

Buy Back / Exchange / Refund Policy

At **M/s Pitrashish Marketing Enterprises Private Limited**, here in after referred as (“**Pitrashish**”), it's our passion to ensure our highest quality of our products and ensure satisfaction to you. However, at times even the best of our efforts doesn't meet your desired expectations. If for any reason you are not completely satisfied with the product, you may return it within 30 days from the date of invoice of the product which should be notified within one week from purchase by either calling us at 1800-572-8687 or email :- info@pitrashish.com

The refund policy is applicable only for products in saleable condition, and partially used products (not exceeding 30%) only if accompanied with an invoice. If at all a product is observed to have been intentionally damaged or misused the returns warranty stands void. It is obligatory upon our Independent Distributors and Customers to exercise the Product Return & Refund Policy in fairness.

Refund/Returns Policy:

1. If the product is in marketable* condition and is returned within 30 days of invoice date accompanied by the original invoice 5% of the amount will be deducted towards handling charges and rest of the amount as refund will be given.
2. If the product is in Unmarketable** condition and is returned within 30 days of invoice date refund value will be assessed by Returns Officer and appropriate value will be given.

*Marketable refers to products that are unopened and sealed.

**Unmarketable are products, which have been opened and seal broken.

Exchange

If you need to exchange Pitrashish products you may need to have the original invoice. Thereafter, the Customer/Independent Distributor shall can exchange the products from the Pitrashish within 30 days from the date of invoice and must submit the following at the time of exchange and help us in our services:

- Product Return Form
- Copy of Invoice
- Products in original packing and marketable condition
- New product should be of equal or higher value in price

Refunds

Once we have received your product for return we will inspect it and notify you that we have received your returned item. We will notify you on the status of your refund after inspecting the item. In the event the return of a product is duly accepted by **Pitrashish**, the value of such product, **will be calculated as per point no. 1 & 2 of Refund / Return Policy and will be refunded** to Customer/Independent Distributor either to the bank account provided by the Customer/Independent Distributor for such refund, or to the payment instrument of the Independent Distributor from which payment was made. Pitrashish shall have the sole discretion to determine the mode of reversal from the above options. **No cash refunds under any circumstances will be made.**

Shipping Cost

You will be responsible for paying your own shipping cost for returning your items. Shipping costs are non-refundable. In some exceptional cases, if the cost of the shipping is paid by the Pitrashish the shipping cost of the return product will be deducted from the refund amount.

Cancellation of transaction / orders

- **Cancellation by Pitrashish:** There may be certain orders that vis unable to accept and has the right to cancel such order. Pitrashish reserves the right, at its sole discretion, to refuse or cancel any order for any reason whatsoever. Some situations that may result in Customer/Independent Distributor's order being cancelled include, without limitation, non-availability of the product or quantities ordered. Pitrashish may also require additional verifications or information before processing any order. If Customer/Independent Distributor's order is cancelled, after the payment has been processed, the said amount will be reversed / remitted to the Customer/Independent Distributor either to the bank account provided for such reversal, or to the payment instrument from which payment was made. Pitrashish shall have the sole discretion to determine the mode of reversal from the above options.
- **Cancellation by the Customer/Independent Distributor:** In case of request for order cancellation, Pitrashishserves the right to accept or reject requests for order cancellations for any reason whatsoever. As part of usual business practice, if Pitrashish receives a cancellation notice and the order has not been processed, Pitrashishmay cancel the order and refund the entire amount to Customer/Independent Distributor within a reasonable period of time .Pitrashish will not be able to cancel orders that have already been processed. Customer/Independent Distributor agrees not to dispute the decision made by Pitrashishand accept Pitrashish decision regarding the cancellation.
- **Set-off of any benefits availed by Customer/Independent Distributor:** In case Pitrashish Customer/Independent Distributorhas availed any benefit under any marketing or promotions provided by Pitrashishin relation to the product for which the order has been cancelled by the Customer/ Independent Distributoror by Pitrashish, Pitrashish Customer/Independent Distributor agrees and authorizes Pitrashishto recover such benefits from Customer/ Independent Distributor or set-off the same from any refunds to Pitrashish Customer/ Independent Distributor.

Reference Notes:

- The Pitrashish Customer/Independent Distribut to rmust return the product(s) to our head office personally or by courier. A specific form of return must be duly filled and signed by the customer and must be sent along with the product to be returned.
- Period of return for products is calculated as the number of days from the Invoice Date, to the date of receipt at Pitrashish Office.
- Condition refers to the condition in which the stock is received back from the Pitrashish Customer/Independent Distributor 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 Pitrashish Dispatch and Delivery office.
- 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.
- BV points adjustment of Products returned shall be processed in the same Payout. Total BV of the returned products will be deducted from the returning Pitrashish Customer/ Independent Distributor's account and the sales benefits, incentives or bonuses shall be deducted from all respective beneficiaries and shall reflect in immediate next payout.
- If Pitrashish Customer/Independent Distributor return products directly to Pitrashish, BV points adjustment shall be done from Customer/Independent Distributor's payout & any excess amount paid shall be recoverable from the Customer/Independent Distributor.
- The Customer/Independent Distributor who has returned a particular product shall not be entitled for return of a repurchase within 30 days of return date of the same product for a period of 30 days from repurchase invoice date.

The return process of a product may be subject to additional terms & conditions depending on the nature and category of the product. Any such additional terms should be specified on the Website :www.pitrashish.in and anyone can contact via email oinfo@pitrashish.com or be intimated by Pitrashish at the time of purchase of the Product.