

CANCELLATION POLICY

Overview

Asclepius Wellness Private Limited (The "COMPANY") sell its products through the Company Direct sellers and Authorized C&F of the Company. Company is known for offering quality and standard products. We try our best to fulfil 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.

The interest of the consumer must be kept in mind while making the decisions. Required actions need to be taken into consideration for enhancing the rights of the consumers. In order to protect the consumer, his right need to be protected. The consumer policy has been prepared keeping in mind the interest of the customer which has been considered as consumer friendly.

For better services and customer satisfaction, the online platforms offer a very easy cancellation policy. If you have ordered something from Asclepius and want to cancel it and looking for refund, then the same will be delivered to you with some simple steps. Let's check them out.

Applicability

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 "Asclepius Wellness Private Limited"
- ii.) **Product** means "Product or Products"
- iii.) **Cancellation** means "In case you have purchased a product and is not satisfied with the products, you can surely cancel the product"

Type of 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.) In case of Cancellation of order before generating of invoice

Process shall be as follows:

1. Consumer get option related with order cancellation, after placing the order for the product/products but before generating of the invoice.
2. Separate pop-up shall be shown to the consumer for cancelling the order.
3. You may use about the pop-up regarding cancellation of your order by clicking before generating of the invoice, separate link for the cancellation tab shall be removed from the consumer panel.
4. After cancellation of save order, if amount is already paid to the company or authorized C&F, consumer can approach the company or authorized C&F for refund, if any.

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 our customer support team on cancellation@asclepiuswellness.com or call us on 011-28031568 (Monday to Saturday, 10 AM to 07 PM). **(Except holiday's)**

3. After receiving mail or call, we will inform you accordingly.

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 authorised account of the Company, you will receive the refund without having any deduction into the source within 5 days from the time of cancellation of the order.
2. If any payment has been made through C&F store, then you will receive the refund amount into the authorised 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) within 7 days from the date of cancelling the order.
3. If your order is cancelled by the Company after your credit / debit card has been charged, the said amount will be refunded to that credit / debit card account.

General Terms:

- 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 wishes 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.
- The request for the cancellation needs to be send via e-mail and will be approved after giving acknowledgement for the same.
- The cancellation shall be valid for the order placed and delivered in India.

Note- 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.

Notification of Changes

We keep our 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 cancellation@asclepiuswellness.com