

SHIPPING POLICY

This Shipping Policy governs the delivery and logistics procedures followed by **M/s Byoliva Wellness Private Limited** ("Byoliva" or "the Company") for all product orders placed via its official website www.mybyoliva.com, Company Offices, or authorized franchisee outlets.

1. Order Placement Options

A. Pickup from Office / Franchise Outlet

- Orders can be placed directly at any Byoliva office or franchise outlet.
- Accepted payment modes: **Cash, Demand Draft, Credit Card, Debit Card**
- **Pickup Hours:**
 - Monday to Friday: 10:00 AM – 06:00 PM
 - Saturday: 10:00 AM – 01:30 PM
 - Sunday: Closed
- Please refer to the official website for updates.

B. Home Delivery Orders

- Orders can be placed through:
 - Website: www.mybyoliva.com
 - Company office / Franchisee outlet

Payment Options:

- **At Office:** Cash, Debit/Credit Card, Online Wallets
- **Online Orders:** Credit/Debit Card, Net Banking, RTGS/NEFT/IMPS, Wallets

2. Delivery Charges (Within India)

Order Value (₹)	Delivery Charges (₹)
Below ₹1,000	₹80
₹1,000 – ₹4,999	₹140
₹5,000 – ₹9,999	₹180
₹10,000 and above	₹220

Delivery charges are calculated during checkout and are added to the total amount.

3. Delivery Guidelines

- Orders are generally dispatched the **next business day**.
- Orders placed **after 2:30 PM on Saturdays** are dispatched the **following Monday**.
- Estimated delivery time: **2 to 7 working days**, depending on the delivery location.
- No deliveries on **Sundays or national holidays**.

4. Shipping Terms & Product Acceptance

- All shipments are dispatched in perfect condition.
- Customers must check the shipment at the time of delivery. Signing the delivery note confirms receipt in good condition.
- **Do not sign the delivery note** if the package is damaged or incomplete.
- **Hidden damages** must be reported to the company within **24 hours** of receipt.
- Failure to report within 24 hours will be treated as **final acceptance** of the goods.

5. Serviceability

- Delivery addresses and pin codes are verified before payment.
- In case a location is not serviceable, the customer may provide an alternate address.

6. Product Ownership & Risk

- Ownership and title of goods transfer to the Customer/Independent Distributor **only after full payment and delivery.**
- Risk of damage/loss passes to the customer upon delivery.
- Customers must ensure packaging is intact before accepting delivery.

7. Refusal of Delivery

- If a customer refuses or fails to accept delivery, they may be liable for related losses or charges.
- The company may evaluate the situation and, at its discretion, decide on redelivery or refund in accordance with its Refund Policy.

8. Governing Law & Dispute Resolution

- Any disputes shall be resolved through **arbitration** under the **Arbitration and Conciliation Act, 1996.**
- The sole arbitrator will be appointed by the Company.
- Jurisdiction: **District Courts of Delhi (India).**
- The decision of the arbitrator shall be final and binding on all parties.