

SHIPPING & DELIVERY POLICY

Overview

The terms of the Shipping and delivery policy need to be understood for Asclepius Wellness Private Limited (Herein after referred to “*Company*”). If you do not agree to the terms contained in this Shipping and delivery policy, you are advised not to accept the Terms and Conditions of Shipping and delivery policy. The terms contained in this Shipping and delivery policy shall be accepted without modification and accordingly, the user need to be bound by the terms contained herein.

Objective

Company is known for offering quality and standard products. We always ensure that consumer can get timely delivery of the products. From the placement of the order till the delivery of the products, our primary moto is to serve the consumer in an efficient and effective manner within the stated timelines.

Scope

This policy is applicable to all orders place on website of the Company www.asclepiuswellness.com

All orders are subject to the product availability and deliverable Pincode. If an item is not in stock at the time you place your order, we will notify you and intimate when the product will be available.

Applicable Laws:

The Consumer Protection (Direct Selling) Rules, 2021, Consumer Protection Act, 2019 and Consumer Protection (E-Commerce) Rules, 2020

Billing Address and Shipping Address

Billing Address: Address where a consumer gets his bills from the company.

Shipping Address: Address where the consumer wants to receive their shipment.

Our Delivery Scope

We deliver across the Country, so we request you to provide the correct and clear details for the timely and efficient delivery in the mentioned format, while placing the order:

- ✓ ADDRESS LINE 1
- ✓ ADDRESS LINE 2
- ✓ CITY/TOWN/ VILLAGE
- ✓ POST OFFICE
- ✓ DISTRICT
- ✓ LANDMARK
- ✓ PIN CODE
- ✓ STATE
- ✓ SHIPPING CONTACT ALONG WITH THE E-MAIL ID

Delivery Location

As per the Pincode estimation, delivery time will be provided to you once the order has been placed. Delivery times are estimates and commence from the date of shipping, rather than date of order.

Delivery times are used as a guide only and are subject to the acceptance and approval of the order. Unless there are exceptional circumstances, we make every effort to fulfill your order as soon as possible within the stated timeline in the generated invoice/purchase order.

Business day means Monday to Saturday, except holidays.

Date of delivery may vary due to carrier shipping charges, delivery location, method of the delivery and the items ordered. Product may also be delivered in separate shipments as per the requirement.

Transit Times

Whenever order received from the consumer, we will process for the invoicing, after invoicing of the order, we will dispatch the ordered products within 3 working/ business days.

In case of delay

1. Company is committed to ensure that the delivery of goods shall take place within the time limit mentioned in order form.
2. However, in cases of delay any request for cancellation of the order by the consumer shall be granted, irrespective of whether the consumer has been informed of the delay, and the deposit, if any, shall be refunded as per our cancellation policy described at the time of purchase. (Hyper link for cancellation policy)

IN CASE OF NON-DELIVERY AT THE STIPULATED TIME

1. If it is not possible to carry out delivery, the consumer shall possess right to return the product as per our return policy; (Hyper link for return policy)

Delivery Charges

For order value above INR **1150** = Free Shipping across India

For order value below INR **1150** = Delivery charges as applicable

Transit Risk

Company takes upon the liability in case of any risk involved in the transit of product.

Shipment and Tracking Details

We will send you an email/SMS regarding the shipment of your order on your registered mobile number and E-mail Id as soon as the items are handed over to the Courier. These alert E-

mail/SMS will contain the tracking number and courier company website details along with expected date of delivery.

Tracking numbers for orders shipped might take upon 24 business hours to become active on the website of the respective courier company. If the order gets delayed by any of the reason, we will send you a separate intimation informing about the same.

Change request for shipping address

Once an order is registered, you cannot make any alterations. However, address alteration requests for the shipping may be accommodated within 24 hours of placing the order and before the dispatch of the products, whichever is earlier. You may send your alteration request along with the modification that need to be made in the shipping by sending an e-mail to products@asclepiuswellness.com and the needful will be done as soon as possible.

After 24 hours of placing the order, we don't entertain any of the request.

OTHER REQUEST:

Multiple Address Order

Currently this option is not available. However, if you want to send the product to different addresses, you can place multiple orders.

Incorrect or Incomplete Address

Orders raised with incomplete addresses: We will inform the consumer on his/her registered contact details within 24 hours for completing the address and then, we will dispatch the product on consumer given address.

Note: Company shall not be considered liable for any delay on account of incomplete address.

Packing method

All products are first put in corrugated box, then they are poly wrapped for the purpose of delivery.

Lost in transit

If a shipment is lost in transit, we shall wait for 15 days and then we will make another attempt for shipping the order. However, you have a right to cancel the order and you need to intimate us with regard to same.

Method of delivering courier

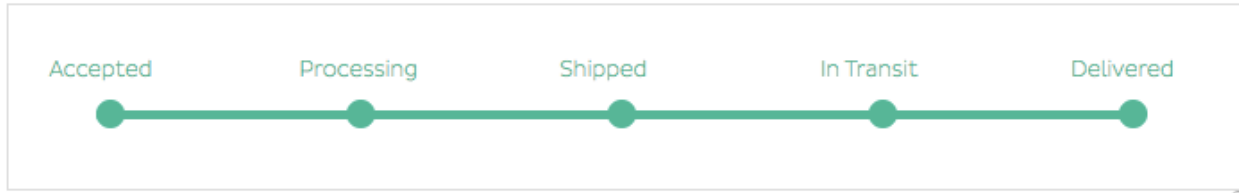
Delivery of goods shall be made to the consumer either through courier/Logistics or through Direct Seller. The status of completion of delivery shall be considered done in the following manner:

1. **Through Courier / Logistics** – After getting physical sign of the customer or after verification of OTP acknowledgement sent to the customer.
2. **Through C&F/ Direct seller**– After receiving OTP from the registered mobile number.

Order Delivery Timelines

Company is committed to ensure that the delivery of goods shall take place within the time limit mentioned in order form.

However, in line with the government guidelines in response to the State, delays might be experienced under certain circumstances. Upon the successful placing of the order, the end user will receive a unique tracking identity number through e-mail and SMS. Then the concerned user may use the tracking number for the purpose of checking the status of the purchased products and the expected date of delivery.



A maximum of two **3 (Three)** attempts shall be made to deliver order to the end user. If the user continues to remain unavailable after **3 (Three)** attempts, the Company reserves the right for cancelling the order at its sole discretion, while making ensure that the purchased products is delivered to the consumer in the timely manner, delivery may be delayed on account of:

- Unsuitable weather condition
- Political disruptions, strikes, employee lock-outs, govt. directed lockdowns
- Acts of God such as floods, earthquakes, etc.
- Other unforeseen circumstances

Notification of Changes

We keep our Shipping and Delivery 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 :- products@asclepiuswellness.com