



from natural calamities, accidents, or errors made by the shipping service provider. The company is not liable for any damages or losses from insufficient or inaccurate shipping information.

- The shipping costs will be determined based on the shipping destination, package weight, and mode of delivery selected by the Customer. The company will communicate the shipping costs (if any) to customers during the checkout process.
- The standard delivery hours are from 9:00 AM to 5:00 PM (IST) on business days, Monday to Friday.
- The company will provide the Customer with order tracking information, enabling the Customer to monitor the status and location of the orders. The Customer will also receive tracking information via email or SMS once the order has been dispatched or through IBD (if opted by the Customer).
- If the Customer cannot receive the parcel at delivery, the courier company will contact the Customer to coordinate a re-delivery or arrange pick-up at their office location. If the Customer has specified an office address, for security reasons, the products may be delivered to the security desk; therefore, it's essential to be aware of this and check with the security desk.
- Please note that the company does not assume responsibility for delays caused by unforeseen time lags in the delivery process or if the Customer is absent during the delivery attempt.
- GSTIN number of PhytoScience India Pvt Ltd. is available on official website **[www.iphyto.com.in](http://www.iphyto.com.in)**
- 7 days money guarantee on all unopened products in salable condition which are returned to the IBDs within 30 days from the date of delivery (\*not applicable for products bought under special conditions or schemes or offers)
- The signature of the customer and IBD is mandatory.
- Please refer to the website [www.iphyto.com.in](http://www.iphyto.com.in) for any information on the company, product & opportunity.
- Please understand that our products may produce different results for individuals, and we cannot guarantee specific outcomes. Please understand that 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.
- Salable Products may be returned to the Independent Business Distributor (IBDs) or the Company within 30 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](mailto: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](mailto: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 7 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 15 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](http://www.iphyto.com.in)**. For any information on the Company, product, or opportunity, please visit **[www.iphyto.com.in](http://www.iphyto.com.in)**.