

## **WELLVICA PRIVATE LIMITED**

### **RETURN, EXCHANGE & REFUND POLICY**

**Effective Date:** \_\_\_\_\_

#### **1. INTRODUCTION**

WELLVICA Private Limited (hereinafter referred to as “WELLVICA”, “Company”, “We”, “Us”, or “Our”) markets and distributes its products through Direct Sellers and Authorized Wellmart/Stockist/Depot/Centers across India.

WELLVICA is committed to delivering high-quality products and ensuring complete consumer satisfaction. This Return, Exchange & Refund Policy outlines the terms and conditions governing returns, exchanges, replacements, and refunds of products purchased through the Company.

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#### **2. SCOPE**

This Policy applies to all consumers who purchase products directly from WELLVICA through:

- Official Website: [www.wellvica.com](http://www.wellvica.com)
  - Authorized WELLVICA Wellmarts
  - Authorized Stockists
  - Authorized Depots
  - Authorized Franchise Centers
  - Direct Sellers authorized by WELLVICA
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#### **3. OBJECTIVE**

Consumer satisfaction is our highest priority. If a consumer:

- Receives a product different from what was ordered;
- Receives a defective or damaged product;
- Finds the product unsuitable for use in its original unopened condition;

the consumer may request a return, exchange, replacement, or refund in accordance with this Policy.

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#### **4. APPLICABLE LAWS**

This Policy is governed by:

- Consumer Protection Act, 2019
  - Consumer Protection (Direct Selling) Rules, 2021
  - Indian Contract Act, 1872
  - Sale of Goods Act, 1930
  - Any other applicable laws, rules, and regulations in force in India
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#### **5. DEFINITIONS**

##### **Consumer**

Any person who purchases products from WELLVICA for personal use and not for resale.

##### **Return**

Sending the purchased product back to WELLVICA for refund or replacement.

##### **Exchange**

Replacement of a purchased product with another product due to damage, defect, or incorrect delivery.

##### **Refund**

Repayment of the amount paid by the consumer after approval of the return request.

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#### **RETURN POLICY**

##### **6. RETURN ELIGIBILITY PERIOD**

A consumer may request a return within **30 (Thirty) days** from the date of delivery of the product.

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## 7. CONDITIONS FOR RETURN

To qualify for a return, the following conditions must be met:

1. The product must be unused and in its original condition.
2. All original tags, labels, seals, and packaging must remain intact.
3. The product must not show any signs of use, damage, or tampering.
4. The consumer must notify WELLVICA within the prescribed period.
5. The original invoice/bill must be provided.
6. Consumers should not accept open-box deliveries from courier partners.
7. All accessories, promotional items, warranty cards, manuals, and freebies must be returned along with the product.

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## 8. NON-RETURNABLE PRODUCTS

Returns shall not be accepted in the following cases:

- Products that have been used or consumed.
- Products damaged due to misuse or negligence.
- Products with tampered packaging, labels, or serial numbers.
- Products returned without original packaging.
- Products with missing accessories, freebies, or documentation.
- Health and hygiene-related products that have been opened or used.
- Products returned after the expiry of the 30-day return period.
- Products accepted through an open-box delivery.

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## 9. RETURN PROCESS

### Step 1: Submit Return Request

Consumers must email:

[support@wellvica.com](mailto:support@wellvica.com)

with:

- Order Number
- Invoice Copy
- Product Details
- Reason for Return
- Supporting photographs (if applicable)

### **Step 2: Request Verification**

WELLVICA shall review the request and respond within **48 working hours**.

### **Step 3: Return Authorization**

Consumers must not dispatch any product without receiving approval from WELLVICA.

Products returned without authorization may not be eligible for refund or replacement.

### **Step 4: Product Dispatch**

Upon approval, the consumer must dispatch the product within **3 days** to:

#### **WELLVICA PRIVATE LIMITED**

Plot No. 6-A, Sona Vihar, Delhi Road,  
Opposite J.S. Fourwheel,  
Alwar – 301001, Rajasthan, India

### **Step 5: Inspection**

The returned product shall undergo inspection by the Quality Check Team.

### **Step 6: Closure**

Approved return requests shall be processed within **7–10 working days** from receipt of the returned product.

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## **10. SHIPPING CHARGES FOR RETURNS**

- Return shipping charges from the consumer's location to the designated WELLVICA warehouse shall be borne by the consumer.
- Replacement shipping charges from WELLVICA to the consumer shall be borne by WELLVICA.

- In certain situations, consumers may be requested to collect replacement products from the nearest Authorized Wellmart, Stockist, or Center.
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## **REFUND POLICY**

### **11. REFUND ELIGIBILITY**

Refunds shall be provided only after:

- Receipt of returned product(s);
  - Successful quality inspection;
  - Approval by the Quality Check Team.
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### **12. REFUND PROCESSING TIME**

Refunds shall be processed within **7–10 working days** after approval.

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### **13. MODE OF REFUND**

#### **Online Payments**

For payments made through:

- Credit Card
- Debit Card
- Net Banking
- UPI
- Payment Gateway

Refunds shall be credited back to the original payment source.

#### **Offline Payments**

For purchases made through:

- Wellmart
- Stockist

- Franchise Center
- Authorized Center

Refunds shall be credited to the consumer's verified bank account after submission of:

- Cancelled Cheque
- Bank Passbook Copy
- Valid KYC Documents

The bank account must belong to the consumer or authorized purchaser.

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## **EXCHANGE POLICY**

### **14. EXCHANGE ELIGIBILITY PERIOD**

Exchange requests may be raised within **30 days** from the date of delivery.

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### **15. EXCHANGE AT THE TIME OF DELIVERY**

If external packaging appears damaged or tampered:

1. Do not accept the delivery.
2. Mention the issue on the courier receipt/delivery sheet.
3. Notify WELLVICA within 24 hours at [support@wellvica.com](mailto:support@wellvica.com).

Upon verification, WELLVICA shall arrange a replacement.

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### **16. EXCHANGE AFTER DELIVERY**

If the consumer discovers a manufacturing defect or product damage after delivery:

The consumer must:

- Email [support@wellvica.com](mailto:support@wellvica.com) within 24 hours.
- Provide photographs and videos of the product.
- Provide an unboxing video.
- Attach a copy of the original invoice.

Upon verification, WELLVICA shall process the replacement request.

Replacement products shall be dispatched within **72 hours** after approval.

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## **17. REFUND INSTEAD OF EXCHANGE**

Where a consumer is eligible for an exchange due to:

- Damaged packaging;
- Defective product;
- Incorrect product delivery;

the consumer may choose a refund instead of replacement by submitting a written request to [support@wellvica.com](mailto:support@wellvica.com).

Approved refunds shall be processed within **7 working days** after receipt and verification of the returned product.

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## **QUALITY CHECK AND FINAL DECISION**

### **18. QUALITY INSPECTION**

All returned products shall be inspected by the WELLVICA Quality Check Team.

The decision of the Quality Check Team regarding:

- Product condition
- Eligibility for return
- Eligibility for refund
- Eligibility for replacement

shall be final and binding.

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### **19. LIMITATION OF LIABILITY**

WELLVICA shall not be responsible for:

- Products lost during return transit.
- Delays caused by courier companies.

- Returns dispatched without authorization.
- Products damaged due to consumer misuse.

Consumers are advised to use trackable courier services when returning products.

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## **20. CUSTOMER SUPPORT**

For any assistance regarding returns, refunds, or exchanges, please contact:

**Customer Support Email:** [support@wellvica.com](mailto:support@wellvica.com)

### **WELLVICA PRIVATE LIMITED**

Plot No. 6-A, Sona Vihar, Delhi Road,  
Opposite J.S. Fourwheel,  
Alwar – 301001, Rajasthan, India

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## **21. POLICY AMENDMENT**

WELLVICA reserves the right to amend, modify, update, or discontinue this Policy at any time without prior notice. Any amendments shall become effective upon publication on the official website.

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### **WELLVICA PRIVATE LIMITED**

*Live Well • Grow Well*