

RETURN & EXCHANGE 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

Order Acceptance by Consumer

Before accepting shipment of any product(s), the receiving Customer must ensure that the product's packaging is not damaged or tampered. If the receiving Customer observes that the package is damaged or tampered, he/she must refuse to accept delivery and inform the Company within 48-hours. The return process of the product(s) may be restricted by the Company depending on the nature / category of the product(s) or the legitimacy of the complaint / return

Intimation

In case of any defect (manufacturing or packaging) or dissatisfaction the Customers can return or exchange the product(s).

The Customers must contact the Company and return the product from whom they had Purchased the same, within 5 days from the date of order confirmation from the company. The Customer has to provide a reason for the return / exchange along with the said product(s).

Direct Orders to Company by Consumer

In order to return any product(s) sold through the Website or Order Placement System, the Customer is required to comply with the below mentioned conditions:

- Notify the Company of receipt of a damaged/ defective product(s) within 48-hours of delivery.
- If the Customer wants to return or exchange the product the request has to be made within 15 days from the date of order confirmation from the company, if such request is not made the purchase shall no longer be eligible for return or exchange.
- If Customer is unable to do so within the above specified timeline, the Company shall not be held liable for the failure to replace the order.
- Customer will arrange pick-up of the damaged/defective product(s).
- Product(s) should be returned in their original packaging along with the original price tags, labels, barcodes, user manual, warranty card, invoice etc.

- It is advised that the return packets should be strongly and adequately packaged so that there is no further damage of products during transit, if it damaged during the transit the Company will evaluate the damage and intimate the Customer about the repercussions
- The returned products are subject to verification and checks by the Company in order to determine the legitimacy of the complaint / return
- In a scenario where the QC at our warehouse notifies that there is no defect, reverse shipping shall be carried by the respective Customer.

Intimation Process

1. Go to our website <https://bhavikayurveda.com/>
2. Go to the Grievance Redressal Section & Submit that you want "Return or Exchange"
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

Return Process

To raise a return / exchange request by the Customer here are the steps to be followed:

1. Fill the Product Return Form (Online / Offline)
2. Mention the reason for return / exchange
3. Attach the Copy of Invoice
4. Attach the Photo of the product(s) if required to explain the reason
5. Prepare / Package the Product(s) along with the the above mentioned form and attachments
6. Schedule the pickup
7. Intimate the Company about the return

Return Assessment

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 / exchange process.

Refund Eligibility

Customer is eligible for refund for product(s) only it satisfies the the criteria for Refund as per the Cancellation & Refund Policy published on official website <https://bhavikayurveda.com/>

Exchange Eligibility

Customer is eligible for exchange for product(s) 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 additional charges for exchange based on the usage of the returned product(s)

Invalid Complaints

If the complaint or request is invalid the company will not bare the responsibility and costs for any amount paid by Customer to make return the products

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.