



FOREVER<sup>®</sup>

COMPLIANCE OF  
**DIRECT  
SELLING**  
**GUIDELINES 2016**

Forever has over the past decade carved its own path of Success by striving against all odds. This New Year, we begin with modulating our processes, practices and services to keep in line with the newly introduced guidelines for Direct Selling by the Ministry of Consumer Affairs. Below are the few changes which we the Company as a Direct Selling Entity and you the Forever Business Owner (FBO) as the Direct Seller must incorporate not only in our business conduct but also in our day to day activities for better productivity, stability and greater success.

- **MANDATORY ORIENTATION** – Trainings and Seminars are one of the backbones on which FBOs can successfully build their Forever Empire. Free trainings have always been provided by the Company to all its FBOs. It is now COMPULSORY for the sponsor to provide a mandatory orientation training to their new prospect BEFORE signing them into the program. The sponsor must sign an undertaking in their new prospect's application form that they have provided the new applicant with all the information they require to start their Forever Business. Online joining prospects must view the link provided for the mandatory orientation before completing their online formalities. The Mandatory orientation provides fair and accurate information on all aspects of Direct Selling operations, including but not limited to remuneration system and expected remunerations for newly recruited Direct Sellers. The training slides are now available for download on the website – [www.foreverliving.com](http://www.foreverliving.com)
- **FBO APPLICATION** – The company prohibits the sponsor to request their new prospect for any reimbursements. The cost of the FBO Application must be borne by the sponsor and not by their new prospect.
- **MANDATORY KYC DOCUMENTS** – To comply with the Direct Selling Guidelines 2016, all FBO application requests must be accompanied by self-attested/verified address proof. The acceptable list of documents for address proof are Aadhaar Card, Voter's Card, Passport, Driver's License and Ration Card or any other identity document issued by the state or central government which can verify address and age. No substitution can be made for these documents and we request co-operation of all individuals in this matter. A copy of the PAN card must be submitted to the Company as per the Indian Income Tax Act, 1961. For online joining, the documents required shall remain the same.
- **COOLING-OFF PERIOD** – We always seek trials or samples whenever a new opportunity is presented to us before finally committing ourselves to new avenues or products. At Forever, this 'Cooling-off period' always allowed its new joiners to opt out of the company and revoke their ID within 14 days of joining the company. This period now has been extended to 60 days in the agreement between the FBO and the Company.
- **WEBSITE** - The official website of our Company is [www.foreverliving.com](http://www.foreverliving.com) (location ASIA - India) which has been updated with all the information including the products, price lists, quality certificates, terms of contract with FBO, the grievance redressal webpage and a new page for the consumers of our products - Know Your Rights. FBOs are requested to only refer to the official website of the company for any authenticated information and to promote the same among its customers.
- **BONUS RECAP STATEMENT** – This statement is a summary of the monthly sales taken place in an FBO's as well as his team's ID and the commission earned by him/her for such sale. All FBOs earning their bonuses from the Company receive their Bonus Recap Statement through courier to their registered address after it is dispatched from the company on the 15<sup>th</sup> of the following month of sales. FBOs can also opt for this facility online by modifying their Recap option from 'mail' to 'web' in their FBO login. To understand the recap, FBO's can click this link (LINK:) which offers to 'learn to read and understand' the recap.
- **CONFIDENTIALITY POLICIES** – We value every single piece of information shared by our FBOs and strive to maintain the sanctity of this database. Similarly, we expect all our FBOs to protect and guard their customer's interest and safety of any information confided in them by retail customer. Violation of the confidentiality policy shall be dealt with severity by the Company.
- **VAT** – FBOs must comply with all the VAT regulations as directed by the Indian laws. The Company shall intimate all FBO crossing the threshold limit of VAT by letters or emails on a periodic basis.
- **OBLIGATIONS OF FBOs UNDER THE DIRECT SELLING GUIDELINES 2016:**
  - Prior Appointments - In addition to the above requirement, please ensure to take PRIOR Appointments from your customers before introducing them to our world. FBOs are NOT permitted to visit any customer, client or prospect without intimation and a prior appointment.
  - INTRODUCING YOUR SELF & COMPANY – Upon receiving appropriate appointment, FBOs must introduce themselves, the name of the Company, the fact that we are a direct selling entity and provide accurate information on the products, without being asked by the consumer. FBOs must truthfully offer our business opportunity without being secretive or manipulative in providing any information.

- **ID Card** – We are proud of WHO WE ARE and WHAT WE DO. Wear this pride on your sleeve by ensuring to present your Business ID card to each and every customer you meet to introduce our products or business opportunity. If you have not yet applied for this ID card, login to your Forever account and print out the ‘System Generated ID Card’ IMMEDIATELY. It is now mandatory for all FBOs to carry their ID Card on their visit to their customers.
- **TIME AND PLACE FOR INSPECTION OF GOODS** – Customers must be given the opportunity to inspect products or samples being offered to them as part of the FBO’s sale for their consumption with an appropriate time and place.
- **BUY BACK POLICY** - Before the finalization of the retail sale, FBOs must truthfully explain to the customer the refund or the buy-back policy for the customer. The FBOs can understand the buy-back policy through the latest version of the Company Policy handbook available for sale at all counters.
- **CASH MEMO BOOK** – All retail sales of FBOs must be completed by giving a bill or receipt to the customer with the products. No sale shall be deemed as complete if not provided with a proper bill or cash memo as proof of sale. The cash memo book is available for sale at all Company sale points.
- **INFORMATION ON REGISTERING COMPLAINTS WITH THE COMPANY** – The FBOs must give their Customers details of the Complaint redressal mechanism as part of the post-sale services or any other service that they are dissatisfied with.
- **MAINTAIN BOOKS OF ACCOUNTS** - FBOs must maintain proper books of accounts which records all the details of their sales including description of goods & services, date of sale, total amount paid by consumer.
- **GRIEVANCE REDRESSAL MECHANISM** – Being a Network Marketing Firm, it is always first your sponsor whom you approach to seek guidance or solution for any challenges which you may be faced with. In addition to this facility, the Company has set up a Committee for addressing all grievances submitted directly to us. If you do not receive any satisfactory response/solution from your sponsor or upline managers, you may ‘Write to Us’ by following the given links on the Foreverliving.com website. This page will also provide you with the nearest FLP branch offices by entering your location.
- **PROHIBITED ACTIVITIES** – For the purpose of prospective sales or business, NO FBO is allowed to indulge in any practice or conduct which would question the integrity of the Company and the nature of our Business. Any Violations brought to the Company’s notice shall be dealt with stringent action which may even lead to Termination of their Forever Business:
  - FBOs cannot use any misleading, deceptive or unfair trade practices which disrupts the business environments for purpose of their business.
  - FBOs cannot, in prospect of luring any individual, use misleading, false or deceptive income claims or earning potentials.
  - FBOs cannot make claims of their business which cannot be proved or verified either by them or the Company.
  - FBOs cannot misguide or mislead any prospect in a deceptive manner of any advantages of our business.
  - False representation of the Marketing/Compensation Plan of the Company is a prohibited activity.
  - It is a prohibited for any FBO to persuade or encourage any fellow FBO, downline, team member or cross line to purchase any products in unreasonable quantity or more than their immediate need for sale or consumption.
  - FBOs must only utilize literature or any other training material as provided or approved by the Company. Use of any literature which is not approved by the Company is strictly prohibited.
  - FBOs must not persuade or encourage any new or existing FBO to purchase any training equipment, literature or sales demonstration material for purpose of their business.

With the New Year beginning with a promising note, we as always, look forward to receive your continued support and co-operation in executing the new guidelines of direct selling.

***Wish you Good Luck and Forever Success!***

***Forever Management***

## Forever Living Products India Regional Offices and Product Centres

### Ahmedabad RDO

Krishna House, Nr. Nabard Residency, H.L Comm. College Rd, Ellisbridge, Navrangpura, Ahmedabad - 380 009.

Office Hours : 11.00 am – 08.00 pm Fri. to Tues.

02.00 pm – 08.00 pm Thurs.

*Closed on Wednesday*

### Bangalore Product Centre

A – Santhanam Chambers, Ground Floor, Union Street No.6,

Off Infantery Rd., Opp. Lakshmi Vilas Bank, Bangalore - 560 001.

Office Hours : 11.00 am – 08.00 pm Fri. to Tues.

02.00 pm – 08.00 pm on Thurs.

*Closed on Wednesday*

### Delhi RDO

C – 150, Naraina Indl. Area, Phase I, New Delhi - 110 028.

Office Hours : 10.30 am – 07.30 pm Fri. to Tues.

02.00 pm – 08.00 pm on Thurs.

*Closed on Wednesday*

### Goa Product Centre

Unit No G17, Ground Floor, Geras Imperium,

EDC Patto Plaza, Panaji, Goa - 403 001.

Office Hours : 10.00 am – 07.00 pm Mon. to Sat.

11.00 am – 07.00 pm Tues. & Thurs. *Closed on Sunday*

### Hyderabad RDO

8-2-293 / 82 / L / 1-A, Road No. 12, Banjara Hills,

Opp. Omega Hospital, Hyderabad - 500 034.

Office Hours : 11.00 am – 08.00 pm Fri. to Tues.

02.00 pm – 08.00 pm Thurs.

*Closed on Wednesday*

### Jaipur Product Centre

F-85, Panchsheel Marg, Subhash Marg, C-Scheme, Jaipur - 302 001.

Office Hours : 10.00 am – 07.00 pm Fri. to Tues.

01.00 pm – 07.00 pm on Thurs.

*Closed on Wednesday*

### Jammu Product Centre

Chopra Central Building, Sector 8, New Bye Pass Road,

Near Railway Station, Trikuta Nagar, Jammu - 180 012.

Office Hours : 10.00 am – 07.00 pm Fri. to Tues.

01.00 pm – 07.00 pm on Thurs.

*Closed on Wednesday*

### Lucknow Product Centre

Ground Floor, Kamal Niwas, 15 Ashok Marg, Behind SBI,

Near Shakti Bhavan, Lucknow - 226 001.

Office Hours : 10.30 am – 07.30 pm Fri. to Tues.

02:00 pm – 07.30 pm Thurs.

*Closed on Wednesday*

### Meerut RDO

Gr. Flr., Sharda Plaza, Punjabipura, Delhi Road, Meerut - 250 002.

Office Hours : Mar. to Oct. 10.30 am – 07.30 pm Fri. to Tues.

02.00 pm – 07.30 pm Thurs.

Nov. to Feb. 10.00 am – 07.00 pm Fri. to Tues.

01.30 pm – 07.00 pm Thurs.

*Closed on Wednesday*

### Mohali RDO

Plot No. 380, Bulk Material Market, Phase 11,

Sector 65A, Mohali - 160 063.

Office Hours : 10.30 am – 07.30 pm Fri. to Tues.

02.00 pm – 07.30 pm Thurs.

*Closed on Wednesday*

### Mumbai RDO

Forever Plaza, 74 Hill Road, Opp. St. Stanislaus High School,

Bandra (W), Mumbai - 400 050.

Office Hours : 11.00 am – 08.00 pm Fri. to Tues.

02.00 pm – 08.00 pm Thurs.

*Closed on Wednesday*

### Patna RDO

1<sup>st</sup> Floor, Lakshwari Bhawan, Above LG Showroom,

Near Old Museum, Budh Marg, Patna - 800 001.

Office Hours : 10.00 am – 07.00 pm Fri. to Tues.

01.00 pm – 07.00 pm Thurs.

*Closed on Wednesday*

### Ranchi Product Centre

1<sup>st</sup> Floor, Jyoti Plaza, Harmu Road,

Near Kishorganj Chowk, Ranchi - 834 002.

Office Hours : 10.00 am – 07.00 pm Fri. to Tues.

01.00 pm – 07.00 pm Thurs.

*Closed on Wednesday*

### Shillong RDO

1<sup>st</sup> Floor, Shillong Local Centre, Barik Point, Shillong - 793 001.

Office Hours : Nov – Jan 08.00 am – 05.00 pm

Feb – Oct 09.00 am – 06.00 pm

*Closed on Sunday*

FOREVER  
LIVING  IMPORTS  
(INDIA) PVT. LTD.

#### Mailing Address:

Forever Plaza, 74 Hill Road,  
Opp. St. Stanislaus High School, Bandra (W), Mumbai 400 050  
Tel.: 91-22-6641 4000 Fax: (022) 66414010  
Email: flpindia@flpindia.net

[FOREVERLIVING.COM](http://FOREVERLIVING.COM)