

BUYBACK / RETURN / EXCHANGE POLICY

Effective Date: 01/01/2026

At Byoliva Wellness Private Limited, we are committed to delivering high-quality wellness and lifestyle products to our Customers and Independent Distributors. However, if our products fall short of your expectations or arrive with defects, we provide a clear and fair return, refund, and exchange policy.

Please read this policy carefully. By engaging with our products or services, you agree to the terms outlined herein.

Return / Exchange Eligibility

In case of dissatisfaction, manufacturing defect, or damage in packaging, Customers or Independent Distributors may initiate a return or exchange request within 30 days from the invoice date, provided the issue is reported within 3 days of delivery.

Return/Exchange requests can be made by contacting our support team at:

☎ +91-9570676270

✉ info@myboliva.com

General Conditions

- Products must be in marketable condition: unused, sealed, undamaged, not expired, and in original packaging.
- No return or refund will be accepted for products intentionally damaged or misused.
- Byoliva reserves the right to determine product condition based on internal quality checks.

Buyback / Return Policy

- If the product is in marketable condition and returned within 30 days along with the original invoice: 100% refund will be processed.
- If the product is in unmarketable condition and returned within 30 days: No refund will be issued.

Note: "Marketable" includes products that are intact, sealed, undamaged, and not under promotional, discontinued, or seasonal categories.

Exchange Policy

To request an exchange, the following must be submitted:

- Product Return/Exchange Form
- Original Invoice
- Product in original, marketable condition
- New product selected should be of equal or higher value

All exchanges must be requested within 30 days of the invoice date.

Refund Policy

Once we receive and inspect the returned product, we will notify you of the approval or rejection of your refund. If approved:

- Refunds will be initiated within 6–7 working days.
- Refund will be credited either to the original payment method or bank account as per Company's discretion.
- No cash refunds will be provided.

Shipping Costs

Return shipping charges must be borne by the Customer / Independent Distributor. Shipping costs are non-refundable.

Order Cancellation

- **By the Company:**
Byoliva reserves the right to cancel any order due to reasons such as product unavailability, payment issues, or incomplete information. Refund will be processed as per Clause 5.
- **By the Customer / Independent Distributor:**
If cancellation is requested before dispatch, the Company may accept it and refund the amount. If already dispatched, cancellation may not be possible.
- **Recovery of Benefits:**
In case of promotional benefits or discounts used on a cancelled or returned order, Byoliva reserves the right to recover the value of such benefits before issuing a refund.

Return Procedure

To return a product, follow these steps:

- Submit a duly filled Product Return Form.
- Attach the original invoice.
- Send the product to the Company's registered office via courier or in person.
- **Return Address:**
Byoliva Wellness Private Limited
1st Floor, Zigma industries Building, Beside Punjabi Nawab Hotel, Ranchi, Jharkhand - 834001
info@byoliva.com

Additional Notes

- Return period is calculated from invoice date to the date the product is received at Byoliva's office.
- Product Return Policy is not applicable to opened literature kits, samples, or promotional items.
- BV (Business Volume) Points and commissions associated with returned products will be reversed in the next payout cycle.
- Any excess payout due to BV-related benefits will be adjusted or recovered from future payouts.

Restrictions

- Repeat return of the same product by a Customer / Independent Distributor within 30 days of repurchase is not allowed.
- Certain products may be governed by additional return conditions mentioned on the website www.mybyoliva.com or specified at the time of sale.

Contact & Support

If you have any questions regarding returns, exchanges, or refunds, feel free to contact:

Byoliva Wellness Private Limited:

1st Floor, Zigma industries Building, Beside Punjabi Nawab Hotel, Ranchi, Jharkhand – 834001

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