

Return Policy for Victous Lifesciences Private Limited

This Return Policy outlines the procedures and terms for returns and exchanges of products purchased from Victous Lifesciences Private Limited. Please read this policy carefully before making a purchase. By engaging with our products and services, you agree to the terms outlined herein.

1. Eligibility for Returns/Exchanges: We accept returns/exchanges under the following circumstances:

- Defective or damaged products
- Incorrect products received
- Products not meeting quality expectations

2. Return/Exchange Period: Customers must initiate the return/exchange process within 7 days of receiving the product.

3. Return/Exchange Process: To initiate a return/exchange, follow these steps:

- Contact our customer support team at victouscustomerinfo@gmail.com or +91 9491692131.
- Provide your order number, product details, and reason for return/exchange.
- Our customer support team will guide you through the process and provide necessary instructions.

4. Return/Exchange Conditions: In case of any dissatisfaction, manufacturing or packaging defect, customers/direct sellers can return/exchange the product. The customers/direct sellers must contact the Direct Seller/Company from whom they had purchased the same, within 30 days from the date of purchase. They have to give a reason and return the said products along with the original customer order receipt copy / invoice. In such cases, it is the direct sellers's obligation to satisfy the customer's need for money refund or replacements of products.

The distributor can then return these products, with original Invoice to the Company. The Company will replace these products free of cost or if the distributor does not want the same products, the Company will give a cash voucher (zero PV) of the same amount, which can be used by the distributor within 30 days for purchasing products of their choice.

- Documents Required
- Product Return Form
- Reason for return
- Copy of Invoice
- Products to be returned

The product must be returned in its original packaging, along with all accessories and tags.

The product must be unused and in the same condition as when received.

This policy does not apply to products that have been intentionally damaged or misused.

Proof of purchase (order confirmation) is required for processing returns/exchanges.

5. Buy Back Policy: The Company provides a Buy Back Policy to the direct sellers who wish to resign from his/her distributorship and return any Victous products that are in good condition, useable, resaleable, restock-able, unopened, unaltered and must have a shelf life of at least four months.

If the distributor resigns within 30 days from the purchase of the products, Victous shall provide a full refund for the products to the direct seller after deducting bonus paid (if any) and reversing the PV on the products (if any).

If the direct seller resigns from his/her distributorship after the expiry of 30 days from the date of purchase of products from Victous, the amount refunded against the products being returned will be equal to direct seller cost of the products being returned, less total bonus paid out by the Company on the original purchase, less GST, less 10% service charge.

The Buy Back Policy is designed to impose upon the sponsor and the Company – the obligation to ensure that the distributor is buying products wisely.

6. Return Shipping: For defective, damaged, or incorrect products, we will arrange return shipping and cover associated costs.

For products returned for reasons other than defects, the customer is responsible for return shipping costs.

7. Inspection and Refund/Exchange: Once the returned product is received and inspected, we will process the refund or exchange.

Refunds will be issued using the original payment method. Please allow 15 days for the refund to reflect in your account.

8. Policy Updates: We reserve the right to update this Return Policy as needed. Any changes will be posted on our website, and the revised date will indicate the last update.

9. Contact Information: For any questions, concerns, or requests related to returns or exchanges, please contact our customer support team at victouscustomerinfo@gmail.com or +91 9491692131.

By engaging with Victous Lifesciences Private Limited, products and services, you acknowledge and agree to the terms outlined in this Return Policy.

Victous Lifesciences Pvt. Ltd