

Frequently Asked Questions

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Frequently Asked Questions

Registration

How can one become a NATURESPURE Direct Seller?

One should be sponsored by an existing NATURESPURE Direct Seller to become a NATURESPURE Direct Seller

Is there an age requirement to become an NATURESPURE Direct Seller?

You must be an Indian Citizen at least 18 years of age to participate as an NATURESPURE Direct Seller. Does anyone need to pay any amount to start the NATURESPURE business?

No. There is NO MEMBERSHIP OR REGISTRATION FEE required to become as a NATURESPURE Direct Seller.

What is my ID number and password?

All new Direct Sellers are assigned an ID number and user password when they register as Direct Sellers

How to reset the password, if one forgets his/her password?

If you have forgotten your Direct Sellers ID number or user password, Click Forgot password link and reset the password or if you find any difficulty contact NATURESPURE Customer Service department in India at support@naturepurehealth.in

After verifying your information your ID number, password rest link will be sent to your email address.

What are the Documents needed to be submitted along with the online application form while registration?

A copy of the following documents needs to be provided along with the duly filled application:

Pan Card (Applicant Only)

Address Proof

Bank account Proof (including the IFSC code of the bank)

How do I submit the application forms?

You can register as a Direct Seller in the Virtual office and create an ID at www.naturepurehealth.in

What if I or my spouse do not have a PAN Card, can I still register with NaturesPure?

PAN Card is Mandatory to become a NaturesPure Direct Seller (For applicant), But you cannot register as a new Direct seller under your Spouse name once you have registered as a Direct Seller

Is NATURESPURE publicly or privately held?

NaturesPure Health Products India Pvt. Ltd is Private Limited Company incorporated under the Companies Act 2013

When was NATURESPURE India founded?

NATURESPURE was founded in August 2023

Do Direct Sellers have to make minimum purchases?

No. NATURESPURE Direct Sellers are not required to make any minimum or ongoing purchases if they do not want to earn any commissions.

How do I place my order?

Direct Seller can place orders online at their back office by logging into their account

How to place order and make payment on auto ship?

Any Direct Seller can enroll in Autoship program by selecting the option Autoship. Autoship provides you with a fast, flexible and convenient way to buy products every month without the stress of re-ordering. Once your AUTOSHIP is set up, you will be alerted every month on what's in your AUTOSHIP, so you can be assured that it's on track without having to do anything further. If you need to update your choices, just click on AUTOSHIP in your Dashboard

Does NATURESPURE have any influence over a Direct Seller's business?

To become an NATURESPURE Direct Seller, an individual must sign an agreement to abide by NATURESPURE's Rules of Conduct. Our Rules promote ethical direct selling principles and provide practical procedures for all Direct Sellers to observe in operating their NATURESPURE businesses. The Rules of Conduct, which are largely in accordance with local, legal requirements, mandate certain business practices to ensure compliance with all laws and regulations and to preserve harmony among Direct Sellers. NATURESPURE has the right to enforce these Rules through its contract with its Direct Sellers—up to and including terminating that contract.

Does NATURESPURE really give people more free time, or does it require a lot of time to succeed?

Like any small business, it takes hard work to succeed in the NATURESPURE business, and that requires time and commitment, especially in the beginning. Our research shows that most people understand this very well. But the NATURESPURE business does offer flexibility for our Direct Sellers in running their business. Unlike most conventional jobs, NATURESPURE Direct Sellers can work at home, when they want, at their own pace, on their own schedule, according to the goals they have set for themselves. For some, that means if they need an afternoon to attend their child's school play, play tennis or see a friend, they can arrange their work schedule to allow this. The choice of when, where and how much time to devote to their NATURESPURE business is theirs alone. This flexibility is one important reason why the opportunity appeals to so many people around the world.

Is product pricing competitive?

Our products are price-competitive and good value for the money. We know this from our market surveys, Direct Seller feedback and, ultimately, by the sales growth of all our product lines

Our data shows that while some of our products are more expensive than their counterparts, others are less expensive and most are competitively priced. Products that are more expensive usually have greater features and benefits over competitive goods. Many NATURESPURE products are high quality. On a cost-per-use basis, these products are priced very competitively. It is also important to note that NATURESPURE Direct Sellers are selling more than just products—they're also selling an exceptional level of service. NATURESPURE products are delivered directly to the customer and are backed by the NATURESPURE Satisfaction Guarantee. NATURESPURE's extensive product line makes it possible for customers to do virtually all their shopping without leaving home or worrying Direct Seller the hassles of returns. Their Direct Seller does all the work for them. This convenience is very appealing to many of today's busy people, and for many it is worth a little bit more. The consumer is the ultimate judge of price and value, and our sales success speaks volumes Direct Seller our product value and customer satisfaction.

Is it true that you don't have to sell—just buy the products for yourself and recruit others to do the same?

You can't make money in the NATURESPURE business unless NATURESPURE products are RETAILED by you fully. To say otherwise misrepresents the NATURESPURE Compensation Plan—a violation of our rules.

Do we get commission on registrations?

No commissions are paid on Registrations.

Are NATURESPURE Direct Sellers employees or Members of the Company?

No, they are not employees nor members of the Company. They are INDIPENDENT DIRECT SELLERS.

How long can the registration remain active?

NaturesPure ID is active for 12 months period from the date of registration

Are NATURESPURE Direct Sellers required to make a minimum purchase?

No, NATURESPURE Direct Sellers do not have to make a minimum purchase. However, to earn bonus from your network Direct Sellers, a minimum purchase of 50 RV in a calendar month is mandatory.

What payment methods does NATURESPURE accept?

- We are accepting Demand Drafts in favor of "NATURESPURE INDIA ENTERPRISES RVT LTD. Kindly take the DD for the respective amount and mail it to our Tiruvalla office
- We are accepting cheque payable AT PAR in favor of "NATURESPURE INDIA ENTERPRISES RVT LTD" where we will ship the products only on cheque's clearing
- We are also accepting Orders placed at Website/APP through: Credit Card, Debit Card, Netbanking, UPI, BHIM & Wallets etc.

When will my credit card be charged?

Your credit card will be charged when you complete sign-up process and submit your purchase order.

Why is PAN required at Registration?

This PAN information is required for Tax deduction at Source on the commission you get which will be paid to the Income tax department on your PAN.

If PAN Card is not available 20% will be deducted from the commissions as TDS as per the law

Can my spouse or child hold a separate NATURESPURE Direct Seller?

Spouses cannot hold a separate Direct Seller ship but independent children not living in the same household and over the age of 18 can have a separate Direct Seller ID.

What is the Direct Seller Agreement?

The Direct Seller agreement is an Adobe Acrobat PDF document comprising of policies and Procedures, Privacy Policy, Refund Policy and Compensation Plan with the new Direct Seller information and initial order.

- NATURESPURE Direct Seller must read and understand the NATURESPURE India Enterprises Pvt. Ltd Policies and Procedures found on the NATURESPURE website prior to signing the Application and accept the same
- Direct Seller Agreement must be signed online using Aadhar initiated OTP

Registering Foreigners**Can non-Indian citizens register as Direct Sellers in India?**

Yes, non-Indian who are current legal residents of India can register, but their Bonus, commissions will be paid only in Indian Rupees by cheques.

Cancellation

How do I cancel my Direct Seller ship?

A Direct Seller may terminate their contract at any time, and for any reason, by sending written notice of intent to terminate to the company. Termination becomes effective as of the date the company receives written notice of termination.

Opportunity

Where can I find the NATURESPURE Compensation Plan meant for India online?

The NATURESPURE Pay Plan can be found in the Opportunity section of the website at www.naturespurehealth.in It can also be found on the Library/Resources page of the NATURESPURE back office. For the latest updated version mail to customer_care_t_support@naturespurehealth.in

When will be one eligible to get commission?

One will be eligible to get commissions as long as one is Active and Qualified

** Active: Must generate a minimum amount of volume every calendar month as personal purchases of 50 RV or 100 RV or 200 RV.

“50-active” means that you have purchased at least 50 RV.

“100-active” means that you have purchased at least 100 RV.

“200-active” means that you have purchased at least 200 RV.

†† Qualified: Must have one personally sponsored Direct Seller in each Pay leg that is active.

. For more details see the Compensation plan booklet

What type of compensation plan does NaturesPure have?

NaturesPure offers one of the most rewarding hybrid compensation plan in direct selling. Our plan is based on MULTIPLE legs, which means that you will be compensated based on successfully building many teams as you wish WIDE & DEEP. NaturesPure’s compensation plan also offers several ways to earn income, including Retail Sales Profit, Fast Start Bonus, Manifold Bonus, Matching Bonus, Rank Advancement Bonus, Pool Bonus and more.

Do I need to be a Direct Seller to purchase NaturesPure products?

You can purchase NaturesPure products at the wholesale price by becoming a Direct Seller. As a Preferred Customer you may purchase NaturesPure products at a discounted price then MRP but above Direct Seller Price. As a retail customer, you may purchase NaturesPure products at the printed MRP on the product from an existing NaturesPure Direct Seller only.

How much can I earn as a NaturesPure Direct Seller?

One of the most rewarding aspects of the NaturesPure opportunity is that there is no limit to your potential success. By personally building a strong sales organization and working with those in your organization to do the same, you will not only be leveraging the efforts of many, but you may also begin earning income from the efforts of many. With NaturesPure, you are in control of your success. Successful retail sales of NaturesPure products and Compensation result from factors within your control (i.e., hard work, dedication, diligence, creativity, business experience, perseverance, etc.) and factors outside of your control (i.e., market conditions, demand, etc.).

What is the definition of "Active"?

To be considered “active,” you must purchase a minimum of 50 RV every Calendar month. For example, purchasing one Box of NaturesPure ROOIBOS TEA (worth 50 RV) every calendar month will keep you active.

You must be active with a minimum of 50 RV to participate in the FOB (First Order Bonus),

What is the definition of “Qualified”?

To be qualified, you must have at least one personally enrolled and active Direct Seller in all your Pay Legs. You must be qualified to earn commissions.

If I go “inactive” by not ordering product, what happens to my volume and my organization?

All accumulated Group Volume will be reset to zero; however, once you reactivate with a product purchase of at least 50 RV, you will once again begin to accumulate Group Volume as products are purchased in your downline organization. You will not lose your organization by going inactive.

Why am I considered active for an entire month?

Because we pay commissions weekly and monthly, our definition of “active” is for a Calendar month period

If I'm an active and qualified Direct Seller, what commissions am I eligible to earn?

Being active and qualified is the foundation for earning commissions with NaturesPure. To receive the maximum commission payout, a Direct Seller should be active at 200 RV. A Direct Seller who is active at 100 RV or 50 RV is eligible for a partial commission payout. For a detailed explanation of All Ways to Earn Income with NaturesPure, see the NaturesPure Compensation Plan PDF document located in the Document Library section of your Virtual Office.

If I enroll a Direct Seller who places his or her first order before I place my 50 RV/100 RV order, can I still earn a First Order Bonus?

Yes, as long as you become Active in the same Calendar month in which your new sign-up places his or her first order before your order is placed.

For commission and volume purposes, when does the weekly and monthly sales close begin and end?

WEEKLY: A weekly period begins Monday morning at 12:00:00 am IST and ends the following Sunday night at 11:59:59 pm IST.

MONTHLY: The monthly period begins the first day of the English calendar month at 12:00:00 am IST and ends the last day of the English Calendar month at 11:59:59 pm IST.

Once I've earned commissions, when can I expect to be paid?

WEEKLY: NATURESPURE processes the Weekly Commission payout each Wednesday and funds appear in the Pay Wallet on Friday and the corresponding payout on the next working day by electronic transfer by NEFT/RTGS

MONTHLY: NATURESPURE processes monthly commissions within the first seven business days of each month, unless Direct Sellers are notified otherwise and the corresponding payout within five working days by electronic transfer by NEFT/RTGS

QUARTERLY & ANNUAL: NATURESPURE processes all other Quarterly & Annual Commissions accordingly on completion of the respective Commission period within fifteen business days and the corresponding payout within seven working days by electronic transfer by NEFT/RTGS unless Direct Sellers are notified otherwise.

When an order is placed that generates a First Order Bonus, what percentage of the volume (RV) rolls to the upline?

100 percent of the volume (RV) rolls up.

When Manifold Bonuses are paid, what volume is deleted from the Pay Legs?

Any Group Reward volume on all your Pay legs that was used to earn Manifold Bonuses from each Pay leg will be deleted. Any unpaid volume in your Premier Leg will continue accumulating as long as you remain active as per conditions.

What is a retail customer?

A retail customer is someone who purchases NaturesPure products from an existing Direct Seller. A retail customer is not a Direct Seller.

How do I get paid?

NATURESPURE will pay their commission not by cash and only through Bank transfers. All Direct Sellers has to give their Bank account numbers with NEFT code for the electronic transfer of funds. Again they have to give their PAN numbers for mandatory TDS deductions as per the Income Tax rules. Direct Sellers who fail to give their Bank account numbers and PAN the commission will be withheld till they give their PAN and Bank account numbers with NEFT code.

Do I get commission on personal purchase?

On any personal purchase you will not get any commissions except Retail Profit when you Retail to Customers

Company**Who is NaturesPure?**

NaturesPure is a company where the very best of nature and science have come together to unlock the power of many of the world's most beneficial products for one and all. NaturesPure brand products are designed to provide you with the Collagens, Amino Acids, Antioxidant protection and phytonutrients you need to maintain a healthy and active lifestyle.

Why did you select direct selling to distribute your products?

That's simple; it's about people. The entire purpose of our company, our products, and our business opportunity is to improve and enrich the lives of people around the world. And what better way is there to accomplish this than through personal relationships and the power of direct selling.

When was NaturesPure founded?

NaturesPure was in August 2024 and introduced to the market in Feb 2024 and is gearing up quickly to become one of the fastest growing and most talked about direct selling companies in the world. We feel that the growth and excitement surrounding NaturesPure can be attributed to the benefits that individuals have experienced with our unique products and unique comp plan

In what countries does NaturesPure operate?

NaturesPure distributes products to markets all over India and planning to start its operation soon in Africa and Europe shortly around the world, We will be rapidly expanding to other markets as we build a truly global brand.

Where are NaturesPure' s corporate headquarters?

NATUREPURE Health Products India Private Limited., a Company registered under the Companies Act, 2013 and having its Registered Office at V-1A, FIFTH FLOOR, KSRTC BUS TERMINAL COMPLEX, TIRUVALLA, KERALA 689101

Product Return Policy

Is there any product return policy?

There is a Return policy on all NATURESPURE products, wherever specified, with money refund policy under terms & Conditions. The Company will not accept the products without the Proof of Purchase.

Can I return products that are close to, or beyond the expiry date?

Products that are 3 months or closer to expiry are not considered in re-saleable condition, and cannot be accepted. For example, in April 2024, you cannot return or exchange products expiring July 2024 or earlier.

NATURESPURE Returns Policy

NATURESPURE stands firmly behind the quality of products offered and the success of the business opportunity it provides. The policy is a clear statement of confidence in the quality of

Returns Policy - Guidelines

- If any DIRECT SELLER is not completely satisfied with any of the products, the product(s) can be returned within 30 days from the date of purchase
- Any DIRECT SELLER who is leaving the business can return excess saleable products (Six or more products on a single invoice) to the company if they had been purchased not more than 60 days earlier.
- A resigning DIRECT SELLER who is returning product must provide the following:
 - Original invoice for Refund
 - Resignation Letter mentioning reason for leaving
 - DIRECT SELLER Identity Card

Reference Notes:

- Period of return for products is calculated as the number of days from the Invoice Date, to the date of return at the NATURESPURE Office. In case of mailed return, the period is calculated from Invoice Date to the date on which the stock is received at the NATURESPURE Office (not the date on which the return is booked through mail). In case of other business merchandize , period of return is calculated as the no. of days from entry of application to date of return at NATURESPURE office.
- Condition refers to the condition in which the stock is received back from the DIRECT SELLER as a return. The product can be marketable' or unmarketable' depending on the condition of the returned stock as assessed by the Returns executive at the NATURESPURE office.
- Marketable' refers to stock which is returned INTACT, without the seal having been broken. 'Unmarketable' refers to stock received in opened or used condition or where the packaging has been damaged / tampered.
- Excess Stock return for the products is as follows: Product return greater than or equal to six in number.
- No return refund after 30 days for products,
- Return policy is not applicable to (1) Co-branded, catalogue items that are sold by NATURESPURE in partnership with other companies, and (2) No Longer Available articles, e.g. Gift Pack. The return

policy is normally not extended to products sold through promotional offers (unless specifically mentioned).

- Total returns cannot exceed the quantity appearing on the Invoice.

Shipping

What do I need to know shipping?

NATURESPURE will ship products anywhere in INDIA. NaturesPure collects the respective GST and pays in the state Invoices are raised from its office or Naturespure Pick Up centers

Am I charged for delivery?

No, the delivery is Free of Cost for Direct Sellers. But a Handling Charge of Rs 100 is charged per SKU

What is the lead-time for delivery?

NATURESPURE Products are delivered quickly anywhere in India, by courier. Subject to the availability of stock, our minimum lead-time for delivery of any product is 1 - 8 working days.

Autoship

What is Autoship and is it mandatory?

Autoship allows Direct Sellers to have product automatically shipped to them each month and their credit cards are charged accordingly. Autoship eliminates the hassle of ordering each month so that Direct Sellers can remain eligible to participate in the NaturesPure pay plan. Auto ships are sent out on the 1st, 5th, 10th, 20th, and 25th of each month. Direct Sellers can choose one of those dates for their Autoship and designate the products that are included in that monthly order. The order can be changed any time prior to the shipment date. Autoship is an optional service provided by NaturesPure.

Is Autoship the same as Auto Order?

Yes. Auto ship is also known as Automatic Order

Is there a minimum Auto Ship requirement?

There is no minimum; however, 200 RV is necessary to qualify for all bonuses and commissions.

Can I order sales merchandise through my Auto Ship?

Yes.

How do I sign up for Auto Ship?

A Direct Seller can sign up for Auto Ship at any time by completing the application in the Direct Seller back office at www.naturespurehealth.in

Is there a penalty if I cancel or modify my Autoship?

No. You can cancel or change your Auto-ship at any time;

No. For more information, consult the NATURESPURE Policies and Procedures document.

Can I design my own website?

No, NATURESPURE does not allow the Direct Sellers to create a website of their own under NaturesPure name

Can I have a replicating website?

NaturesPure Replicating Websites. Except as described in this subsection, only NaturesPure' s replicating website program may be used for advertising and selling the NaturesPure Products or opportunity on websites. The replicated websites should link seamlessly and directly to the official NaturesPure website, giving the Distributor a professional and NaturesPure -approved presence on the Internet.

Advertising and Promotion

NATURESPURE encourages marketing products in a network marketing format. Advertising is allowed however, the use of corporate intellectual property such as product photography or logos is prohibited. See Policies and Procedures, and the Advertising Compliance Guide.

General

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