

DR. NATURE SHIPPING & DELIVERY POLICY

Overview

The terms of the Shipping and delivery policy need to be understood for Dr. Nature Wellness Private Limited (Herein after referred to “Dr. Nature”). If you do not agree to the terms contained in this Shipping and delivery policy, you are advised not to accept the Terms and Conditions of Shipping and delivery policy. The terms contained in this Shipping and delivery policy shall be accepted without modification and accordingly, the user need to be bound by the terms contained herein.

Objective

Dr. Nature Wellness Private Limited is known for offering quality and standard products. Dr. Nature always ensures that consumer can get timely delivery of the products. From the placement of the order till the delivery of the products, our primary motto is to serve the consumer in an efficient and effective manner within the stated timelines.

Scope

This policy is applicable to all orders placed on website of Dr. Nature www.drnaturewellness.com. All orders are subject to the product availability and deliverable Pin code. If an item is not in stock at the time you place your order, we will notify you and intimate when the product will be available.

Applicable Laws:

The Consumer Protection (Direct Selling) Rules, 2021, Consumer Protection Act, 2019 and Consumer Protection (E-Commerce) Rules, 2020

Billing Address and Shipping Address

Billing Address: Address where a consumer gets his bills from the company

Shipping Address: Address where the consumer wants to receive their shipment.

Scope of Delivery

We deliver across the Country, so we request you to provide the correct and clear details for the timely and efficient delivery in the mentioned format, while placing the order:

S.No	Particular	Detail
1	House/Flat No.	
2	Society/Building/Ward	
3	Area	
4	Village/Tehsil/City/District	
5	State	
6	Landmark	
7	Pin Code	
8	Phone No. (LL with STD code) /Mobile No.	

Delivery Location

As per the Pin code estimation, delivery time will be provided to you once the order has been placed. Delivery times are estimated and commence from the date of shipping, rather than date of order.

Delivery times are meant as an approximation only and are subject to the acceptance and approval of the order. Unless there are exceptional circumstances, we make every effort to fulfill your order as soon as possible within the stated timeline depicted in the generated invoice/purchase order.

Business day means Monday to Saturday, except holidays.

Date of delivery may vary due to carrier shipping charges, delivery location, method of the delivery and the items ordered. Product may also be delivered in separate shipments as per the requirement.

Transit Time

Whenever an order is received from the consumer, we process it for invoicing, after invoicing we dispatch the ordered products within 3 working/ business days

What if supply is delayed

1. Company is committed to ensure in time delivery of goods as mentioned in the order form.
2. However, in cases of delay any request for cancellation of the order by the consumer shall be granted, irrespective of whether the consumer has been informed of the delay, and the deposit, if any, shall be refunded as per our cancellation policy described at the time of purchase.
(See our cancellation policy)
3. If it is not possible to carry out delivery, the consumer possess the right to return the product as per our return policy; *(See our return policy)*

Delivery Charges

For order value above INR 2500 = Free Shipping across India

For order value below INR 2500 = Applicable Delivery charges

Transit Risk

Company takes upon the liability in case of any risk involved in the transit of product.

Shipment and Tracking

Dr. Nature dispatch department will send you an email/SMS regarding the shipment of your order on your registered mobile number and E-mail Id as soon as the items are handed over to the Courier. These alert E-mail/SMS contains the tracking number and courier company website details along with expected date of delivery. Tracking numbers for orders shipped might take upon 24 business hours to become active on the website of the respective courier company. If the order gets delayed by any of the reason, Dr. Nature will send you a separate intimation informing about the same.

Change request for shipping address

Once an order is registered, you cannot make any alterations. However, address alteration request for

the shipping may be accommodated within 24 hours of order placement and before the dispatch of the products, whichever is earlier. You may send your alteration request along with the modification that need to be made in the shipping by calling on Dr. Nature call center number **xxxxxx** or sending an e-mail to info@drnaturewellness.com. The needful will be done as soon as possible.

No such request will be accepted after 24 hours of order placement.

Incorrect or Incomplete Address

For the orders raised with incomplete address Dr. Nature Dispatch Department will inform the consumer on his/her registered contact details within 24 hours for completing the address and then the order would be dispatched on the address given by the consumer.

Note: Dr. Nature will not be liable for any delay on account of incomplete address

Lost in transit

If a shipment is lost in transit, Dr. Nature shall wait for 15 days and then another attempt for shipping the order would be made. However, the consumer has the right to cancel the order for he needs intimate Dr. Nature with regard to same.

Mode of delivery

Delivery of goods shall be made to the consumer either through courier/Logistics or through Direct Seller. The status of completion of delivery shall be considered done in the following manner:

- **Through Courier / Logistics** – Acknowledgement Due/Dr. Nature App
- **Through nearest wellness point/Direct seller**– Acknowledgement through Dr. Nature App

Packaging & Handling

Dr. Nature does not charge anything for the placed order against packaging and handling.

Perfect packaging is done .to avoid transit damage.

TRANSIT RISK –

All orders sent by Dr. Nature are fully insured at no extra cost to customers. In case of loss of order while ‘in transit’, Dr. Nature shall re-process the order.

However, Dr. Nature shall not be responsible for loss of packages during transit or any damages to package (full or partial), once the same has been delivered by the carrier agency at the address provided by the customer at the time of placing of order.

UNFORESEEN CIRCUMSTANCES FOR DELAYED DELIVERY

Dr. Nature is committed to ensure that the delivery of goods shall take place within the time limit mentioned in order form.

However, in line with the government guidelines in response to the State, delays might be experienced under certain conditions.

Dr. Nature will not be responsible for delay in shipment due to following unforeseen circumstances -

- Unsuitable weather condition
- Political disruptions, strikes, employee lock-outs, govt. directed lockdowns
- Acts of God such as floods, earthquakes, etc.
- Other unforeseen circumstances

Notification of Changes

We keep our Shipping and Delivery Policy under regular review to make sure it is up to date and accurate. Any changes we may make to this Policy in the future will be posted on this page. We recommend that you re-visit this page regularly to check for any updates.

For any additional questions or support, reach out to: - info@drnaturewellness.com