

WELLVICA ORDER CANCELLATION POLICY

Introduction

WELLVICA Private Limited (hereinafter referred to as “WELLVICA” or the “Company”) markets and sells its products through its authorized Wellmarts, Direct Sellers, Stockists, Franchisees, and other authorized sales channels.

WELLVICA is committed to providing quality products and excellent customer service. While every effort is made to fulfill customer orders efficiently, the Company recognizes that circumstances may arise where a customer wishes to cancel an order. Accordingly, this Order Cancellation Policy has been established to protect consumer interests and ensure a fair and transparent cancellation process.

The Company believes in safeguarding consumer rights and providing customer-friendly policies in compliance with applicable laws and regulations.

Scope

This Policy shall apply to all customers who wish to cancel an order placed with WELLVICA, irrespective of the reason for cancellation.

Applicable Laws

This Policy shall be governed by:

- **Consumer Protection Act, 2019**
 - **Consumer Protection (Direct Selling) Rules, 2021**
 - **Consumer Protection (E-Commerce) Rules, 2020**
 - **Any other applicable laws and regulations in force in India**
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Definitions

1. Company

“Company” means WELLVICA Private Limited.

2. Product

“Product” means any product or products marketed, distributed, or sold by WELLVICA.

3. Cancellation

“Cancellation” means the withdrawal or termination of an order by the customer or the Company before completion of the transaction and delivery process, subject to the terms of this Policy.

ORDER CANCELLATION

I. Cancellation by Customer

Order cancellation may be requested under the following circumstances:

A. Cancellation Before Invoice Generation

1.

A customer may cancel an order before invoice generation by:

Email: accounts@wellvica.com

Customer Support: 9216088652

Working Hours: Monday to Saturday, 10:00 AM to 6:00 PM (excluding public holidays)

2.

If payment has already been made to the Company or an authorized Franchisee, the customer may request a refund in accordance with this Policy.

3.

Eligible refunds shall ordinarily be processed within seven (7) working days from the date of approval of the cancellation request.

B. Cancellation After Invoice Generation

A customer may cancel an order after invoice generation only under the following conditions:

1.

The cancellation request must be submitted within twenty-four (24) hours of invoice generation and before dispatch or shipment of the products.

2.

If the products have not been shipped, the customer may submit a cancellation request through:

Email: accounts@wellvica.com

Customer Support: 9216088652

Working Hours: Monday to Saturday, 10:00 AM to 6:00 PM (excluding public holidays)

3.

Upon receipt of the request, WELLVICA shall review and communicate the status of the cancellation request to the customer.

4.

Approved refunds shall ordinarily be processed within seven (7) working days from the date of cancellation approval.

II. Cancellation by the Company

WELLVICA reserves the right, at its sole discretion, to refuse, reject, or cancel any order without liability, compensation, or interest in the following circumstances:

1. Incorrect, inaccurate, or incomplete delivery information.
2. Pricing errors, system errors, or technical issues.
3. Suspected fraudulent transactions.
4. Non-serviceable delivery locations.
5. Invalid or suspicious orders.
6. Product unavailability or stock shortages.
7. Incomplete or unverifiable address details.
8. Failure of customer verification procedures.
9. Any other circumstance that may prevent lawful or successful fulfillment of the order.

The Company may request additional information or verification before accepting or processing any order.

Customers shall be informed if all or any portion of their order is cancelled.

Refund Process

1. Online Payments

For payments made through:

- **Credit Card**
- **Debit Card**
- **Net Banking**
- **UPI**
- **Payment Gateway**
- **Other approved digital payment methods**

the refund shall be credited back to the original source account used for payment, subject to banking and payment gateway processing timelines.

Refunds shall ordinarily be processed within seven (7) working days from the date of approval of cancellation.

2. Other Payment Methods

Where applicable, refunds may be credited to:

- **The customer's verified bank account;**
- **The registered KYC bank account; or**
- **Any other account approved by the Company after verification.**

The account holder's name must match the identity documents provided to the Company.

General Terms and Conditions

1.

If WELLVICA is unable to deliver products within the committed delivery timeline, the customer may request cancellation of the order, subject to applicable terms and conditions.

2.

No cancellation request shall be accepted after the products have been dispatched from the Company's warehouse or authorized delivery center.

3.

Cancellation requests must be accompanied by:

- **Order Number or Invoice Number;**
- **Reason for cancellation; and**
- **Any supporting information requested by the Company.**

4.

Cancellation requests shall only be accepted through the registered email address or registered mobile number associated with the order.

5.

Cancellation requests submitted through unauthorized channels may not be considered valid.

6.

Cancellation requests submitted after twenty-four (24) hours from invoice generation may not be accepted unless otherwise permitted by the Company.

7.

Approval of cancellation requests shall be subject to verification and compliance with this Policy.

8.

The Company reserves the right to reject any cancellation request that does not comply with the provisions of this Policy.

Notification of Changes

WELLVICA reserves the right to amend, modify, revise, or update this Order Cancellation Policy at any time.

Any changes shall become effective upon publication on the Company's official website. Customers are encouraged to periodically review this Policy to remain informed of any updates.

Contact Us

For any questions, cancellation requests, or support, please contact:

Email: accounts@wellvica.com

Customer Support: 9216088652

Website: www.wellvica.com

WELLVICA PRIVATE LIMITED

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