

## **DR. NATURE RETURN, EXCHANGE AND REFUND POLICY**

Dr. Nature *Dr. Nature Wellness Private Limited* (Hereinafter termed as “Dr. Nature”) sell its products through its Direct sellers and Authorized Depot/Stockiest/Wellness Centres. Dr. Nature is known for offering quality and standard products to the consumers.

### **Scope**

This policy shall be applicable on all the consumer whose orders are placed through Dr. Nature website [www.drnaturewellness.com](http://www.drnaturewellness.com) and bought/purchased the product from the company.

### **Objective**

Consumer, if unsatisfied with the products after purchasing and found products are not relevant for use, and in case of products delivered is different from the ordered products, then he/she can go for the below mentioned return and exchange policy and avail refund.

Since consumer satisfaction is our primary motive, we welcome all the feedback and request of the consumer. We are always ready and willing to go the extra mile for our consumers.

### **Terminology**

Any Capitalized terms used but not defined herein shall have the meaning assigned to them under the *General Terms and Condition* which govern your use of our website [www.drnaturewellness.com](http://www.drnaturewellness.com)

### **Applicable Laws**

The Consumer Protection (Direct Selling) Rules, 2021, Contract Act, 1872 and Sales of Goods Act, 1930 and Consumer Protection Act, 2019.

### **Validity Period of Exchange/Replacement/REFUND**

*30 Days since the date of delivery of the product.*

### **TERMS & CONDITIONS FOR RETURN OR EXCHANGE**

The Refund or return and exchange of the product shall be inspected on its receipt. Please ensure that the following conditions need be fulfilled before returning and exchanging the product:

- A. The product must be in unused and original condition;
- B. Product must have tags still on and be returned in original packaging
- C. Returned/exchanged product must have no visible signs of use
- D. Consumer shall inform about the return of the product to us within a period of 10 days since the date of receiving of the product;
- E. Consumer should not accept any open box deliveries;
- F. The return and exchange package shall include everything that arrived with the package when you made the purchase, including price tags, labels, original packing, freebies & accessories, invoices/warranty cards and other documentation.

### **CONDITIONS UNDER WHICH RETURNS AND EXCHANGE NOT ACCEPTED**

- If anything goes missing from the package you've received including price tags, labels, original packing, freebies and accessories etc;
- If the product is damaged due to misuse;
- If any product that has been used or its durables have been installed on your site;
- If it is found that certain products with tampered or missing parts or serial numbers;
- If it is found that you have accepted an open box delivery, no request for return would be processed.
- If it includes certain products that can't be returned due to health and hygiene matters.
- If return request is made outside the specified time frame i.e., after a period of 30 days

### **The process of Return**

You can easily return items by following these steps:

- After delivery of the goods at the consumer premises, he/she can raise a request for return of the goods, if he/she found that the goods purchased is not relevant for him/her, within 30 days from the date of delivery, provided any seal/protection on the goods is kept unbroken and the goods are in saleable condition.

- For carrying out the return request, you need to Send an email to [info@drnaturewellness.com](mailto:info@drnaturewellness.com) for raising a request for return along with the scan copy of original invoice and reason stated along with.
- The products must be returned to the original destination or the address proposed by Dr. Nature for accepting the return.
- Company will acknowledge and get your request confirm if submitted with the relevant documents and on reasonable ground within 48 working hours of the request submitted.
- Do not return any product, before receiving confirmation from our team. In case any product is returned without confirmation of the Company, we do not guarantee any credit or refund for that product.
- After receiving the confirmation, consumer need to send the product duly packed (along with original packing and tags) to the below mentioned company dispatched address within 3 days from approval of return request.

Dr. nature Wellness Private Ltd  
46, Katewa Nagar, Gurjar Ki Thadi,  
New Sanganer Road, Jaipur (Rajasthan)  
PIN – 302019
- Consumer shall ensure that the return product is duly packed, unused, and in saleable condition.
- The Product return charges for consignment of the returned of products from the place of the consumer to nearest Dr. Nature warehouse address, shall be borne by the consumer only.
- Further, Dr. Nature shall bear the delivery charges to the place of consumer. Or consumer may be asked to collect the product from nearby authorized

Depot/Stockiest/Wellness Centre.

- After receiving the returned products, company will process for return/refund against your request within 7 to 10 (seven to ten days) working days.
- If the returned product is not received by the Company, it will be considered as responsibility of the customer to trace the shipment. Dr. Nature will not be liable for the lost items or the goods that are in transit.
- Volume for the exchanges shall be counted in the month for which the exchanges have been made upon.

#### **Dr. Nature Obligations**

- Post receipt of the Returned Product(s), our Quality Check team will inspect the returned products. Once approved as an eligible return, we will initiate the replacement or refund for your transaction.
- However, if the return is not approved as an eligible return, we will courier the same Product(s) back to you.
- In any of the either scenario, your return issue will be closed within 7 to 10 days of our receiving of the product.

#### **The Refund Policy**

- **For the payments made via Credit Card, Debit Card, or Net Banking directly to Dr. Nature's Authorized Account:** You will receive the refund without any deduction into the source account within 7 to 10 (seven to ten days) working days from the date of receiving the products at company sender address
- **For the payment made at Dr. Nature Depot/Stockiest/Franchise/Wellness Centre:** You will receive the refund amount into your Authorized KYC account or Account

Address: 46 (Basment), Katewa Nagar, Gurjar ki Thadi, New Sanganer Road, Jaipur, Rajasthan - 302019

details provided by you ((Name printed on cancelled cheque shall be provided by the consumer or DIRECT SELLER) within 7 to 10 business days from the date of refund request.

## **EXCHANGE POLICY**

Dr. Nature believes in delivering the best products which has been manufactured, keeping in mind the emotions and ethics of upcoming products trends available in the market and if you are unhappy with the product, exchange of the product shall be governed by and subject to Terms of use as well as below elaborated Exchange Policy:

If you have any problems with your order, especially in terms of faulty product or if you come across any defects, Dr. Nature will be happy to exchange the product.

### **Validity Period of Exchange/Replacement**

Please return the unused item with packaging within **30 days** of receiving your order/delivery.

### **Exchange/Replacement process**

#### ***A. Exchange/Replacement At the Time of Delivery***

When Consumer received product with Damaged External Packaging, visible at the time of Order Delivery

- At the time of delivery, if you notice that the external packing of the consignment is damaged or tampered, Dr. Nature recommend not to accept the package and give your remarks on the courier delivery sheet/docket slip/courier receipt.
- Raise a complaint with Dr. Nature immediately within 24 hours through the on [info@drnaturewellness.com](mailto:info@drnaturewellness.com). Dr. Nature will handle such issues strictly and directly with the respective courier company.
- In such an event, kindly intimate Dr. Nature with the details of your order. Once the package is received back at our warehouse, Dr. Nature will dispatch a fresh product to you.

#### ***B. Exchange/Replacement After the Delivery***

After delivery of the goods, if the consumer found any defect in the product condition, then

he/she can raise exchange request within 24 hours of delivery.

- ❖ For exchange, send an email to [info@drnaturewellness.com](mailto:info@drnaturewellness.com). You also need to send unboxing video and pictures of defective product and scan copy of original invoice.
- ❖ Along with it, the consumer shall also *dispose off* damage product and send a video of the same on above mail.
- ❖ After receiving the mail, company will process for shipment of the replacement product within 72 hours after giving the acknowledgment.

### **Refund in place of Exchange products**

If consumer receives either Damaged External Packaging at the time of Order Delivery or Damaged Internal Packaging after Order Delivery, consumer at his own discretion can approach Dr. Nature for refund instead of exchanged products.

In the mentioned scenario, consumer needs to send a mail to [info@drnaturewellness.com](mailto:info@drnaturewellness.com) and avail a request for refund instead of exchange of product.

After receiving the request and acknowledging the products at Dr. Nature warehouse, Dr. Nature will process the refund within 7 working days.

The refund/Exchange can be refused by Dr. Nature, if any of the conditions, given below are not met.

- ❖ Except for the events as explicitly stated in this Policy, you will not be entitled to any cash refunds.
- ❖ A return will only be made in the form of a credit to your Bank account.
- ❖ With respect to the products returned by you, the decision taken by Dr. Nature Quality Check Team shall be considered final and binding.
- ❖ Return the unused item with packaging within 30 days of receiving your order/delivery.
- ❖ Exchange will be provided within 10 days if the product is delivered in

defective/damaged condition or different from the ordered item.

- ❖ In order to help you resolve issues with your product, Dr. Nature may troubleshoot your product either through online tools, over the phone, and/or through an in-person technical visit.
- ❖ In certain cases where Dr. Nature is unable to process a replacement for any reason whatsoever, a refund will be given.
- ❖ In case the product was not delivered and you received a delivery confirmation email/SMS, report the issue within 7 days from the date of delivery confirmation for the seller to investigate.'
- ❖ For any products for which a refund is to be given, the refund will be processed once the returned product has been received by Dr. Nature.

***For any additional questions or support, reach out to at [info@drnaturewellness.com](mailto:info@drnaturewellness.com)***

