

ALTOS
Health is Life

ALTOS **PRAGATI** **PLAN**

WITH MULTIPLE GROUP SYSTEM



ALTOS



Health is Life

ABOUT COMPANY



- ✓ **Name** : **Altos Enterprises Private Limited**
- ✓ **Registered Address (Head Office)** : Altos Tower, Hambran Road, Near Radha Swami Satsang Bhawan, Ludhiana, Punjab, 141008
- ✓ **Certificate of Incorporation** : U52190PB2002PTC025539
- ✓ **Permanent Account Number** : AAECA2621E
- ✓ **Tax Deduction & Collection Account Number** : JLDA01084G
- ✓ **Goods and Services Tax registration** : 03AAECA2621E1ZH
- ✓ **FSSAI License Number** : 12118441000285

REGISTRATION

“ Anyone 18 years or above can register Altos business with no Investment & become an Independent Direct Seller of Altos. After becoming Altos Direct Seller, an Associate will start getting Altos Company Products at discounted rates up to 50%.

To become Direct Seller in Altos, it is mandatory to register online. A person can become Direct Seller of the company by filling online application form by instant OTP verification. Only One registration is possible via one registered mobile number.

A Direct Seller will have to upload passport size photograph Aadhar number, PAN Number, Bank Passbook/ Cancelled cheque and self-attested KYC document (ID Proof & Residence Proof such as Self-Attested copy of Driving License, Passport, Aadhar Card, Voter Card or PAN Card) in his/ her profile on the company's website is mandatorily.

Income will be released after verification of these documents exclusively . ”



BENEFITS OF PLAN

- 1) **Earn Retail Profit**
- 2) **Personal Purchase Incentive**
- 3) **Leadership Royalty on multiple groups**
- 4) **Differential income on Extra B.V**
- 5) **Referral Income**
- 6) **Royalty Match Income**
- 7) **Royal Crown Accumulation**
- 8) **Annual Bonus**
- 9) **National & International Travel Fund**
- 10) **Life Time Incentive**
- 11) **Regular Purchase Plan**



1) EARN RETAIL PROFIT

Example:1

You are enrolled in Altos business, if you buy Altos Products of ₹10,000 at D.P for personal use. Then you have an opportunity to earn profit up to ₹5,000.

M.R.P	D.P	PROFIT (APPROX)
₹15000	₹10000	₹5000

Example:2

If you purchase Altos Tulsi power, then you will earn retail profit.

M.R.P	D.P	PROFIT (MRP - DP)
₹265	₹180	₹85



2) PERSONAL PURCHASE INCENTIVE

When consultant makes a personal purchase on his/her own ID, he/she will get personal purchase incentive as per table .

Business Volume	Personal Incentive
100-499	5%
500-4999	10%
5000 & above	14%



3) LEADERSHIP ROYALTY ON MULTIPLE GROUPS

Leadership royalty = (% as per level) x Company turnover (Current Month B.V) / Total number of achievers

Altos allocates percentage as per level of company's current month B.V as Leadership Royalty. This is calculated as per the formula shown below:-

$$\frac{(\% \text{ AS PER LEVEL}) \times \text{COMPANY TURNOVER (CURRENT MONTH B.V)}}{\text{TOTAL NUMBER OF ACHIEVERS}} = \text{LEADERSHIP ROYALTY}$$

You will get TWO points in Leadership royalty from Group A & Group B.

You can open as many groups as you want

LEVEL	Personal Purchase (B.V)	Group A	Group B	Group C	Group D	Group E & So on...	% of Company Turn Over (Current month B.V)	Total Incentive
Supervisor	25	2500	2500	<p>From Third group onwards, You will get ONE point in leadership royalty from each Individual Groups.</p>			1 %	Supervisor
Champion	100	5000	5000				3 %	Champion
Manager	150	10000	10000				4 %	Manager
Executive	250	25000	25000				6 %	Executive
Chief Executive	500	50000	50000				5 %	Chief Executive
Diamond	1500	1 LAKH	1 LAKH				12 %	Diamond
Blue Diamond	2500	2 LAKH	2 LAKH				4 %	Diamond+B.Diamond
Royal Diamond	3000	5 LAKH	5 LAKH				4 %	Diamond+B.Diamond+R.Diamond
Royal Black Diamond	3500	10 LAKH	10 LAKH				2 %	Diamond+B.Diamond+ R.Diamond+ R.B.Diamond
Royal Crown	4000	15 LAKH	15 LAKH				1.5 %	Diamond+B.Diamond+R.Diamond+ R.B. Diamond+R.Crown
Super Royal Crown	4000	20 LAKH	20 LAKH				1 %	Diamond+B.Diamond+R.Diamond+ R.B. Diamond+R.Crown+S.Royal Crown
Double Royal Crown	4000	25 LAKH	25 LAKH				1 %	Diamond+B.Diamond+R.Diamond+R.B. Diamond+R.Crown+S.Royal Crown+D.R.Crown

NOTE

- You can open as many groups as you want
- Personal Purchase will be adjusted in any group wherever required & 500 B.V in any group is must to adjust personal purchase.



4) EXTRA INCOME ON EXTRA B.V

Company will give extra income on extra BV generated by you in group B & other groups individually after compilation of your level as per Leadership Royalty.

- ▶ (Champion to Chief Executive) You will get **TWO** points in extra B.V system from Group A & Group B.

Group A	Group B	Group C	Group D	Group E & so on...
2500	2500	From Third group onwards, You will get ONE point in extra B.V system from each Individual Groups.		

Company will distribute 1.5 % of Company turn over among the leaders with there points.

- ▶ (Diamond to Double Royal Crown) You will get **TWENTY** points in extra B.V system from Group A & Group B.

Group A	Group B	Group C	Group D	Group E & so on...
25000	25000	From Third group onwards, You will get TEN points in extra B.V system from each Individual Groups.		

Company will distribute 1.5 % of Company turn over among the leaders with there points.

5) REFERRAL INCOME

Referral income depends on the achievement of your Growline. When your grow line achieves a level, then you will get referral points according to that table. These points will get converted into income. Company collects 2% of total B.V on a monthly basis, calculates point value and divides it equally among achievers. To get referral income, your ID number must be updated in the referral ID of your growline.



LEVEL	Champion	Manager	Executive	Chief Executive	Diamond	Blue Diamond	Royal Diamond	Royal Black Diamond	Royal Crown and above
POINTS	2.5	5	10	20	120	200	280	380	500

NOTE

- Referral income will be given to those distributors who have updated growline level in any group.
- To get referral income, your ID number must be updated in the referral ID of your growline.
- To get referral income, your ID must be higher with the level of your Growline.
- To get referral income, your minimum point should be in Ratio 1:5.
- Achieved points will be shown in real time in your Login panel.
- Personal purchase is mandatory.

6) ROYALTY MATCH INCOME

If any leader achieves Leadership Royalty then his/her referral ID whose level is Diamond & above will get royalty match income. Company allocates 3% of company's monthly B.V for royalty match income. This is calculated by Point sharing system based on Royalty match points earned by the qualifier. Royalty match point value is computed as per the formula shown below:

$$\text{Royalty Match Point} = \frac{\text{3\% OF COMPANY'S CURRENT MONTH B.V}}{\text{TOTAL NUMBER OF POINTS COLLECTED}}$$

ROYALTY MATCH POINTS = Points as per Leadership Royalty (Supervisor to Double Universal Crown Ambassador) achieved by your Referral ID in Current month.





FOR EXAMPLE: If your referral ID has achieved Manager level & his/her Leadership royalty is ₹1500 (approx.) Then your royalty match points are 1500.

You will get Double {2X} points, If your level is Crown Ambassador & above.

NOTE ■ To get referral royalty match income, your id must be at same or higher level from your growline.

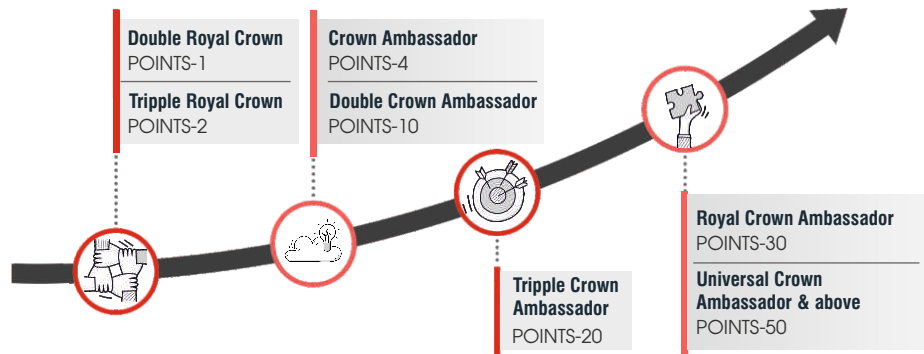
7) ROYAL CROWN ACCUMULATION

- You will get TWO point in Leadership royalty from Group A & Group B.
- To get benefit of accumulation, you must do 25 Lakh B.V in current month each in at least two groups.
- There is no condition on accumulation of Third group onwards if you are maintaining Double Royal Crown and above level in current month
- Accumulated BV helps to achieve Royalty of Triple Royal Crown level & above.
- Accumulated Business will be counted for next 12 months from the day you have achieved Double Royal Crown level.

LEVEL	PERSONAL PURCHASE	Accumulated Business Volume		Group C	Group D	Group E & So on...	INCENTIVE (Company's Turnover)	TOTAL INCENTIVE
		Group A	Group B					
Tripple Royal Crown	4000	1 Crore	1 Crore	<p>On accomplishment of same Accumulation BV in third group as per second group, You will get ONE point in Triple crown and above leadership royalties from each Individual Group.</p> <p>(You have to do minimum 25 Lakh B.V in current month in third group onwards)</p>	1% Company's Turnover	All royalties on Leadership Incentive+TRC		
Crown Ambassador	4000	4 Crore	2 Crore		1% Company's Turnover	All royalties on Leadership Incentive+CA		
Double Crown Ambassador	4000	10 Crore	5 Crore		0.75% Company's Turnover	All royalties on Leadership Incentive+DCA		
Tripple Crown Ambassador	4000	20 Crore	10 Crore		0.75% Company's Turnover	All royalties on Leadership Incentive+TCA		
Royal Crown Ambassador	4000	30 Crore	15 Crore		0.75% Company's Turnover	All royalties on Leadership Incentive+RCA		
Universal Crown Ambassador	4000	50 Crore	25 Crore		0.75% Company's Turnover	All royalties on Leadership Incentive+UCA		
Double Universal Crown Ambassador	4000	100 Crore	50 Crore		0.75% Company's Turnover	All royalties on Leadership Incentive+DUCA		

8) ANNUAL BONUS

Altos provides annual bonus to Double Royal Crown & above level. Company will collect 1% of total annual B.V for Bonus. Leaders have to maintain minimum Double Royal Crown level for 8 months at least from financial year 1 April-31st March.



9) NATIONAL & INTERNATIONAL TRAVEL FUND

Altos provides Travel fund to Diamond & above level leaders. Company will collect 1.5% of the total company's BV. Leaders have to collect 50 points for National Tour & 100 points for International Tour simultaneously with in financial year.

i.e April 1 to March 31.

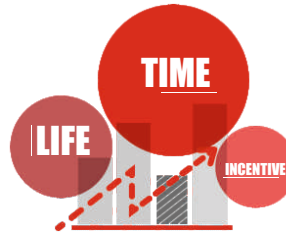
LEVEL	POINTS
Diamond	5
Blue Diamond	10
Royal Diamond & above	15

NOTE

- Travel fund will be used after tour announcement by the company.
- Travel fund will be given exclusively to Couple.
- Tour will be announced after closing of financial year.
- Last year tour achievers have to maintain higher level from their previous level for at least 3 months in next financial year.

10) LIFE TIME INCENTIVE

Altos gives life time incentive to those leaders who have achieved Universal Crown Ambassador Level once in life time. Once you have achieved level of UCA, then you will get additional 1% of Company's turnover in Future. This income will be distributed equally among all distributors.



11) REGULAR PURCHASE PLAN

When consultant will make Purchase of Altos products for 4 months regularly, then consultant will get products absolutely free for 1 month.

B.V	Personal Incentive	Entry Month	Second Month	Third Month	Fourth Month	Total Benefit
1000	10%	1000 B.V	1000 B.V	1000 B.V	1000 B.V	₹1,000 Open product Coupon with B.V 10% to 14% Personal Incentive

ELIGIBILITY TABLE

MONTH	(FIRST)	(SECOND)	(THIRD)	(FOURTH)
DATE	1-31	1-15	1-15	1-15

T&C APPLY



NOTE

- Regular Purchase plan achievers can participate one time only. If you missed your purchase as per rules only then you get eligible to get entry in current month.
- First month purchase is mandatory. If you do purchase in any 2 month then you will get 10% additional benefit, If you do purchase in any 3 months then you will get 15% additional benefit and If you do purchase in all 4 months then you will get 25% additional benefit.
- Purchase must be done with in dates mentioned in Eligibility table.
- Open Product Coupon refers to purchase of any Altos Product except Spices, Rice Bran Oil, Hand Sanitizer & Marketing tools.

SOCIAL MEDIA



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TERMINOLOGY

"Altos" means Altos Enterprises Private Limited with their registered head office at ALTOS TOWER, HAMBRAN ROAD, NEAR RADHA SWAMI SATSANG BHAWAN, Ludhiana, Punjab the principal entity which sells or offers to sell goods or services through direct sellers, but does not include an entity which is engaged in a Pyramid Scheme or money circulation scheme.

"Direct Seller" means a person authorized by Altos through a legally enforceable written contract to undertake direct selling business on principal to principal basis.

"Prospect" means a person to whom an offer or a proposal is made by a direct seller to join Altos.

"Saleable", in relation to goods or services, means unused and marketable goods or services which have not expired, and which are not seasonal, discontinued or used for special promotion.

"Cooling-off Period" means a period of time given to a participant to cancel the agreement he has entered into for participating in the direct selling business without resulting in any breach of contract or levy of penalty.

SELF-DECLARATION

Altos Enterprises Private Limited

1. Has complied with the provisions of these rules and is not involved in any Pyramid Scheme or money circulation scheme.
2. Maintain proper and updated website with all relevant details of that entity, including the documents or records specified in rule 4, the self-declaration specified in clause ©, contact information which is current and updated, details of its nodal officer, grievance redressal officer, its management, products, product information, price and grievance redressal mechanism for consumers.
3. Own, hold or be the licensee of a trademark, service mark or any other identification mark which identifies that entity with the goods or services to be sold or supplied, but shall not give commissions, bonus or incentives on sale of goods or services of which it is not the owner, holder or licensee of trademark, service mark or other identification marks.
4. Obtain all applicable trade registrations and licenses, including Permanent Account Number and Goods and Services Tax Registration.
5. Have a prior written contract with its direct sellers in order to authorize them to sell or offer to sell its goods or services, and the terms of such agreement shall be just, fair and equitable.
6. Ensure that all its direct sellers have verified identities and physical addresses and issue identity cards and documents only to such direct sellers
7. Create adequate safeguards to ensure that goods and services offered by its direct sellers conform to applicable laws.
8. Be liable for the grievances arising out of the sale of goods or services by its direct sellers.
9. All products of a Altos shall comply with the declarations to be made under the Legal Metrology Act, 2009 (1 of 2010).

10. Store sensitive personal data within the jurisdiction of India, in accordance with the applicable law for the time being in force & shall take appropriate steps to ensure protection of such data provided by a consumer and also ensure adequate safeguards to prevent access or misuse of such data by any unauthorized person.
11. Shall maintain a record of all its direct sellers, including their identity proof, address proof, e-mail and such other contact information.
12. Will provide information, on the request in writing made by a consumer after the purchase of any goods or services, provide him with the information regarding any direct seller from whom such consumer has made a purchase, and such information shall include the name, address, e-mail, contact number and any other information which is necessary for making communication with such direct seller for effective dispute resolution.
13. Ensure that the advertisements for marketing of goods or services are consistent with the actual characteristics, access and usage conditions of such goods or services.
14. Does not directly or indirectly, falsely represent itself as a consumer and post reviews about its goods or services or misrepresent the quality or features of any of its goods or services.
15. Explicitly or implicitly vouches for the authenticity of the goods or services sold, or guarantees that such goods or services are authentic, shall bear the liability in any action related to the authenticity of such goods or services.
16. Monitor the practices adopted by its direct sellers and ensure compliance with these rules by means of legally binding contract with such direct sellers.
17. Maintain a record of relevant information allowing for the identification of all direct sellers who have been delisted by the Altos and such list is publicly shared on its website.
18. Comply with the requirements of all relevant laws, including payment of taxes & deductions thereunder.
19. Shall not promote a Pyramid Scheme or enroll any person to such scheme or participate in such arrangement in any manner whatsoever in the garb of doing direct selling business.
20. Shall not participate in money circulation scheme in the garb of doing direct selling business.
21. Using e-commerce platforms for sale, shall comply with the requirements of the Consumer Protection (e-Commerce) Rules, 2020.
22. Does not adopt any unfair trade practice in the course of its business or otherwise, and shall abide by the requirements specified in any law for the time being in force.
23. Does not promote schemes to promise easy or quick money upon enrolment or adding of members
24. Does not promote to pay installments (EMIs) and attract more investors through word of mouth publicity
25. Does not promote schemes to encourage addition of more people to group for commission on enrolment rather on sale of products.
26. Ensure that its commission structure is solely based on sale of goods only.

GRIEVANCE REDRESSAL MECHANISM

Officer Name: _____

Contact Details: _____

Email Address: _____

Our Grievance Redressal officer acknowledges the receipt of any consumer complaint within forty-eight working hours of receipt of such complaint and redresses the complaint normally within a period of one month from the date of receipt of the complaint and in case of delay of more than a month, reasons for the delay, and the actions taken on the complaint, are informed to the complainant in writing.

Altos Enterprises have appointed a nodal officer who shall be responsible for ensuring compliance with the provisions of the Act and the rules made thereunder, and to ensure compliance with any order, or requisition, made in accordance with the provisions of any other law for the time being in force or the rules made thereunder.

OBLIGATIONS OF DIRECT SELLER

Every Direct seller Shall:

1. Have a prior written contract with the Altos for undertaking sale of, or offer to sell, any goods or services of such entity.
2. At the initiation of any sale representation, truthfully and clearly identify himself, disclose the identity of the Altos, the address of place of business, the nature of goods or services sold and the purpose of such solicitation to the prospect.
3. Make an offer to the prospect providing accurate and complete information, demonstration of goods and services, prices, credit terms, terms of payment, return, exchange, refund policy, return policy, terms of guarantee & after-sale service.
4. Provide an order form to the consumer at or prior to the time of the initial sale, which shall identify the Altos and the direct seller and shall contain the name, address, registration number or enrollment number, identity proof and contact number of the direct seller, complete description of the goods or services to be supplied, the country of origin of the goods, the order date, the total amount to be paid by the consumer, the time and place for inspection of the sample & delivery of goods, consumer's rights to cancel the order or to return the product in saleable condition and avail full refund on sums paid and complete details regarding the complaint redressal mechanism of Altos.
5. Obtain goods and service tax registration, Permanent Account Number registration, all applicable trade registrations and licenses and comply with the requirements of applicable laws, rules and regulations for sale of a product.
6. Ensure that actual product delivered to the buyer matches with the description of the product given.
7. Take appropriate steps to ensure the protection of all sensitive personal information provided by the consumer in accordance with the applicable laws for the time being in force and ensure adequate safeguards to prevent access to, or misuse of, data by unauthorized persons.

Every Direct Seller Shall Not:

1. Visit a consumer's premises without identity card and prior appointment or approval.

2. Provide any literature to a prospect, which has not been approved by the Altos.
3. Require a prospect to purchase any literature or sales demonstration equipment.
4. In pursuance of a sale, make any claim that is not consistent with claims authorized by the Altos.

DUTIES OF ALTOS AND ITS DIRECT SELLER

We ensure that:

1. The terms of the offer are clear, so as to enable the consumer to know the exact nature of offer being made and the commitment involved in placing any order.
2. The presentations and other representations used in direct selling shall not contain any product description, claim, illustration or other element which, directly or by implication, is likely to mislead the consumer.
3. The explanation and demonstration of the goods or services offered are accurate and complete, particularly with regard to price and, if applicable, to credit conditions, terms of payment, cooling-off periods or right to return, terms of guarantee, after-sales service and delivery.
4. The descriptions, claims, illustrations or other elements relating to verifiable facts are capable of substantiation.
5. Any misleading, deceptive or unfair trade practices are not used.
6. Direct selling is not represented to the consumer as being a form of market research.
7. The promotional literature, advertisement or mail contain the name & address or telephone number of the direct selling company, and include the mobile number of the direct seller.
8. Direct selling shall not state or imply that a guarantee, warranty or other expression having substantially the same meaning, offers to the consumer any rights in addition to those provided by law.
9. The presentation of the offer does not contain or refer to any testimonial, endorsement or supportive documentation unless it is genuine, verifiable & relevant.
10. Unless otherwise stipulated in the offer, orders shall be fulfilled within the delivery date proposed to the consumer at the time of purchase and the consumer shall be informed of any undue delay as soon as it becomes apparent or comes within the knowledge of the Altos or the concerned direct seller.
11. In cases of delay under clause (n), any request for cancellation of the order by the consumer shall be granted, irrespective of whether the consumer has been informed of the delay, and the deposit, if any, shall be refunded as per the cancellation terms proposed to the consumer at the time of purchase, & if it is not possible to prevent delivery, the consumer shall be informed of the right to return the product at the direct selling company's or the direct seller's cost as per the procedure for return of the goods proposed to the consumer at the time of purchase.
12. Right of return offered by that entity shall be in writing.
13. Whether payment for the offer is on an immediate sale or installment basis, the price and terms of payment shall be clearly stated in the offer together with the nature of any additional charges such as postage, handling & taxes & whenever possible, the amounts of such charges.
14. In the case of sales by installment, the credit terms, including the amount of any deposit or payment on account, the number, amount and periodicity of such installments and the total price compared with the immediate selling price, if any, shall be clearly shown in the offer.
15. Any information needed by the consumer to understand the cost, interest & terms of any other form of credit is provided either in the offer or when the credit is offered. Unless the duration of the offer and the price are clearly stated in the offer, prices shall be maintained for a reasonable period of time. The procedure for payment and debt collection shall be determined in writing before any contract is signed and it shall be such as to avoid undue inconvenience to the consumer, making due allowance for delays outside the consumer's control.
18. Shall not induce consumers to make a purchase based upon the representation that they can reduce or recover the price by referring prospective customers to the direct sellers for similar purchases.

RULES & PROVISIONS OF ALTOS & ITS DIRECT SELLER

Altos or its direct seller shall not:

1. Indulge in fraudulent activities or sales and shall take reasonable steps to ensure that participants do not indulge in false or misleading representations or any other form of fraud, coercion, harassment, or unconscionable or unlawful means.
2. Engage in, or cause or permit, any conduct that is misleading or likely to mislead with regard to any material particulars relating to its direct selling business, or to the goods or services being sold by itself or by the direct seller.
3. Indulge in mis-selling of products or services to consumers.
4. Use, or cause or permit to be used, any fraudulent, coercive, unconscionable or unlawful means, or cause harassment, for promoting its direct selling business, or for sale of its goods or services.
5. Refuse to take back spurious goods or deficient services and refund the consideration paid for goods and services provided.
6. Charge any entry fee or subscription fee.

COOLING OFF PERIOD

1. Altos Provides 30 days to a participant to cancel the agreement he has entered into for participating in the Direct Selling Business without resulting in any breach of contract or levy of penalty.

PRODUCT GUARANTEE POLICY

1. Altos offer products of international quality to every customer. If the product purchased by the direct seller or consumers are of inferior quality or with manufacturing defects, the Company guarantees replacement. However, this guarantee does not extend to damages or contamination due to expiry, negligence or deliberate act.

PRODUCT RETURN POLICY

In case of any dissatisfaction, manufacturing or packaging defect, customers/direct seller can return/exchange the product. The customers/direct seller must contact the direct seller/Company from whom they had purchased the same, within 30 days from the date of purchase. They have to give a reason and return the said products along with the original customer order receipt copy / invoice.

In such cases, it is the direct seller's obligation to satisfy the customer's need for money refund or replacements of products.

The direct seller can then return these products, with original Invoice to the Company. The Company will replace these products free of cost or if the direct seller does not want the same products, the Company will give a cash voucher of the same amount, which can be used by the direct seller within 30 days for purchasing products of their choice after deduction of taxes and distribution of remuneration on the same.

Documents Required:

- Product Return Form
- Copy of Invoice
- Reason for return
- Products to be returned

BUY BACK POLICY

The Company provides a Buy Back Policy to the direct seller who wishes to resign from his/her direct seller ship and return any Altos products that are in good condition, useable, resalable, restock-able, unopened, unaltered and must have a shelf life of at least four months.

If the direct seller resigns within 30 days from the purchase of the products, Altos shall provide a full refund for the products to the direct seller after deduction of taxes and distribution of remuneration on the same.

If the direct seller resigns from his/her direct seller ship after the expiry of 30 days from the date of purchase of products from Altos, the amount refunded will be equal to direct seller cost of the products being returned, less total bonus paid out by the Company on the original purchase, less 10% service charge.

The Buy Back policy is designed to impose upon the sponsor and the Company- the obligation to ensure that the direct seller is buying products wisely.

PROCEDURES OF DEALING WITH VIOLATION OCCURRENCE

The Company provides guidance and advice to deal with situations involving breaches and violation of its policies and these rules and regulations. The Company shall also take appropriate action against the direct seller(s) involved. In the event of any violation, the following procedure needs to be observed:

1. A complaint has to be lodged immediately upon knowing about violation of any Policies/Rules and Regulations of the Company. The complaint must be given in writing by giving details of the alleged violation; also he/she must inform his/her up line about the complaint.
2. Upon receiving the complaint, the Company shall immediately notify the direct seller involved, requesting a swift response by way of a chance to explain his/her case.
3. In case of inadequate information, the Company may request for more details from either party.
4. If the Company is convinced that the only way to restore normalcy is to suspend or terminate direct seller ship, it shall convey its decision by writing a letter to the direct seller concerned. The letter shall be posted through Registered mail/ Courier to the last known address of the direct seller as listed in Company's database and the post mark shall be taken as proof of receipt. The Company reserves the right to take necessary action against the terminated direct seller including seeking compensation, recovery, damages and legal costs incurred, if any. However, the Company reserves the right to amend or modify any part of the above decision if and when such a need is felt by the Company.

5. If an active direct seller is found promoting a network in another line of Sponsorship including but not limited to promoting the network of a blood relative/relative/ acquaintance or Company/firm/entity/enterprise (whose beneficiary is any of the listed above), at any Altos event, on social media or any other location, then the Company will take appropriate action against that direct seller. Once the other ID/IDs for which the direct seller has been doing activities/promotion is identified, the ID/IDs for whom the direct seller is doing activities/promotion will be terminated.
6. In the event any direct seller is found doing activity in any network including but not limited to promoting the network of a blood relative/relative/acquaintance or Company/firm/entity/enterprise (whose beneficiary is any of the listed above), at any Altos event, on social media or any other location, during the Inactive Period (within six months of resigning –termed as inactivity rule or period), the related ID will be treated as a second ID and the same will be terminated.
7. Appearance in any form of meetings offline or at any digital platform, etc., within the Inactive Period of resigning, will render the resignation of the direct seller in question nullified due to violation of the inactivity rule. The direct seller's "Inactive Period" will be recounted from the date of the ID's termination.
8. The Company will take strict action for Cross Sponsoring as per the above rules. In addition the direct seller who was involved in Cross Sponsoring will be severely warned and fined/suspended for such activities. If the direct seller does not stop such activities the Company will terminate the direct seller hip and also withhold the Bonus payment of any direct seller who is found continually doing Cross Sponsoring of any other existing direct sellers. In addition if the direct seller is running any Center, the same will also be closed down by the Company.
9. If the Company receives a complaint within twelve months of Cross Sponsoring, & after investigation it is found that the complaint is valid, then the Company will terminate the second/later ID/IDs of the direct seller and the second group & other additional groups developed under the second/later ID/IDs will be shifted under the first ID or can remain under the terminated ID as per the decision of the management.
10. However, in a situation, when the complaint against a direct seller regarding Cross Sponsoring is filed within twelve months, but the ID/IDs are not identified within the same period, then the complainant must submit the details of such ID/IDs within three months of filing the complaint. The Company will take action as per above clause(vi) after getting the details of other ID/IDs.
11. If the complaint is received after more than twelve months of a direct seller taking other ID/IDs, the same will not be entertained. On receipt of such complaint, the Company will terminate one of the IDs of the direct seller, whichever the company may deem fit, and the network will remain with the active ID.
12. If any direct seller is found taking different IDs, the Company will take strict action against the direct seller which can also lead to the termination of all the IDs, as and when they are discovered.

In case the Management finds out that the registration of a direct seller ship/ second ID was done through unethical means, or without the direct seller's consent/knowledge, or by submitting illegible/invalid documents, then the Company will terminate the ID/IDs, which the management may deem fit and the network of such terminated ID/IDs will move up to the next higher direct seller. In addition, the direct seller who initiated the above mentioned activities will be subjected to disciplinary action by the Company that may result in the Company suspending/terminating/withholding bonus payments of the direct seller and/or imposing a fine on the direct seller.

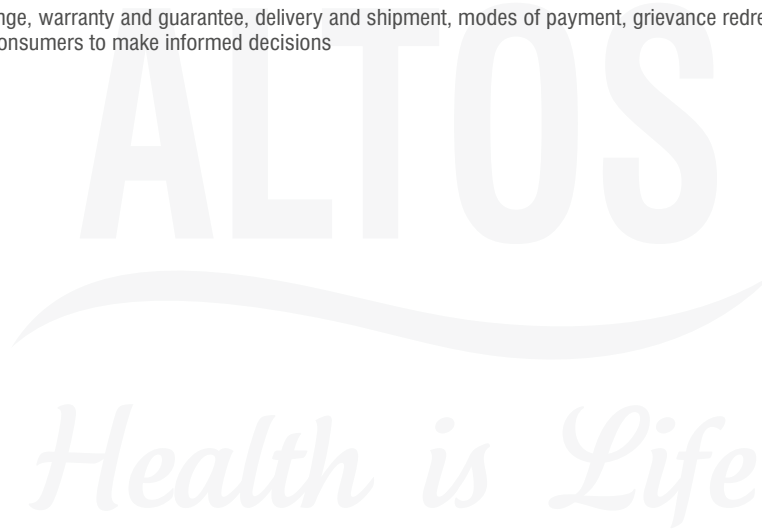
The Company shall be free to decide the appropriate penalty in all cases of Cross Sponsoring/Multiple IDs and its decision in this regard shall be final.

I Confirm that I have read **Terms & Conditions, Self-Declaration by Direct Seller, Self-Declaration by Company, Grievance Redressal Mechanism, Obligations of direct seller, Duties, Rules & Provisions of Altos and its direct seller, Cooling off Period, Product Guarantee Policy, Product Return Policy, Buy Back Policy, Procedures of Dealing with Violation Occurrence** and other information which may be required to become Direct seller of Altos. I undertake to abide them without any reservation.

COMPANY SECRETARY CERTIFICATION

Altos must get all information provided by it on its website duly certified by a Company Secretary.

Information relating to return, refund, exchange, warranty and guarantee, delivery and shipment, modes of payment, grievance redressal mechanism and such other information which may be required by the consumers to make informed decisions



ALTOS



Health is Life

ALTOS ENTERPRISES

Altos Nagar, Hambran Road, Ludhiana-141008. (Punjab) INDIA

Customer Care No.: 0161-5210000 | Toll Free : 1800-137-5210

E-mail : info@altosindia.net , Website : www.altosindia.net