

DR NATURE ORDER CANCELLATION POLICY

Introduction

Dr. Nature Wellness Private Limited (Herein after will be termed as ‘Dr. Nature’) sell its products through the Company Depot/ Direct sellers/Stockiest/Franchise and Dr. Nature Wellness centers.

Dr. Nature is known for offering quality and standard products. We try our best to fulfill the requirement of the Consumer of the Company, still in case if consumer want his/her order to get cancelled, then he/she can use this policy.

Dr. Nature believes that the interest of the consumer must be kept in mind while making the decisions. Dr. Nature has considered all the required actions that need to be taken into consideration for enhancing the rights of the consumers.

In order to protect the consumer, his right needs to be protected. Dr. Nature has formed the policies which are consumer friendly.

For better services and customer satisfaction, Dr. Nature’s online platforms offer a very easy cancellation policy. If you have ordered something from Dr. Nature and want to cancel it and looking for refund, then the same will be delivered to you with some simple steps as enumerated in the “**DR NATURE ORDER CANCELLATION POLICY**”

Scope

The applicability for the cancellation policy shall be applicable to all the customers who opt for cancelling the order due to any reason whatsoever.

Definition:

- i.) **Company** means “Dr. Nature Wellness Private Limited”
- ii.) **Product** means “Product or Products being sold by Dr. Nature”
- iii.) **Cancellation** means “In case you have purchased a product and is not satisfied with the products, you can surely cancel the product”

Order cancellation

I. By consumer

Under two conditions, cancellation of the product shall be considered acceptable. The

conditions include before generating of the invoice and after generating the invoice.

a Process of Cancellation of order before generating of invoice

1. Consumer can cancel the order by informing Dr. Nature on accounts@Dr. Nature wellness.com or call Dr. Nature Customer Support Number on 0141-3542700 (Monday to Saturday, 10 AM to 07 PM). (Except holiday's)
2. After cancellation of save order, if amount is already paid to the company or authorized Franchisee, consumer can approach Dr. Nature or authorized Franchise for refund, if any.
3. The refund will be processed within 7 days of your request

b.) In case of Cancellation of order after generating of invoice

Process shall be as follows:

1. A customer can cancel his/her order within 24 hours after generating the invoice and before the release / dispatch/ shipment of the products.
2. If the order or the item(s) that you want to cancel have not been shipped yet, you can write to Dr. Nature on accounts@Dr. Nature wellness.com or call Dr. Nature Customer Support Number on 0141-3542700 (Monday to Saturday, 10 AM to 07 PM). **(Except holiday's)**
3. After receiving mail or call, we will inform you accordingly
4. The refund will be processed within 7 working days of your request

II. By Company

We reserve the right, at our sole discretion, to refuse or cancel any order for any reason, without any claims or liability to pay any charges or interest on the amount. Some situations that may result in your order being cancelled include but are not limited to

1. Inaccuracies or errors in delivery or pricing information, technical or technological problems or problems identified in relation to credit / debit fraud.
2. There is no shipment and delivery over that place
3. Invalid Order

4. Out of stock
5. Incomplete address
6. No authentic sources

We may also require additional verifications or information before accepting any order. We will contact you if all or any portion of your order is cancelled or if additional information is required to accept your order.

Refund Process

1. In the case of order payment (if any) made through Credit Card, Debit Card or Net banking directly into the authorized account of Dr. Nature, you will receive the refund without having any deduction into the source within 7 working days from the time of cancellation of the order.
2. You will receive the refund amount into the authorized KYC account or as per the details provided by you. (Name printed on the cancel cheque that has been provided by the consumer or Direct seller)

General Terms:

- If we are unable to deliver the products within delivery date consumer may apply for order cancellation if he/she do not require the products.
- The cancellation of the shipment order shall not be allowed after dispatching the product.
- Request for the cancellation shall be accepted when it is accompanied by the invoice and the reason for the cancellation should be mentioned along with.
- Any one wish for the cancellation shall be applied through the **registered e-mail id or the contact number.**
- The request for the cancellation shall only be allowed only through the above-mentioned channels.
- No request for the cancellation shall be considered deemed to be accepted after 24 hours of raising the invoice.

Notification of Changes

Dr. Nature keeps its Cancellation 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 accounts@drnaturewellness.com

