

CERTIFICATE IN TERMS OF RULE 4(g) OF CONSUMER PROTECTION (DIRECT SELLING) RULES, 2021

TO WHOM SO EVER IT MAY CONCERN

I have seen the website of Oriflame India Private Limited ("**Oriflame**") bearing CIN: U74899DL1994PTC061083 and having its registered office at Ground Floor, M-10, South Extension-II, New Delhi-110049, India.

On the basis of the requirements stipulated in terms of Rule 5(1)(d), Rule 5(2), Rule 5(6) and Rule 5(16) of Consumer Protection (Direct Selling) Rules, 2021 ("**Direct Selling Rules**"), I certify that the following details and documents are available on the website of Oriflame:-

1. Registered name of Oriflame;
2. Registered address and other branch office addresses of Oriflame;
3. Contact details, including e-mail address, fax, land line and mobile numbers of Oriflame's customer care and grievance redressal officers;
4. Information relating to return, refund, exchange and guarantee, delivery and shipment and modes of payment which may be required by the consumers to make informed decisions;
5. Information on available payment methods;
6. Total price of any goods or service in single figure;
7. Following details/ documents of Oriflame:
 - Certificate of Incorporation;
 - Memorandum of Association and Articles of Association;
 - Permanent Account Number and Tax Deduction and Collection Account Number;
 - Goods and Service Tax Registration Numbers;
 - Goods and Service Tax returns acknowledgement numbers for the financial year 2022-23;
 - Income tax return filing acknowledgement number for the assessment year 2023-24;
 - Balance sheet, audit report and directors reports for the financial year 2022-23 filed with the Registrar of Companies;
 - Register of direct sellers updated as of March 31, 2024;
 - Certificate of Importer-Exporter code (in case of imported goods);
 - License issued under the Food Safety and Standards Authority of India Act, 2006 (34 of 2006) for the purposes of manufacture or sale of food items;
 - Following licenses issued under the Drugs and Cosmetics Act, 1940 (23 of 1940)-
 - Drugs and Cosmetics Manufacturing License, Noida; and
 - Drugs and Cosmetics Import License.
 - Trademark Certificates;
8. Self-declaration of Oriflame in terms of Rule 5(1)(c);
9. Contact information of Oriflame which is current and updated;
10. Details of Oriflame's nodal officer, grievance redressal officer, its management;
11. Details of Oriflame's products, product information, price;
12. Grievance redressal mechanism for consumers;
13. Correct and complete information at pre-purchase stage to enable buyers to make informed purchase decisions, and such information shall, in addition to the mandatory declarations to be provided under the Legal Metrology (Packaged Commodities) Rules, 2011, contain the following information, namely:-
 - the name of purchaser;

- description of goods or services;
 - quantity of goods or services;
 - the estimated delivery date of goods or services;
 - the process of refund; and
 - exchange or replacement of goods in case of it being defective.
14. Display of the current and updated name, contact details including telephone number, email address and designation of grievance redressal officers on Oriflame website.
15. Record of relevant information allowing for identification of all direct sellers who have been delisted by Oriflame (as of March 31, 2024) and such list has been publicly shared on Oriflame's website.



Karan Mehra
Company Secretary
Oriflame India Private Limited
Membership number: A33137