

RETURN AND REFUND POLICY

ASNL India Private Limited (“**Company/we/us/our**”) is a marketing and direct selling company engaged in the business of selling healthcare, personal care, agriculture, veterinary, homecare, etc. products. The objective of this Return and Refund Policy (“**Policy**”) is to inform the Users of the conditions under which the User can return Products purchased from the Company.

For the purpose of this Policy, all capitalised terms used herein, but have not been defined herein, shall have the meaning so assigned to them in the Terms.

1. The Company offers a **30** days’ money back guarantee to its Users, after the purchase of the Products. However, cancellation requests can also be placed before dispatch of the Products.
2. If a User purchased a Products on the Platform and is not satisfied with the Products, the User may request a refund by reaching out to the Company at 18003094992 or 0836-425044 during the business hours (**10.30** am – **5.30** pm).
3. The Products can only be returned by the User under the below mentioned conditions:
 - (a) The Products are undamaged/unused.
 - (b) The Products should be in their original condition, with tags attached (if any).
 - (c) The User shall be required to provide the order details, including the invoice copy.
 - (d) After receiving the Products, the Company will inspect the same and notify the User if the Company has received the returned Products. User will be immediately notified on the status of User’s refund after inspection of the Products by the Company.
 - (e) If the return is approved, the Company will initiate the refund process in accordance with the original payment method by way of which the payment was made by the User to the Company.
4. The payment received from the User shall be refunded after deducting the applicable shipping and handling charge on the original purchase price. The decision of the Company in this regard shall be final and binding on the User.
5. Refund process will be initiated by the Company once the return is approved with 30days (i.e. 2 working days) of receipt by the Company of the returned Products from the User.