

RETURN & REFUND POLICY

For Customers: Dissatisfaction Other Than Health Issues

A customer can return the product only to a direct seller from whom they purchased, along with the original customer receipt, within a period of 30 days from the date of purchase and get refunded, provided not more than 30% of the product shall have been consumed. The direct seller can deduct the courier charges and GST while refunding to the customer, except in the case of manufacturing defect. A direct seller should obtain an email from the customer, marking a CC to compliance@indusviva.com, that the customer will not claim for any returns in the future if they buy again. The direct sellers can return the product to the company along with the customer receipt within 15 days from the date on which the product is returned and get the same exchanged. To get it exchanged the direct seller has to pay the GST and courier charges to the company which has been collected from the customer and handover the product to any of the stores of IndusViva.

For Customers: Health Issues

A customer can return a product directly to the company and get the refund if s/he faces any health issues by using the products, along with a certificate from a Qualified Doctor or a Registered Medical Practitioner, which substantiates that the subject's health issue was caused due to the consumption of the said product. The refund shall be initiated after due verification of the certificate and the company shall contact the Doctor/RMP, if required.

Note: Product should have a packaging case and shall not be returned if the bar code/QR code/manufacturing details are in tampered condition.

For Direct Sellers

A direct seller can return the product within 30 days from the date of receiving the product and get refunded, provided the product is in saleable condition. A direct seller can return up to a maximum of 200 PV. The product must have a minimum of four-month validity to the date of expiry. The refund shall cause the direct seller termination of their ID with all pending benefits unless in the case of manufacturing defect. The refund shall be initiated after the deduction of Retail Revenue that is paid to the direct seller, GST, courier charges, and INR 300/- per unit as the processing fee. Not applicable for PCM & VOTM.

Note: Products purchased through e-commerce platforms or any other unauthorised modes or if the bar code/QR code/manufacturing details are tampered, shall not be eligible for return/refund.

