



Registered office:
Herbalife International India Private Limited
Premises No 46/B and 47, 1st Main Road
3rd Phase, JP Nagar, Bengaluru, BTM Layout,
B.B.M.P South, Karnataka - 560078, India
CIN: U51909KA1998PTC026098
t 91 80 43411222 |
f 91 80 43411254

Consumer Complaints & Grievances Redressal Mechanism

1. A consumer or any member of the affected or aggrieved general public can make complaints about Herbalife and/or its Associates (Direct Sellers) to the Grievance Redressal Committee (hereinafter referred to as the "GRC" or 'Committee')

2. The complainants can register complaints in the following manner: -

I. **Email** –By writing an email at writetous@herbalife.com

II. **By Post** – By writing a letter addressing to "Grievance Redressal Committee, Herbalife International India Private Limited, at #15, RMZ Pinnacle, Commissariat Road, Bangalore-560025, Karnataka."

III. **Walk in** –By visiting any of our offices. :-

Bangalore:

Herbalife International India Private Limited
Premises no 46/B and 47, 1st Main Road,
3rd Phase, JP Nagar, Bengaluru, BTM Layout
B.B.M.P South, Karnataka - 560078 (KA)

Chennai:

Herbalife International India Pvt. Ltd.
Ground Floor, "Prestige Palladium Bayan",
Old No 12, New No. 129-140, Greams Road, Chennai-
600006 (TN)

Delhi:

Herbalife International India Pvt. Ltd.
C/O National Enterprises, Plot No.60
Okhla Industrial Estate,
Phase III, South East Delhi, Kalkaji,
New Delhi- 110020

Kolkata:

Herbalife International India Pvt. Ltd.
First Floor, "Constantia"
Rawdon street, No 11
Dr. U N Brahmachari Street,
Kolkata-700017, West Bengal

Mumbai:

Herbalife International India Pvt. Ltd.
Narain Chambers, Junction of M.G. Road & Subhash Road, Vile Parle East, Mumbai-
400057 (MH)

IV. **Phone** –By calling us at +91 80 4031 1444

V. **Fax** –By sending fax to +91 80 4031 1445/6



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3. The complaints shall be acknowledged within forty-eight working hours of receipt of such complaint and the Committee shall redress the complaints within one month from the date of receipt of complaint.

4. A ticket number for each of the complaint lodged is assigned, through which the complainant can track the status of the complaints. Preferred Customers can track their complaint status in MyHerbalife portal and Consumers can track their complaint status in Company website i.e. <https://www.herbalife.co.in/about-us/contact-us>.

5. In the event the complainant is not satisfied with the resolution, he/she may further directly approach the GRC with his/her concerns.

Grievance Redressal officer:

Name: Mr. Gopakumar H

Designation: Senior Director- Associate Practices & Compliance - India

e-mail: grievanceofficer@herbalife.com

Telephone Number: 080 43411222

Nodal officer:

Name: Mr. Durai Manohar J

Designation: Senior Manager- Compliance-India

e-mail: nodalofficer@herbalife.com

Telephone Number: 080 43411222