

CODE OF CONDUCT FOR SELLER PARTNERS

OF

VIVLLO LIFECARE PRIVATE LIMITED

Vivlo Lifecare Private Limited (hereinafter referred to as the “**Company**”) expects all its Seller Partners to uphold the highest standards of **fairness, honesty and integrity** in all their dealings and business activities as Seller Partners.

This **Code of Conduct for Seller Partners** (hereinafter referred to as the “**Code**”) forms an integral part of the Company’s **Policies & Procedures**, along with all other rules, regulations and agreements currently in force, which are binding on every Seller Partner. Any serious breach of this Code, Policies & Procedures or applicable agreements may result in appropriate action by **Vivlo Lifecare Private Limited** in accordance with its internal policies.

This Code explains the standards of proper business conduct expected to be followed by all Seller Partners.

Further, Vivlo Lifecare Private Limited encourages all Seller Partners to familiarize themselves with and comply with the **Code of Ethics, Rules, Regulations and Guidelines** issued by the **Ministry of Consumer Affairs, Food and Public Distribution** under the **Consumer Protection (Direct Selling) Rules, 2021**, including any amendments, modifications, enactments or re-enactments by the Government of India or any State Government.

Compliance with this Code is **mandatory** and must be observed by all Seller Partners at all times.

1. CONDUCT

DEALING WITH THE GENERAL PUBLIC

Contact & Communications

A Seller Partner shall:

a) At all times, while contacting any person through telephone, personal meetings or any other means, respect the **privacy, dignity and wishes** of the person contacted.

b) Not visit a consumer’s premises without carrying valid **identity proof** and without obtaining prior appointment or approval.

c) Never engage in any **objectionable, abusive, unfair, aggressive or unethical conduct** while contacting or dealing with any person in relation to Vivlo Lifecare Private Limited or the business opportunity it offers.

d) Offer the business opportunity and association with Vivlo Lifecare Private Limited **solely on its merits**, without exaggeration, concealment of facts, creation of false curiosity or misrepresentation.

e) Maintain **professional standards** in personal appearance, dress code, language used and documentation at all times.

f) Observe and comply with **applicable laws, good manners and acceptable timings and days** while making calls, visits or appointments.

g) A Seller Partner shall **not engage in any deceptive, unfair or unlawful trade practices** as defined under any Central, State or local laws or regulations. No Seller Partner shall operate or participate in any **illegal or unlawful business activity**, nor be involved in or convicted of any activity prohibited under applicable laws.

PRESENTING THE BUSINESS OPPORTUNITY

Any Seller Partner presenting the **Business Plan**, conducting a **Training Program, Seminar, Workshop or Seller Partner Meeting** of Vivlo Lifecare Private Limited shall:

- a) Not falsely represent or exaggerate the **financial rewards, income potential or earnings** available under the Company's business plan.
 - b) Not demand, accept or collect **any money or consideration** from any prospective person in the name of **joining, registration or training**, except as officially authorized by the Company.
 - c) Not make any **false, misleading or exaggerated claims** regarding the features of the Company's products, services or programs, including their quality, standard, value, characteristics, utility, merchantability or benefits.
 - d) Not make any **false or misleading representations** regarding the pricing of Vivlo Lifecare Private Limited products.
 - e) Not engage in any conduct that may **mislead or deceive** any person regarding the nature, manufacturing process, characteristics, suitability for use or quality of the Company's products.
 - f) Not make any **false or misleading representations** regarding the necessity or demand for any product or service.
 - g) Use only **official literature, materials, tools, presentations, forms, scripts and content** as approved and issued by Vivlo Lifecare Private Limited.
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CONDUCTING BUSINESS

A Seller Partner shall **not at any time**:

- a) Take advantage of any individual's **physical, mental or social vulnerabilities**, including illness, age, infirmity, lack of education or unfamiliarity with language.
 - b) Solicit, pressure or demand orders for Company products through **coercion, harassment, intimidation or physical force**, and shall only accept orders voluntarily placed by the customer.
 - c) Refuse to **disclose or verify their identity** when requested by any customer, prospect or authority.
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2. OBLIGATIONS

GENERAL OBLIGATIONS OF SELLER PARTNERS

Poaching of Seller Partners

Vivlo Lifecare Private Limited **strictly discourages and does not permit** the intentional **poaching or solicitation of Seller Partners** from another line of referral or business structure within the Company.

PRODUCT CLAIMS

Vivlo Lifecare Private Limited publishes **verifiable, accurate and complete information** regarding its products. A Seller Partner shall **not make any claim** relating to the Company's products unless such claim is **directly sourced from official Company literature** and **accurately reflects** the information provided therein.

OBLIGATIONS OF A SELLER PARTNER

Promotion of Ethical Business Practices

A Seller Partner shall:

- a) Ensure that Seller Partners within his/her group are **aware of this Code** and conduct all business relationships—whether within the group or with the general public—in a **lawful, ethical, courteous and professional manner**, in strict accordance with this Code.
- b) Remain **well informed and updated** regarding applicable laws, rules, regulations and public policies governing the business and the duties and responsibilities of a Seller Partner.
- c) Maintain **confidentiality** of information and shall not misuse or disclose any information that may cause harm or detriment to another Seller Partner’s business or interests.

COMPLIANCE

Vivlo Lifecare Private Limited shall ensure **strict compliance** with this Code as follows:

- a) Compliance by the Company’s **Directors, Executives and all employees**;
- b) Compliance by **Seller Partners and their respective downlines**.

ADMINISTRATION

Vivlo Lifecare Private Limited shall administer all dealings with Seller Partners in a manner that **encourages, supports and ensures compliance** with this Code of Conduct.

COMPLAINTS

If a Seller Partner becomes aware of any **violation or breach** of this Code and wishes to lodge a complaint, such complaint shall be **made in writing** in accordance with the Company’s Policies & Procedures by:

- **Email:** vivllolifecare@gmail.com
- **Contact:** As notified by the Company from time to time

LIABILITY IN CASE OF DEFAULT

In the event a Seller Partner violates any **rules, policies, this Code of Conduct, or the Direct Seller Agreement**, Vivlo Lifecare Private Limited reserves the **right to terminate the distributorship** of the concerned Seller Partner **with immediate effect**.

Upon termination, the Seller Partner shall **lose all rights, privileges and benefits** associated with the distributorship, including those relating to their network. The Company further reserves the **right to initiate appropriate legal action** against such Seller Partner in accordance with applicable laws.



Vivlo Lifecare Private Limited
CIN: U14101MH2025PTC463922

To
Vivlo Lifecare Private Limited
Plot No. 4, Niwas Housing Society,
Pawanputra Nagar,
Mhalgi Nagar,
Nagpur – 440034,
Maharashtra, India

Subject: *Acceptance of Code of Conduct for Seller Partners*

Dear Sir / Madam,

I am associated with **Vivlo Lifecare Private Limited** as an **Independent Seller Partner**.

I understand that, in the course of discharging my duties and responsibilities, I am required to strictly follow and comply with the **Code of Conduct for Seller Partners** attached hereto.

I hereby confirm that I have **read, understood and voluntarily agree** to abide by the said Code of Conduct at all times. I further acknowledge that, in the event of any violation or non-adherence to the Code of Conduct, the Company shall be entitled to take such action against me as it may deem appropriate in accordance with its policies and applicable laws.

Signed on this ___ day of _____ 202_

Signature: _____

Name of Seller Partner: _____

Seller ID / FCID: _____

Place: _____

Date: _____