

## 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 Direct Sellers

#### Our Companies will:

- Provide accurate information about the company's compensation structure, products, and sales methods
- Base all sales and earning claims on documented facts
- Refrain from any unethical recruiting practices and high entrance or training fees
- Provide information clearly detailing your business relationship with the company
- Provide accounts regarding purchases, earnings, commissions, etc.
- Refrain from charging unreasonably high entrance fees
- Discourage you from purchasing inventory in unreasonably large amounts
- Repurchase inventory under reasonable terms if you terminate your business
- Refrain from selling materials that do not comply with company standards
- Abide by all legal requirements



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

### 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

### 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

Tel : +6 (03) 7726 9232  
Fax : +6 (03) 7726 9049  
E-mail : info@dsam.org.my