

PRODUCT RETURN FORM

Please fill in the exact details. Fields marked with * are MANDATORY

Return Request Date:

In case of returns by IBD :

IBD DETAILS (to be filled by IBD)

IBD NAME :

USER NAME*:

MEMBER ID*:

EMAIL ADDRESS*:

MOBILE NO*:

INVOICE DATE*:

LAPSE DATE: *Not more than 7 days*

In case of returns by a Customer :

CUSTOMER NAME:

Mobile number *:

EMAIL ADDRESS*:

ADDRESS :

Invoice Number/Sales Receipt Number :

Sr.No	Product	Return Reason	Invoice Ref No	Batch No	Qty
		A. Product Delivered Late B. Damaged Product Received C. Dissatisfied with Quality D. Wrong Product Received E. Defective Following Use F. Product Expired G. Others) Please Specify_____			

IBD SIGNATURE*:

Customer Signature*:

FOR OFFICE USE:

RETURN AUTHORIZATION NO: PIPL/R / _____

	YES	NO		YES	NO
Product(s) sent within 30 days of invoice	<input type="checkbox"/>	<input type="checkbox"/>	Valid Reason Given	<input type="checkbox"/>	<input type="checkbox"/>
Product(s) received by Phyto Science warehouse (7 days buy back policy)	<input type="checkbox"/>	<input type="checkbox"/>	Invoice Date not more than 30 days	<input type="checkbox"/>	<input type="checkbox"/>
Product(s) in Salable Conditions	<input type="checkbox"/>	<input type="checkbox"/>	Date of receiving product within laps	<input type="checkbox"/>	<input type="checkbox"/>
Product(s) confirm to the conditions	<input type="checkbox"/>	<input type="checkbox"/>	Batch number match with invoice	<input type="checkbox"/>	<input type="checkbox"/>
Quantity matched (as mentioned in the form)	<input type="checkbox"/>	<input type="checkbox"/>	Product(s) match (as mentioned in the form)	<input type="checkbox"/>	<input type="checkbox"/>

Mode of Return: ☐ Courier with Form, invoice & Product ☐ Walk in with Form, invoice & Product

RECEIVED DATE: _____

ACTION TAKEN: ☐ Replacement ☐ Refund ☐ Credit Note

ISSUED TO : _____ ISSUED DATE : _____

OFFICER NAME*: _____ SIGNATURE: **PRODUCT RETURN POLICY****CODES:**

All the fields are mandatory in nature. Incomplete form may result in cancellation of return request.

In case of different delivery and return address, GST will be deducted for different states

Terms & Conditions:

- Please understand that our products may produce different results for individuals, and we cannot guarantee specific outcomes. Please understand our products do not cure any disease.
- You may contact the IBD for the order status from time to time.
- We offer a 7-day money-back guarantee on all unopened products in a salable condition.
- Saleable Products must be returned to the Independent Business Owners (IBDs) or the Company within 7 days of delivery.
- The money-back policy does not apply to products purchased under special conditions, schemes, or offers.
- Customers can submit a return form to the IBD, through the Company's website or via email to **i-care@iphyto.com.in** to initiate a return.
- You can download the Product Return Form from the IBDs login ID, the company website, or email **i-care@iphyto.com.in** to request a product return form.
- Once the return form is accepted and the products are received at the warehouse of the company, we will process the reimbursement within 15 days of receiving the product using the same payment method as your initial transaction. No fees will be charged for the refund.
- The products in salable condition for the return must be accompanied by (a) a completed and signed Product Return Form and (b) a copy of the original dated invoice.
- In case of a delay in delivery of the product, the customer may request for cancellation of the order by contacting IBD (irrespective of whether the customer has been informed of the delay); the reimbursement of cancellation will be initiated within 15 days from the date of cancellation on the mode of payment used to pay for the product (on the receipt of the product in the warehouse of the Company)
- Suppose any products delivered under this agreement are defective or non-conforming to the specifications outlined herein. In that case, the consumer/customer/IBD shall promptly notify the

Company in writing within 30 days of delivery, providing detailed information regarding the nature of the defect and returning the product. Upon receipt of written notice and product from the consumer/customer/IBD regarding defective products, the Company shall review the product to verify the claim's validity. If the defect is confirmed, the Company shall, at its discretion, either replace the defective products with conforming products or provide a full refund for the purchase price of the defective products. The replacement products shall be delivered to the consumer/customer/IBD within 30 days from the date of confirmation of the defect and at no additional cost to the Consumer/Customer/IBD. (This clause does not apply to defects or damage caused by misuse, neglect, improper handling, or alterations by the IBD/Consumer/Customer or any third party.)

- The return of a defective product or non-conforming to the specification is to be accompanied by (a) a completed and signed Product Return Form; (b) a copy of the original dated invoice.
- All returns/cancellations must be shipped to the Company, shipping prepaid. The Company does not accept shipping-collect packages. The risk of loss in shipping for returned products shall be on the IBD or Customer.
- Proper shipping carton(s) and packing materials are to be used in packaging the returned product (s) for replacement/cancellations, and the best and most economical means of shipping is suggested.
- If the Company's warehouse does not receive the returned product, it is the responsibility of the IBD/customer to trace the shipment.
- For product details and claims, please refer to our official website, **www.iphyto.com.in** For any information on the Company, product, or opportunity, please visit **www.iphyto.com.in**