

Our Promise To YOU!

The Value of The DSA Code of Ethics

- Ensures an ethical marketplace
- Establishes industry standards
- Provides consumer assurances and satisfaction



Promise to Consumers

Our Companies will:

Refrain from engaging in deceptive or unfair sales practices

Provide truthful and fair commentary, specifying only company-provided promises

Provide written order forms specifying:

- Your right to cancel
- Guarantee/warranty terms

Provide accurate and complete product descriptions

Provide pricing and clearly articulated payment terms

Honor your request for privacy

Discontinue a sales presentation immediately upon request

Provide contact information pertaining to the salesperson and/or the company

Abide by all legal requirements

Backed by our complaint handling procedures

Our member companies promise to make every reasonable effort to resolve any complaints you may have related to a possible breach of the code through their company complaint handling process.

If complaints cannot be resolved satisfactorily, you may contact the DSA independent Code Administrator.

Contact the company



Resolution directly with the company

If not resolved...

Contact the DSA Code Administrator



Resolution with Assistance of DSA Code Administrator



A member of WFDSA
World Federation of Direct Selling Associations
www.WFDSA.org

Send complaints to:

Tan Sri Dr Sulaiman Bin Mahbob
Code Administrator
Direct Selling Association of Malaysia
1702 Block A, Damansara Intan
1 Jalan SS 20/27
47400 Petaling Jaya
Selangor, Malaysia

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