

WELLVICA SHIPPING & DELIVERY POLICY

Overview

This Shipping & Delivery Policy outlines the terms and conditions governing the shipment and delivery of products purchased from WELLVICA Private Limited (hereinafter referred to as “WELLVICA” or the “Company”).

By placing an order through the Company's website, the customer agrees to be bound by the terms and conditions of this Shipping & Delivery Policy. If you do not agree with any part of this Policy, you are advised not to place an order through the Company's website.

Objective

WELLVICA is committed to providing quality products and ensuring timely delivery to its customers. From the placement of an order until its successful delivery, our primary objective is to provide efficient, reliable, and customer-friendly service within the stipulated timelines.

Scope

This Policy applies to all orders placed through the Company's official website:

www.wellvica.com

All orders are subject to:

- Product availability;
- Serviceable delivery locations; and
- Deliverable PIN codes.

If a product is unavailable at the time an order is placed, the customer shall be informed regarding the expected availability and dispatch schedule.

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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Billing Address and Shipping Address

Billing Address

The address where invoices and billing-related documents are issued to the customer.

Shipping Address

The address where the customer wishes to receive the ordered products.

Scope of Delivery

WELLVICA delivers products across India.

Customers are requested to provide complete and accurate delivery details while placing an order, including:

S. No. Particulars

- 1 House/Flat Number
- 2 Society/Building/Ward
- 3 Area/Locality
- 4 Village/Tehsil/City/District
- 5 State
- 6 Landmark
- 7 PIN Code
- 8 Mobile Number / Landline Number (with STD Code)

Incorrect or incomplete information may result in delays or failure of delivery.

Delivery Timeline

Estimated delivery timelines shall be communicated after order confirmation based on the destination PIN code.

Delivery timelines:

- Commence from the date of dispatch and not from the date of order placement.
- Are indicative and approximate in nature.
- Are subject to product availability, courier operations, and serviceability.

WELLVICA shall make every reasonable effort to deliver products within the timelines mentioned in the invoice or order confirmation.

Business Days

Business Days shall mean Monday to Saturday, excluding public holidays and declared holidays.

Products may be shipped separately if required due to inventory availability or logistical reasons.

Transit Time

Upon receipt of an order:

1. The order shall be verified and processed.
 2. The invoice shall be generated.
 3. The products shall ordinarily be dispatched within three (3) business days from the date of invoicing.
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Delay in Supply or Delivery

1. Commitment to Delivery

WELLVICA endeavors to deliver products within the promised timeline.

2. Right to Cancel

In the event of an unreasonable delay in delivery, the customer may request cancellation of the order and receive a refund in accordance with the Company's Cancellation Policy.

3. Right to Return

If delivery cannot be completed or the customer chooses not to accept delayed delivery, the customer may avail the Company's Return Policy, subject to applicable terms and conditions.

Delivery Charges

Free Shipping

Orders having a value of **₹2,500 or above** shall be eligible for Free Shipping across India.

Standard Shipping Charges

Orders below **₹2,500** may attract shipping and handling charges as applicable.

The applicable charges shall be displayed at the time of checkout.

Transit Risk

WELLVICA shall bear the transit risk until the product is delivered to the customer at the registered shipping address.

Shipment and Tracking

Once the order is dispatched:

- An SMS and/or email notification shall be sent to the customer's registered mobile number and email address.
- The notification may include:
 - Tracking Number
 - Courier Partner Details
 - Estimated Delivery Date

Tracking details may take up to 24 business hours to become active on the courier partner's website.

If shipment is delayed, WELLVICA shall make reasonable efforts to inform the customer regarding the status of the order.

Change of Shipping Address

Once an order is placed, modifications are generally not permitted.

However, shipping address changes may be considered:

- Within 24 hours of order placement; and
- Before dispatch of the products,

whichever occurs earlier.

Customers may submit change requests through:

Customer Support Number: 9672500526

Email: support@wellvica.com

No shipping address modification request shall be accepted after 24 hours of order placement or after dispatch of the order.

Incorrect or Incomplete Address

If an order contains incomplete or inaccurate address information:

- The Dispatch Department may contact the customer within 24 hours to obtain the correct details.
- Dispatch shall be processed after confirmation of the complete address.

Important

WELLVICA shall not be liable for delays resulting from incorrect, incomplete, or inaccurate address information provided by the customer.

Lost in Transit

If a shipment is reported lost in transit:

- WELLVICA shall investigate the matter with the logistics partner.
- A reasonable waiting period of up to 15 days may be observed.
- If the shipment is confirmed lost, the Company may either:

- Re-dispatch the order; or
- Process cancellation and refund as per Company policy.

The customer may also choose to cancel the order during this period.

Mode of Delivery

Products may be delivered through:

1. Authorized Courier Services
2. Logistics Partners
3. Authorized Direct Sellers
4. Authorized Pickup Centres or Wellmarts

Delivery shall be deemed completed upon acknowledgment through:

- Courier Delivery Confirmation;
 - Electronic Acknowledgment through WELLVICA App;
 - Customer Acceptance Record; or
 - Delivery Confirmation generated by the logistics partner.
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Packaging and Handling

WELLVICA does not charge any separate packaging or handling fees unless specifically disclosed at checkout.

Products are packed using appropriate protective packaging standards to minimize transit-related damage.

Transit Insurance

All shipments dispatched by WELLVICA may be insured during transit at no additional cost to the customer.

In case a shipment is lost before delivery, WELLVICA shall arrange replacement or take appropriate corrective action.

However, once delivery is successfully completed at the address provided by the customer, WELLVICA shall not be responsible for:

- Loss of package;
 - Theft after delivery;
 - Partial loss;
 - Damage occurring after delivery.
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Unforeseen Circumstances

Delivery timelines may be affected by circumstances beyond the reasonable control of WELLVICA, including but not limited to:

- Adverse weather conditions
- Floods, earthquakes, or natural disasters
- Government restrictions or lockdowns
- Political disturbances
- Riots, strikes, lockouts, or labor unrest
- Epidemics or pandemics
- Transport disruptions
- Force Majeure events

In such situations, delivery timelines may be extended without any liability on the part of WELLVICA.

Notification of Changes

WELLVICA reserves the right to amend, modify, revise, or update this Shipping & Delivery Policy at any time.

Any such changes shall become effective upon publication on the Company's official website.

Customers are advised to periodically review this Policy to stay informed of any updates.

Contact Us

For any shipping, delivery, or order-related assistance, please contact:

Email: support@wellvica.com

Customer Support: 9672500526

Website: www.wellvica.com

WELLVICA PRIVATE LIMITED

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