

CANCELLATION & REFUND POLICY

Here “company”, “we”, “our”, “us” refers to the entity BHAVIK AYURVEDA PRIVATE LIMITED

The company reserves the rights to change this policy as per what it deems fit, this policy serves as a general guiding principles of conducting business and our commitment to customers

Intimation Process

1. Go to our website <https://bhavikayurveda.com/>
2. Go to the Grievance Redressal Section & Submit that you want to “Cancel or Refund Order”
3. Our Representative will contact you within 7 Working Days
4. When asked, provide Copy of Original Invoice along with the reason
5. When asked provide Photo and Video (of unboxing) of the product(s) required to explain the reason

Assessment for Cancellation & Refund

Upon receiving the return / exchange request, the Company shall verify the authenticity and the nature of the complaint and if the Company is convinced that the complaint is genuine, the Company will proceed with the refund process.

Refund Eligibility for Products

Customer is eligible for the full refund only if the product(s) being returned is in currently Marketable Condition - unopened and unused and their claim is genuine & valid

If the product is opened or used, the company will first decide whether the claim is genuine & valid. And then decide the amount to be refunded based on the usage of the returned product(s).

The company will follow the following matrix to decide the refund amount. If the customer is eligible for refund, the company will initiate the refund process according this policy

#	Unused Content / Quantity of the returned Product(s)	Refund Amount (% of the original order amount)
1	> 80%	80%
2	50% to 80%	50%
4	< 50%	Not eligible for refund

Invalid Complaints

In the event of frivolous and baseless complaints regarding the quality and content of the product(s), the Company reserves the right to take necessary legal actions against the concerned Customers and the concerned Customers will be solely liable for all costs incurred by the Company in this regard.

Refund Mechanism : Credit Note

- The Company will facilitate Credit Note / eWallet Credit of the decided refund amount, which can be used by customers for purchasing the product(s) / service(s) of their choice.
- Amount will be refunded to the Customer within 12 working days with respect to the Payment & Payout Policy published on the official website <https://bhavikayurveda.com/>

Refund Mechanism : Direct Transfer

- The Company will facilitate Direct Transfer of the decided refund amount, which will be processed according to the Payment & Payout Policy published on the company's official website <https://bhavikayurveda.com/>
- Amount will be refunded to the Customer within 12 working days