permit the refund of the amount paid by you to the Sales Force member.
- f. The refund in such cases is provided by the Consultant within 30 days of the approval by the Distributor. Further, at the time of refund the Collection slip provided at collection of products needs to be returned to the said member, failing which no refund of any kind can be processed.
- g. Further, Tupperware does not accept return of any product which was clearly identified at time of sale as demonstration kit, non-returnable, or seasonal item.
- h. In case you face any issue or problem or are unsatisfied with the redressal of your return request, feel free to contact us as per our Grievance Redressal Policy\*.

### 3. Right to Exchange

- a. You are required to inspect the products immediately upon delivery and inform us about any noticeable manufacturing defect or damage to product during transit. A product can be said to be defective if it:
  - a. Does not conform to the description provided in advertisement or elsewhere;  
or
  - b. Is unfit for any purpose informed to you, before you made the purchase; or
  - c. Has a defect in manufacturing or other such defects which renders the product unusable or unsuitable or dangerous in any way while using as intended.
- b. In addition to the situations mentioned above, we provide exchange of the defective products as per our Warranty Policy\*. Please read our Warranty Policy\* completely and carefully for understanding all your rights.
- c. Products needs to be accompanied with invoice/ proof of purchase for being eligible for exchange under the present policy.

### 4. Process for Exchange

- a. You can exchange the product by contacting any of our Consultants and communicating to him/her about the condition warranting exchange. In case, you are unable to trace any Sales Force member, please refer our Web site to search for the Consultant's details or feel free to contact us or Tupperware Distributor.
- b. The Consultant preliminary determines if the product is defective and can be exchanged as per the present Policy and/or Warranty Policy\*.
- c. The Consultant will collect the product(s) and a collection slip of the same will be provided to you ("Collected Product"). The Collected Product(s) will be taken to

our Distributor for determining their condition and whether the same qualifies for exchange or not.

- d. If the products are determined to be defective without any fault attributable to you or wrong usage as per our Warranty Policy\*, then the Distributor will permit the exchange of the product.
- e. The exchange in normal cases is provided within 30 days of the approval by the Distributor, based on the availability of the Product. Further, at the time of exchange the Collection slip provided earlier needs to be returned to the said Sales Force member, failing which no exchange of any kind can be processed.
- f. In case, the Collected Product has been discontinued then a similar product carrying same value will be provided to you.
- i. In case you face any issue or problem or are unsatisfied with the redressal of your return request, feel free to contact us as per our Grievance Redressal Policy\*.

Tupperware reserves its right to modify, repeal or re-enact the present policy with or without notice and as such it is recommended that you make yourself regularly familiar with this Policy.

\*These Policies including other Tupperware Literature are available and can be accessed at our website: [www.tupperwareindia.com](http://www.tupperwareindia.com)

In case of any query, contact us at:

Tupperware India Private Limited

E-mail us at: [care@tupperwareindia.com](mailto:care@tupperwareindia.com)

Call us on: 0124-4322222

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