

RELIVET

Terms and Conditions, Privacy Policy, Cancellation, Return and Refund Policy

1. Terms and Conditions

Welcome to ReliVet!

These terms and conditions outline the rules and regulations for the use of **ReliVet's** mobile application (app), located at the Android and iOS apps store.

By accessing this application, we assume you accept these terms and conditions. Do not continue to use **ReliVet** if you do not agree to accept all of the terms and conditions stated on this page.

The following terminology applies to these Terms and Conditions, Privacy Statement, Disclaimer Notice, and all Agreements: "Client", "You," and "Your" refer to you, the person who logs on to this application and is compliant with the company's terms and conditions. "The Company", "Ourselves", "We", "Our" and "Us", refer to our company. "Party", "Parties", or "Us", refers to both the client and ourselves. All terms refer to the offer, acceptance, and consideration of payment necessary to undertake the process of our assistance to the client in the most appropriate manner for the express purpose of meeting the client's needs in respect of the provision of the company's stated services, in accordance with and subject to the prevailing law of the Netherlands. Any use of the above terminology or other words in the singular, plural, capitalization, and/or he/she/they are taken as interchangeable and therefore as referring to the same.

Cookies

We employ cookies. By accessing ReliVet, you agree to use cookies in accordance with ReliVet's privacy policy.

Most interactive application s use cookies to let us retrieve the user's details for each visit. Cookies are used by our application to enable the functionality of certain areas and make it easier for people visiting our application. Some of our affiliate and advertising partners may also use cookies.

License

Unless otherwise stated, ReliVet and/or its licensors own the intellectual property rights for all material on ReliVet. All intellectual property rights are reserved. You may access this from ReliVet for your own personal use, subject to restrictions set in these terms and conditions.

You must not:

- Republish material from ReliVet
- Sell, rent, or sub-license material from ReliVet
- Reproduce, duplicate, or copy material from ReliVet
- Redistribute content from ReliVet

This agreement shall begin on the date hereof -

Parts of this application offer an opportunity for users to post and exchange opinions and information in certain areas of the application. ReliVet does not filter, edit, publish, or review comments prior to their presence on the application. Comments do not reflect the views and opinions of ReliVet, its agents, and/or affiliates. Comments reflect the views and opinions of the person who posts them. To the extent permitted by applicable laws, ReliVet shall not be liable for the Comments or for any liability, damages, or expenses caused and/or suffered as a result of any use of and/or posting of and/or appearance of the Comments on this application.

ReliVet reserves the right to monitor all comments and to remove any comments that can be considered inappropriate, offensive, or cause a breach of these terms and conditions.

You warrant and represent that:

- You are entitled to post the comments on our application and have all necessary licenses and consents to do so.

- The comments do not invade any intellectual property rights, including without limitation the copyright, patent, or trademark of any third party;
- The comments do not contain any defamatory, libelous, offensive, indecent, or otherwise unlawful material, which is an invasion of privacy.
- The comments will not be used to solicit or promote business or custom or present commercial activities or unlawful activity.

You hereby grant ReliVet a non-exclusive license to use, reproduce, edit and authorize others to use, reproduce, and edit any of your comments in any and all forms, formats, or media.

Hyperlinking to our Content

The following organizations may link to our application without prior written approval:

- Government agencies;
- Search engines;
- News organizations;
- Online directory distributors may link to our application in the same manner as they hyperlink to the websites of other listed businesses; and
- System-wide accredited businesses except soliciting non-profit organizations, charity shopping malls, and charity fundraising groups, which may not hyperlink to our website.

These organizations may link to our home page, to publications, or to other application information so long as the link: (a) is not in any way deceptive; (b) does not falsely imply sponsorship, endorsement, or approval of the linking party and its products and/or services; and (c) fits within the context of the linking party's site.

We may consider and approve other link requests from the following types of organizations:

- commonly-known consumer and/or business information sources;
- com community sites;
- associations or other groups representing charities;
- online directory distributors;
- internet portals;
- accounting, law and consulting firms; and
- educational institutions and trade associations

We will approve link requests from these organizations if we decide that: (a) the link would not make us look unfavorably to ourselves or to our accredited businesses; (b) the organization does not have any negative records with us; (c) the benefit to us from the visibility of the hyperlink compensates for the absence of ReliVet; and (d) the link is in the context of general resource information.

These organizations may link to our home page so long as the link: (a) is not in any way deceptive; (b) does not falsely imply sponsorship, endorsement, or approval of the linking party and its products or services; and (c) fits within the context of the linking party's site.

If you are one of the organizations listed in paragraph 2 above and are interested in linking to our application, you must inform us by sending an email to ReliVet. Please include your name, your organization name, and contact information, as well as the URL of your site, a list of any URLs from which you intend to link to our application, and a list of the URLs on our site to which you would like to link. Wait 2-3 weeks for a response.

Approved organizations may hyperlink to our application as follows:

- By use of our corporate name; or
- By use of the uniform resource locator being linked to; or
- The use of any other description of our application being linked to makes sense within the context and format of the content on the linking party's site.

No use of ReliVet's logo or other artwork will be allowed for linking without a trademark license agreement.

iFrames

Without prior approval and written permission, you may not create frames around our web pages that alter in any way the visual presentation or appearance of our application.

Content Liability

We will not be held responsible for any content that appears on your application. You agree to protect and defend us against all claims that are rising on your application. No link(s) should appear on any application that may be interpreted as libelous, obscene, or criminal, or that infringes, otherwise violates, or advocates the infringement or other violation of any third-party rights.

Reservation of Rights

We reserve the right to request that you remove all links or any particular link to our application. You agree to immediately remove all links to our application upon request. We also reserve the right to amend these terms and conditions and the linking policy at any time. By continuously linking to our application, you agree to be bound by and follow these linking terms and conditions.

Removal of links from our application

If you find any link on our application that is offensive for any reason, you are free to contact us and inform us at any moment. We will consider requests to remove links, but we are not obligated to do so or to respond to you directly.

We do not ensure that the information on this application is correct; we do not warrant its completeness or accuracy; nor do we promise to ensure that the application remains available or that the material on the application is kept up-to-date.

Disclaimer

To the maximum extent permitted by applicable law, we exclude all representations, warranties and conditions relating to our application and the use of this application. Nothing in this disclaimer will:

- limit or exclude our or your liability for death or personal injury;
- limit or exclude our or your liability for fraud or fraudulent misrepresentation;
- limit any of our or your liabilities in any way that is not permitted under applicable law; or
- exclude any of our or your liabilities that may not be excluded under applicable law.

The limitations and prohibitions of liability set in this Section and elsewhere in this disclaimer: (a) are subject to the preceding paragraph; and (b) govern all liabilities arising under the disclaimer, including liabilities arising in contract, in tort and for breach of statutory duty.

As long as the application and the information and services on the application are provided free of charge, we will not be liable for any loss or damage of any nature.

2. Privacy Policy

By accessing this website you hereby confirm to the terms of this policy. By submitting your Information to ReliVet, a division of Reliance Life Sciences Pvt Ltd (company), you affirm to the collection and use of your personal information by ReliVet application in the way it has been presented in this Privacy Policy. You are advised to read the policy carefully before submitting any personal information.

Scope:

This policy applies to all the visitors/users of ReliVet application.

Purpose:

ReliVet application shall collect and use your information without providing you with advance notice and do not require your consent to make such disclosure and your information shall be used by us for legitimate business.

Purposes in order:

- That a visitor may download product information, order products and take advantage of certain other features of ReliVet application.
- To provide information or interactive services through this application, to the visitor's e-mail address or, where the visitor wishes it to be sent by post, to the visitor's postal address
- To seek the visitor's feedback or to contact the visitor in relation to the services offered on ReliVet application
- To process orders or applications submitted by the visitor
- To prevent an emergency, to protect or enforce our rights, to protect or enforce the rights of a third party, or as required or permitted by law (including, without limitation, to comply with a subpoena or court order)
- To anticipate and resolve problems with any goods or services supplied to the visitor
- To create products or services that may meet the visitor's needs
- To process and respond to requests, improve ReliVet application operations, and communicate with visitor/s about ReliVet products, services and businesses
- To allow the visitor to subscribe to ReliVet news alerts
- To purchase products/ services as per the Order Form either directly or through our Business Associate and make the necessary payments towards it.

Information collected from the Users

We accumulate the following "personal information" or sensitive personal data or information ("SPDI") about you online when you voluntarily provide it to us through our application.

Personal information is information related to a visitor, or a combination of pieces of information that could reasonably allow him to be identified. Personal information may consist of :

- Full name and date of birth, Gender, Mobile Number, Email Address, Residential Address, Physical, physiological and mental health condition, Medical records and history, Biometric information
- Any detail relating to the above personal information categories as provided to ReliVet for providing products & service
- Any of the information received under above personal information categories by Reliance MedLab for processing, stored or processed under lawful contract or otherwise. Please note that any information that is freely available or accessible in public domain or furnished under the Right to Information Act, 2005 or any other law for the time being in force shall not be regarded as sensitive personal information

Usage of User's data / information:

ReliVet application primarily collects and stores the personal information, as would be provided by you in the course of creating your account/ profile as well as accessing and using the services provided by the Company through the application. With regards to creating an account/ profile and registering on the Website, the Company would generally process your name, phone number, e-mail address, age, date of birth, health status, medical reports history, medication history, account information like user name, password and device information like preferences, time zone, uploaded images, location data, etc.

Additionally, in the course of your visit to the Application and accessing the services provided through the Website, the Company may collect certain anonymous information from sources such as server log files, cookies and pixel tags. Company and/or the third parties may collect information concerning your access to and use of the services provided through the Website such as what buttons/options you click on, device you use to access the Website, device's

unique identifying number, operating system, device language, device region, device time zone, mobile network information, etc. Company uses cookies or other similar software to collect data about the users to track their movements around the Website and in order to assist the users to automatically and effortlessly log in on subsequent visits to the Website. A cookie is a small amount of data, which often includes an anonymous unique identifier, which is sent to a user's browser from a website's computers and stored on user's computer's/electronic device's hard drive. An application can send its own cookies to user's browser if user's browser's/device preference settings allow it. You can change your privacy preferences regarding the use of cookies and similar technologies through your browser/device. You may set your browser/device to accept all cookies, block certain cookies, require your consent before a cookie is placed in your browser/device, or block all cookies. Blocking all cookies will affect your online experience and may prevent you from enjoying the full features of the Website.

The Company and/or our partners may also use cookies to manage and measure the performance of advertisements displayed on or delivered through the Website. This helps the Company as well as service providers and partners to provide more relevant advertising.

Company also automatically receives and records information on Company's web server logs from user's device including the Internet Protocol (IP) address. Company records IP addresses for anonymous statistical purposes, administration of this Website and associated servers, and to improve Company's services. In addition, the Company also reserves the right to use your Personal Information to contact you and deliver information targeted to your interests, such as banner advertisements, notices, service offerings, communications, newsletters, SMS messages, etc., relevant to your interests and use of the Website. By accepting to the Terms and Conditions of Use and this Privacy Policy, you expressly agree to receive such information and communications. In case you do not wish to receive such information and communications, then we request you to kindly unsubscribe/opt out of the receipt of such information and communications.

Disclosure of collected information:

Company will not disclose your Personal Information unless the Company has received your permission or Company is required to disclose such Personal Information to comply with applicable laws and lawful requests by any governmental authorities.

In addition, the Company may record and share aggregate information of its users with selected clients, service providers and partners of the Company, without disclosing individual names or identifying information of the users of the Website. In the event that another company acquires all or substantially all of the assets of the Company's business through a consolidation, merger, asset purchase or other transaction, the Company reserves the right to transfer all data (including any Personal Information) that is in its possession or under its control to such acquiring party and thereafter the privacy policy of such acquiring party shall govern all such data and any Personal Information that is transferred to the acquiring party. The Company shares much of the data, including Personal Information about you, with its parent, affiliates, subsidiaries, partners and joint ventures that are committed to serving your online needs and related services across globe. To the extent that these entities have access to your Personal Information they will treat it at least as protectively as they treat information they obtain from their other users. The Company's parent, affiliates, subsidiaries, partners and joint ventures follow privacy practices no less protective of all users than our practices described in this document, to the extent allowed by applicable law. The Company, its parent, affiliates, subsidiaries, its partners, joint ventures, or any combination of such, will share some or all of your Personal Information with another business entity should we plan to, merge with, or be acquired by that business entity.

While posting to public areas of the website, please remember that if you post any of your Personal Information in public areas of the Application such as in online forums or chat rooms, or in the Application's searchable database, such information may be collected and used by

others over whom we have no control. We are not responsible for the use made by third parties of information you post or otherwise make available in public areas of Application.

Our Application may contain links to other websites. Please note that when you click on one of these links, you are entering another website over which the Application has no control and will bear no responsibility. Often these websites require you to enter your Personal Information. We encourage you to read the privacy statements on all such websites as their policies may differ from ours. You agree that we shall not be liable for any breach of your privacy of Personal Information or loss incurred by your use of these websites.

Usage and disclosure of your delivery & payment:

- We may disclose your report to the physicians and other authorized health care professionals who need to access your laboratory report to treat you.
- We may use your report with our billing department and may disclose it to insurance companies, hospitals, physicians or to third parties for payment purpose. Our employees are bound by Code of Conduct and Confidentiality Policies which obligate them to protect the confidentiality of personal information.
- We may use or disclose your report in the course of activities necessary to support our health care operations, such as performing quality checks on our testing, for teaching purposes, or for developing normal reference ranges for tests that we perform.
- We may disclose your reports to other companies or individuals who need your reports in order to provide specific services to us. These other entities, known as "business associates," must comply with the terms of a contract designed to ensure that they will maintain the privacy and security of the reports / data we provide to them or which they create on our behalf.
- We may also share your personal information with Government agencies or other authorized law enforcement agencies (LEAs) mandated under law to obtain such information for the purpose of verification of identity or for prevention, detection, investigation including but not limited to cyber incidents, prosecution, and punishment of offences.
- We may disclose your reports to Health Department or any other Govt. body or regulatory authority as and when required by them for collection, processing health information of the state / country.
- To support our health care operations, such as performing quality checks on your testing, for teaching purposes, or for developing normal reference ranges for the tests we perform.
- To respond to summons, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims.

Retention, processing and storage of information:

ReliVet application shall retain information for only as long as necessary to meet legal or regulatory requirements or for legitimate business purposes as mentioned in this policy. ReliVet application has implemented required security practices and standards in line with the global standards and have a comprehensive documented information security program and policy in place, which contains managerial, technical, operational and physical security control measures that commensurate with the information assets being protected with ReliVet application nature of business. It is being reviewed periodically to keep pace with business, technology and regulatory changes.

Payment related information:

Please note that the Company does not access, store or keep any payment related data or information. All payment transactions happen using Secure Server Software through third party payment gateways and the Company does not have any control over the payment transactions, except for directing you to the payment gateway. Accordingly, the Company

shall in no way be responsible or liable for any loss or damage due to any disclosure of your payment related information.

The Company hereby disclaims all its liability and shall in no way be liable or responsible for any loss or damage caused to you on account of intentional or unintentional disclosure of any Personal Information concerning your account and/or any information with respect to the online payment transaction using the credit card/debit card/cash card/net-banking/mobile wallet/UPI, etc. and/or the payment verification process.

Limitation of liability

ReliVet application hereby disclaims any and all liability with regards to the accuracy, completeness and or suitability of the content and information as is provided on the website and any information and/or content that may be provided thereon from time to time. ReliVet application expressly disclaims any liability, whether in contract, tort, strict liability or otherwise, for any direct, indirect, incidental, consequential, punitive or special damages arising out of or in any way connected with your access or use or inability to access or use of the website or reliance on its content, or any failure of performance, interruption, defect, delay in transmission, computer viruses or other harmful components, or line or system failure associated with the website, regardless of our knowledge thereof. ReliVet application shall not be liable for, any damages to, or viruses that may infect, your computer equipment or other property as a result of your access to, use of, or browsing in the website or you're downloading of any materials, data, text, images, video, or audio from this website.

ReliVet application generally accepts industry standards to protect the personal information submitted to us. However, no method of transmission over the internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use industry best practices to protect your personal information, we do not guarantee its absolute security. Further, we disclaim any liabilities to that effect.

Policy update:

ReliVet application reserves the rights to modify or renew this policy at any time by placing a notice on our site. Any kind of modification shall come into effect immediately upon posting to this site. We reserve the right to revise this privacy statement at any time, so please study it frequently. If we make material changes to this policy, we will notify you through email or by means of a notice on our homepage.

Governing law and dispute resolution

This Privacy Policy and Terms of Use shall be governed by and constructed in accordance with the laws of India and disputes arising in relation hereto and shall be subject to the exclusive jurisdiction of the competent courts of Mumbai, India.

Feedback or concern

For feedback or concern if any or any query or doubt regarding this declaration, please contact ReliVet's Customer Care at

1800-889-7889 or write to us at relivet.support@relbio.com

3. Cancellation, Return and Refund Policy

3.1 Scope:

This policy addresses aspects pertaining to:

1. Cancellation of order in case of duplication of orders due to connectivity issues or if the customer changes mind after placing order but before despatch of goods by the company.
2. Unavailability of product post order placement, warranting cancellation of order.

3. Return of products due to incorrect shipment of wrong item or near expiry (provided expiry date of less than three months shall be considered as near expiry).
4. Return of products due to loss or damage sustained to products during transit or on examination upon receipt.
5. Return of product due to quality issues faced by the customer.

3.2 Policy Guidelines:

1. Cancellation requests for orders placed will be permitted only if the materials have not been dispatched. Refund will be issued once the cancellation is recorded in the system.
2. For cancellation requests after material is dispatched but before receipt, the customer must contact the local Business Executive who will inspect the material after its receipt, record reasons and initiate return of materials. Customers are advised to do this only if they have valid and legitimate reasons, such as errors made in choosing the item but mistake realized later. Refund will be issued after internal approvals. The Business Executive will arrange to collect the material and return to the company. Product(s) being returned should compulsorily be in their original manufacturer's packaging i.e., with original price tags, labels, bar-code and invoice.
3. For material returns after material is received in damaged condition (in transit damage) or Product delivered do not match the order placed., The request must be made to the local Business Executive within two days (48 hours) of receipt of such material. The Executive will understand the reasons, inspect the material, record reasons and initiate return of materials. Customers are advised to do this only if there is damage to material in transit or if product received do not match the order placed. . Refund of part value or full value will be made after requisite approvals once the request for return is verified as genuine and correct.
4. For material returns due to quality issues or short expiry, customers are advised to contact the local Business Executive, who will ascertain reasons and initiate necessary procedures under the company's quality compliance guidelines. After initial investigations are over, the refund will be made to the customer
5. Cancellation by Company : There may be certain Orders that Company may not able to fulfill and will be cancelled by the Company. Situations that may result in order being cancelled include, non-availability of the requisite goods(s) or quantities ordered by Customer or inaccuracies or errors in pricing information.

3.3 Complaints Redressal

1. The first point of contact is the local Business Executive. However, the process can also be initiated by the customer by reaching out to our Customer Care Centre at 1800-889-7889 or email us at relivet.support@relbio.com.
2. All complaints will be dealt with expeditiously and are governed by the company's internal service quality standards.
3. In case the customer is not satisfied at any stage with the redressal process, the complaint can be escalated to the Business Head- ReliVet Animal health division of Reliance Life Sciences Pvt. Ltd. at relivet.support@relbio.com