

Shipment and Delivery Policy

We're proud to offer shipping on all our products! Tracking and secured checkout are available for all orders.

Processing Time:

We do our best to process & ship all orders as soon as possible. Most orders are processed within 24-72 hours.

Tracking your order:

All orders include tracking docket & courier information that is normally updated on same day after the order has been shipped.

You can also track your order using your tracking number through concerned courier website.

Shipping option:

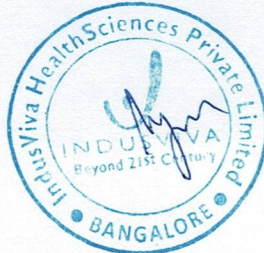
- We have third party courier agent services Pan India & also provide option to pick products from nearby store of IndusViva.
- We have end mile delivery to all our customers Pan India, as per our courier agent end point. Distributors/Customers are responsible to collect their product from concerned courier end point hub, if services are not available.

Handling cost:

Handling charges of Rs 100 is applicable for each unit for all types of delivery including courier and store pick-up except from the main warehouse at Nelamangala, Bangalore.

Shipping restrictions:

- Our Customers' satisfaction is our top priority so we cover any case of exceptional delay or even loss in transit.
- If you have entered a wrong shipping information, you are not eligible for a re-shipment or refund.



For IndusViva HealthSciences
Private Limited

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My order hasn't arrived:

If you haven't received your order within 10 business days, you can please raise a query by calling or mailing us at toll-free 1800 103 4916

- Distributors' complaints are received through our Virtual Office (internal communication system)
- Online purchase complaints are received through our website

Complete Details of Manufacturer

1	Complete Details of Manufacturer Name of the Manufacturer	M/s Olive Life sciences Pvt Ltd
2	Complete Address of the Manufacturer	Manufactured By M/s Olive Life Sciences Pvt Ltd #38/2, Jakkasandra Village, Nelamangala, Bengaluru Karnataka 562123 www.olivelifesciences.com
3	Manufacturing License No	Mfg Lic No AUS 884



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PAYMENT MODE POLICY

IndusViva offers multiple payment methods. For all types of online mode of payments, you can be assured that IndusViva's trusted payment gateway partners use secure encryption technology to keep your transactions details confidential.

1. We accept payments made by credit/debit cards issued in India.

We accept payments made using Visa, MasterCard and Maestro debit cards. To pay using your credit/debit card, you will need to put in your credit/debit card number, expiry date, and three digit CVV number (found on the back side of your card). After entering these details, you will be redirected to the bank's page for entering the online 3D secure password or the online password issued by your bank to complete the payment.

All credit card and debit card payments on IndusViva are processed through secure and trusted payment gateways managed by leading banks. Banks now use the 3D secure password service for online transactions, providing an additional layer of security through identity verification.

2. We use PayU as our payment gateway partner to facilitate debit/credit card, upi payments, net banking payments. For more details please refer to <https://payu.in>
3. For all transactions routed through PayU payment gateway, refunds of money is reject to policies, procedures and SOP's adopted by PayU payment gateway as per their standard terms and conditions mentioned in their webstie.
4. There are No hidden charges when you purchase IndusViva products. The price you see on the product page is exactly what you would pay.
5. All refunds are subject to refund policy.

This is to certify as per Rule 5(1)(d) of Consumer Protection (Direct Selling) Rules 2021 and based on Management Representation Letter and explanation provided by concern officers of the company and as Practicing Company Secretary I, do not indemnify any act of the Company and I do not assume any responsibility or liability or guarantee for any changes, inaccuracies, or unforeseen circumstances that may arise after the certification date related to subject matter. This statement does not constitute legal, financial, or medical advice and should not be interpreted as such.

M.No.40372
CORP.N.L.
31/12/2024



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