



Guarantee of Excellence Claims Policy

Guarantee of Excellence by Vidhyanjali

Vidhyanjali specializes in high-quality Fast Moving Consumer Goods (FMCG) products and offers best of Mother Nature provides us. Guarantee of Excellence is the belief in our quality that we offer. Therefore if the products delivered to you are damaged or defective you may return the same within 7 days from the date of receipt of purchase order for a full refund.

Objective

Guarantee of Excellence with its Claims Policy (hereinafter referred to as the “Claims Policy”), aims to keep every Ahinsa Pracharak satisfied by ensuring fastest and timely resolution of all kinds of complaints associated with the products you purchase against a valid invoice issued by the Vidhyanjali.

Claims Policy

In case you are not satisfied with the product for the product is damaged or defective and wish to return the same, the Claims Policy provides an easy mechanism to register the complaint with us and return the product. The claims policy is as provided below.

1. RETURN, EXCHANGE AND MISSING OF PRODUCT(S)

a. Claims under this category can be registered for following types of issues:

(i) The product received is damaged or possesses a defect due to which the usage of the product becomes impractical caused due to any of the following concern:

1. Contamination - Foreign particles inside the product
2. Content missing
3. Fabric or sewing defect
4. Expire product
5. Functional defect (Product not working)
6. Label defects
7. Leaking due to open/bad seal or cap
8. Unit box damaged/soiled
9. Part of product missing
10. Product Damaged/broken/soiled
11. Product code or shade - wrong/missing/unreadable; or

(ii) You wish to report for a product which is missing but charged in the invoice or a wrong product has been delivered instead of the one invoiced.

b. By registering the claim under any of the above categories, the Ahinsa Pracharak shall have the option to choose one of the following:-

(i) Replacement of the product with the same or any other Vidhyanjali product; or

In case of replacement, the purchase price of the product exchanged for shall be adjusted from/to the prepaid amount.

c. In case of a claim pertaining to missing of a product, the invoice copy for the same should be attached online while registering the claim, followed by submission of photo as a proof within 24 hours you have received the goods. However, one need to inform the customer care number about missing goods within 24 hours.

d. In case of difference in the invoice and the products received, the product delivered should be sent along with the invoice copy to the Vidhyanjali immediately on registration of the claim.

e. Vidhyanjali shall start processing the claim registered only after the physical receipt of the product from the claimant.

2. REPORT A DELIVERY ISSUE

a) Claims under this category can be registered for following types of issues:

- (i) In case you have not received order as per the lead time communicated to you; or
- (ii) On receipt of a completely damaged parcel (i.e. in a condition that the product(s) cannot be put to such use, as it is intended for)

b) In case you have received a completely damaged parcel, claims will be entertained only on receipt of a proof of damage (picture or video preferred) & a written note mentioned on the courier proof of delivery copy. The claimant should immediately send a damaged parcel in “as is condition” to Vidhyanjali office for further action. Vidhyanjali shall start processing the claim registered only after the physical receipt of the product from the claimant.

c) By registering the claim under any of the above categories, the Ahinsa Pracharak shall have the option to choose from one of the following recourse:-

(i) In case of delayed delivery of parcel/product i.e. delivery beyond a period of 30 days from due date of lead time communicated by Vidhyanjali within India or 90 days outside India.

- Replacement of the product(s) with the same product(s); or
- Refund of purchase price

(ii) In case of damaged parcel or product; the AP shall be offered

- Replacement of the product(s) with the same product(s); or
- Refund of purchase price

d) Vidhyanjali shall start processing the claim registered only after the physical receipt of the product from the claimant.

Please note that the following general terms shall also apply in addition to above for any claim registered by you:

1. Vidhyanjali reserves the right to accept/reject any claim/s registered, in case the physical product(s) received does not meet the description of the product(s) in the claim registered or the same is received after the expiry of given timelines.
2. Intentional/ deliberate tampering of products will not be entertained as a part of the Claims Policy.
3. **Sample products issued at deep discount:** Most Products offered in the samples are issued at a deep discount. Claims for these products cannot be registered under this policy. Products sold on schemes cannot be returned nor exchanged.
4. Notwithstanding anything to the contrary, Vidhyanjali will not process any claims on the last 2 working days of the month.
5. Vidhyanjali reserves the right to accept / reject claims on the basis of its investigation & findings which will be communicated to the APs within 7 days from the date of physical receipt of products by Vidhyanjali.
6. In any event, Vidhyanjali shall be responsible to provide replacement/refund only up to the value of the product in question and the same shall not include any transportation/freight cost of the products sent to Vidhyanjali under the Claims Policy if you choose a type of delivery other than the least expensive type of standard delivery offered by Vidhyanjali.
7. In case of any dispute, the Courts at Bhopal alone will have exclusive jurisdiction.

It is the responsibility of the Ahinsa Pracharak to inform their consumer of this policy before concluding any sale.

