PRODUCT QUALITY & CUSTOMER SAFETY POLICY

TRUSTLEAD™ | Allied ITCIM Pvt Ltd
Effective date: 22 November 2026

(TRUSTLEAD™) a registered trademark of Allied ITCIM Pvt Ltd

1. Purpose

TRUSTLEAD is committed to providing customers with clear product information and a responsible process for receiving and reviewing product-related concerns. This policy describes general expectations for product presentation, handling, customer feedback and safety-related reports.

2. Accurate product information

Product descriptions, ingredients, directions, warnings, prices and other material information should be taken from current, authorised product labels and company materials. No seller or representative may alter product information or make unapproved claims about product performance, health benefits or suitability.

3. Safe use and customer guidance

Customers should read and follow the instructions, warnings and precautions provided with the product. Where a product label advises consultation with a qualified professional or identifies a restriction, that guidance should be followed. Direct sellers must not provide medical diagnoses or replace advice from a qualified healthcare professional.

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4. Storage, handling and authenticity

Products should be stored, transported and handled in accordance with the instructions and conditions applicable to the product. Customers should check the packaging, seal, label, batch details and expiry or best-before information, where applicable, and should contact the company if they have a concern about suspected damage, tampering or authenticity.

5. Customer feedback and complaints

Customers may report concerns relating to product quality, packaging, labelling, delivery condition, suspected defects or adverse experiences through the official company contact channel. Please provide the product name, order reference, batch details where available, a description of the concern and supporting photographs or documents where appropriate.

6. Safety-related reports

A report involving a possible injury, adverse reaction, contamination, tampering or other safety concern should be brought to the company's attention promptly. If a person may be experiencing a medical emergency or serious reaction, they should seek immediate assistance from an appropriate healthcare professional or emergency service rather than waiting for a company response.

7. Review and corrective action

The company may review available order, batch, product and supplier information and may request reasonable additional details. Depending on the findings and applicable requirements, appropriate steps may include clarification, replacement or refund review, supplier escalation, product hold or other corrective action. Any statutory reporting or safety obligations will be followed as applicable.

8. Returns and refunds

Requests for return, replacement or refund will be handled under the current Cancellation and Refund Policy and applicable law. Customers should retain relevant order confirmations, invoices and product packaging where

reasonably possible. Nothing in this policy limits any mandatory consumer rights.

9. Responsibilities of direct sellers

Direct sellers must provide truthful product information, use only approved promotional materials, avoid unsupported medical or performance claims, and forward product complaints through the official channel. They must not conceal, dismiss or independently make promises about a reported safety issue.

10. Contact and policy updates

Allied ITCIM Pvt Ltd
Jyoti Nagar, Tinsukia, Assam
Email: adminalliedcorporate@gmail.com
Website: https://mytrustlead.com/

TRUSTLEAD may update this policy as products, procedures or applicable requirements change. The latest version published on the official website should be consulted.

Publication review note: Before publication, verify the product categories actually sold, applicable licences and label requirements, quality-control and supplier processes, safety-reporting contacts, return procedures and statutory obligations. This general policy is not a substitute for product-specific instructions or legal review.

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