

Refund Policy

Balaji Naturocare Pvt.Ltd. Customer Product Refund Policy

Clause 2 (5) of Direct Selling Guidelines, 2016 provides that, "Every Direct Selling entity, shall notify and provide a full refund of buyback guarantee to every direct seller on reasonable commercial terms which can be exercised within a period of 30 days from the date of the distribution of the goods or services to the direct sellers. In true compliance of the Guidelines the refund policy of the company is reproduced/ detailed along with clarifications and processes to be followed for making/ claiming refunds.

- Any DSA/customer opting for refund for any reason needs to inform the Company about his/her intention in writing within the stipulated time frame mentioned above. No request after the stipulated time to be entertained, except in extra-ordinary circumstances with the approval of director.
- In case DSA/ Customer has not received the package, the same should be accepted and would automatically get returned.
- In case of received package, the same to be returned in sealed/ un-opened/ packed condition either by hand or through courier (specified by the Company) on To Pay basis. The Company shall bear the return cost of courier.
- In case package is opened and then returned, assessment /condition of contents of package would be done by a team of 3 persons termed as returning officers (to be decided and changed from time to time) on receipt of the same. The videography/ photography of the same can be made in case of opened package.
- In case of sealed/ un-opened package received within the stipulated time, 100% refund to be made by NEFT/ direct refund through payment Gateway as the case may be. Cheques would be avoided as far as possible.

- In case of opened but non-damaged product (damaged outer packing only) 75% refund to be allowed.

- In case of short return, the refund (not exceeding 75%) to be made after deduction of amount equivalent to the price of short quantity received / re-packing cost.

- In case of case of damaged/ used return the extent of damage done to be accessed and cost of restoring/ replacement of damaged/ used product to be ascertained. According the refund amount up to 50%, depending on extent of cost of restoration/ replacement, may be paid by NEFT.

- In case of refund request after stipulated time, refund amount to be allowed between 25-50% depending on the condition of package received.

- The time for settling any refund case should not exceed 3 working days. Any case pending for more than 3 days needs to be brought to the notice of management along with the explanation for delay in settlement.

- Any customer or direct seller can cancel his or her order anytime after placing the order and before dispatch by sending email at support@balajinaturocares.com or making call to our customer care executive. 100% refund is given in such cases

- The concerned DSA/ customer to be informed by email/ letter accordingly in all the cases.

Reference Notes:

- The Balaji Naturocare Pvt.Ltd. Direct Seller must return the product(s) to our head office personally or by courier.
- Period of return for products is calculated as the number of days from the Invoice Date, to the date of receipt at the Balaji Naturocare Pvt.Ltd. Office.
- Condition refers to the condition in which the stock is received back from the Balaji Naturocare Pvt.Ltd. Direct Seller as a return. The product can be 'marketable' or 'unmarketable' depending on the condition of the returned stock as assessed by the Returns executive at the Balaji Naturocare Pvt.Ltd. dispatch and Delivery office.
- BV adjustment of Products returned shall be processed in the same Payout. Total BV of the returned products will be deducted from the returning Direct Sellers account.
- The Product Return Policy does not apply to open packs of literature and videos or other sales and marketing aids.
- Total returns cannot exceed the quantity appearing on the Invoice.

If customers return products directly to Balaji Naturocare Pvt.Ltd., BV adjustment shall be done from the Direct Sellers payout account & any excess amount paid shall be recoverable from the Direct Seller.

For Refunds, Kindly email us at support@balajinaturocares.com or call us +919726624065 or you may contact us on WhatsApp at +91-9726624065