

## Frequently Asked Questions (FAQs)

- Know more, and Do more

What is 'Virtual Office'? How do I update my information?

It is easy to update your IndusViva account and view your orders any time through 'Virtual Office'. 'Virtual Office' allows you to complete control over your transactions on IndusViva.

1. Manage/edit your personal data like shipping address and phone numbers.
2. Change your password.
3. Track the status of your orders

### **How do I know my order has been confirmed?**

You will receive an email with the order details. Also you will get an SMS alert once the product is shipped with the dispatch details.

## Shopping

### **Is it mandatory to have an account to shop for products on IndusViva?**

Yes, it is mandatory to have an account, which is completely free of cost, to shop and purchase products. We recommend you to create an account for a personalized shopping experience.

## Payments

### **How do I pay for an IndusViva product purchase?**

IndusViva offers multiple payment methods. For all types of online mode of payments, you can be assured that IndusViva's trusted payment gateway partners use secure encryption technology to keep your transactions details confidential.

You may use Internet banking and payment by Visa, MasterCard, Maestro credit/debit cards issued in India.

### **How do I pay using a credit/debit card?**

We accept payments made by credit/debit cards issued in India.

Credit/Debit cards- We accept payments made using Visa, MasterCard and Maestro debit cards. To pay using your credit/debit card, you will need to put in your credit/debit card number, expiry date, and three digit CVV number (found on the back side of your card). After entering these details, you will be redirected to the bank's page for entering the online 3D secure password or the online password issued by your bank to complete the payment.

### **Is it safe to use my credit/debit card on IndusViva?**

All credit card and debit card payments on IndusViva are processed through secure and trusted payment gateways managed by leading banks. Banks now use the 3D secure password service for online transactions, providing an additional layer of security through identity verification.

### **Can I use my bank's Internet Banking feature to make a payment?**

Yes. IndusViva offers you the convenience of using your bank's Internet Banking service to make a payment towards your order. With this you can directly transfer funds from your bank account, while conducting a highly secure transaction.

We accept payment through net banking, credit and debit cards.

Order Status

### **How do I check the current status of my orders?**

You can review the status of your orders and other related information in the 'Virtual Office' click on 'My Orders' link to view the status of all your orders. To view the status of a specific order, click on the 'Order Number' link.

Shipping

### **What are the delivery charges?**

IndusViva's standard delivery charge for every 25 PV is Rs.100/- for shipping across the Country.

### **Are there any hidden costs (sales tax, octroi etc.) on purchase of IndusViva products?**

There are NO hidden charges when you purchase IndusViva products. The price you see on the product page is exactly what you would pay. Sales tax, Octroi extra if any applicable in the state of consumption it is the responsibility of the buyer.

### **What is the estimated delivery time?**

Generally, IndusViva products ordered are delivered within 4 to 5 business days, excluding public holidays and Sundays. Delivery to certain destinations may take up to 7 business days based on their geographic location and reach.

Courier

### **How does the delivery process work?**

All deliveries are scheduled through reputed couriers. You will be informed when we dispatch the products and you would receive the courier details via SMS.

### **How can I track the delivery of my order?**

You would get SMS alerts when an order is processed and shipped with the Airway bill number and courier details. You can track your products by checking their status in the respective courier website.

Product Satisfaction Guarantee

If a customer is unhappy with any of the IndusViva products he/she can return it within 30 days from the date of purchase. Usage should not exceed more than 30% of the total quantity. Customer cannot address the return to the company. He/she can should make the return to the distributor from whom he/she has purchased. After filling a prescribed form distributor can exchange the used product with a fresh product without any cost upon submitting the original invoice. Once a customer returns the product, he/she will not be entitled to make any further purchases.

Since only satisfied customers can become IndusViva distributors, he/she cannot claim refund, but can exchange the product from the company. Distributors can cancel the first order against the termination of his distributorship before the cut-off date of the same week. Once a distributor cancels his/her first order, he/she will not be entitled to have a new distributorship for the next 90 days from the date of cancellation.

**Note: This policy does not apply to products that have been intentionally damaged or misused. For further details please refer to IndusViva policies and procedures booklet.**