

BALAJI NATUROCARE PVT LTD

Shipping Policy

BALAJI NATUROCARE PVT LTD (Hereinafter referred to as BALAJI) has framed the following Shipping Policy by the provisions of the Consumer Protection Act, 2019 and Rules 5(1)(g) & (h) of the Consumer Protection (Direct Selling) Rules, 2021, as under:

- 1) (a) All online orders for Home Delivery or Door Delivery placed by a BALAJI Direct seller/Consumer worth Rs 1000/- (Rupees One thousand only) or above shall be shipped on levy of a shipping charge of Rs 250/- (Rupees Two Hundred and fifty only) inclusive of all taxes, irrespective of the mode of transportation, for delivery to the nearest point to home or home delivery, whichever is practicable,
- (b) Shipping charges of Rs 150/- (Rupees One Hundred and Fifty only) inclusive of all taxes irrespective of mode of transportation, for delivery to the nearest point to home or home delivery, whichever is practicable, shall be charged, if the total value of the online order placed is valued at Rs 1000/- (Rupees One thousand only) or less.

2) **Delivery Timeline and conditions:-**

- a) BALAJI shall make all efforts, within its means, to ensure that the products ordered are delivered within a reasonable period of 3 to 10 days from the date of confirmation of the order by BALAJI. However, this assurance is subject to force majeure, government regulations, inclement weather conditions or any other circumstance whatsoever not within the control of BALAJI.
- b) If in case the delivery period exceeds the stipulated time for any reasons whatsoever, then the ordering Direct seller/Consumer will be notified of the same along with the expected time of delivery, and the ordering Direct seller/Consumer shall be at liberty to cancel his/her order to which BALAJI undertakes to initiate Refund proceedings, as per its "Product Return/Refund Policy". However, it is expected from the ordering Direct seller/Consumer to appreciate and cooperate with BALAJI's efforts by consenting to the extended time of delivery.

- c) The ordering Direct seller/Consumer is advised to take open delivery of the package of ordered goods and should refuse to accept the delivery if the package is found to be tampered with or the goods packed therein are found to be damaged or pilfered. However, BALAJI will not be subsequently held responsible for any breakage, damage, or loss to the goods if the ordering Direct seller/Consumer acknowledges the receipt of the goods, without noting down the extent of damages. For disputes, if any, please Call BALAJI Customer Care Mo. _____ or write an e-mail to _____ mentioning the order reference number. BALAJI shall make its best efforts to resolve the dispute amicably, at the earliest.
- d) Any complaint related to your order should be registered with us within 24 hours post delivery, No complaint whatsoever will be entertained post thereof.

Website View Purpose Only