

## **Complaints procedure**

We hope you love our products as much as we do, but if for any reason you are unhappy with the products or service you have received, you have the right to make a complaint.

Although we always strive to provide the best possible service we can, we realise that sometimes this may not always occur – if it doesn't, we want to put this right for you. You can make a complaint by contacting us on 026 28 262 018 / 048 28 262 018 or by sending an email to [customerservices@flpireland.com](mailto:customerservices@flpireland.com).

All complaints will be investigated fairly, confidentially, respectfully and in a timely manner. We always aim to reach a fair outcome for you; if you are unhappy with our decision, then there are a number of government-approved and EU listed third-party 'Alternative Dispute Resolution' (ADR) providers that you may wish to contact <http://ec.europa.eu/odr>.

Forever Living Products is not obliged to, and does not agree to, have its consumers' complaints handled by ADR providers other than the Direct Selling Association Ireland (DSAI).

The DSAI offer a dispute handling service which is specific to direct selling companies such as Forever Living Products (who are members of the DSAI).

For details of this, and of the DSAI's Codes of Practice, contact the DSAI directly on +353 1 896 3668 or visit their website at [info@dsaireland.org](mailto:info@dsaireland.org). You can also write to them at [info@dsaireland.org](mailto:info@dsaireland.org).