

Order Cancellation, Refund, and Return Policy

At Vittzios, we understand that circumstances may arise that require you to cancel your order. We have designed a straightforward order cancellation process to ensure your convenience. Please refer to the following guidelines to cancel your order for Health Gummies:

Cancellation Process:

You can initiate the order cancellation process by following these steps:

Online Platform:

Visit our official website and navigate to the "My Orders" page within your account. Here, you will find a list of your orders, and against each applicable order, a cancellation button will be displayed.

Cancellation Timing:

You have the flexibility to request the cancellation of your order at any time prior to the scheduled delivery.

Cancellation Procedure:

Locate the order you wish to cancel and click on the provided cancellation button.

For orders that have not yet been delivered, the cancellation process will be seamless, and no further action is required from your end.

Refund Process:

For prepaid orders, the refund process varies based on the status of your order:

If the order is in the "Confirmed" status, you can opt for either of the following refund methods:

- a. Refund to your original payment source, which might take 5-7 days to reflect.

For orders that have not yet been delivered (statuses prior to delivery), the refund will be processed directly to your original payment source.

In the event that your order has been shipped (identified by statuses such as 'Shipped' or 'In-transit'), cancelling the order will trigger a notification to our logistics partner. The return process will be initiated within 24 hours of cancellation. Refunds will be initiated only upon the confirmation of the return process.

We appreciate your understanding of our order cancellation policy for Health Gummies. Should you have any questions or require assistance, our customer support team is available to guide you through the process. Thank you for choosing Vittzios for your health and wellness needs.

Cancellation and Refund Status Communication:

Upon successful cancellation of your order, you will receive a notification via WhatsApp/SMS confirming the cancellation.

When a refund reference ID is generated by our payment partner, you will be notified via WhatsApp/SMS. Refunds are typically credited to your original payment source within 5-7 days after this notification.

Returns and Replacements:

Our policy does not allow for general returns.

We prioritize the quality and integrity of our products.

However, in the following exceptional circumstances, we are committed to facilitating replacements if you inform us within 7 days of receiving the order:

- Incorrect products delivered
- Missing products in the order
- Receipt of damaged products
- Delivery of expired products

Conditions for Non-Acceptance of Returns or Exchanges:

However, there are certain conditions under which we will not be able to accept returns or process exchanges:

- Opened, used, or altered products.
- Missing original packaging elements such as mono cartons, labels, etc.
- Return or replacement requests generated three days after product delivery.
- Reporting damaged or missing products two days after product delivery

To request a return/replacement Choose either of the following methods:

- Within 7 days of receiving the product, place a return/exchange request.
- Drop an email to **wholesomenutritech@gmail.com**, including the Order ID, registered mobile number, and reason for return/exchange.

To Initiate return/replacement request please follow the steps

- **Provide Video or Photo Proof:** For any issues, kindly share a video or photo proof to help us assess the product's quality and expedite your request.
- **Allow two working days** for us to review your return request.
- **Pickup Process:** Once your return request is approved, we will arrange for our courier partner to pick up the delivered products.
- **Verification and Replacement/Refund Initiation:** Upon receiving your returned product(s), we will verify it against the claim and proceed with either replacement or refund based on stock availability.

- **Refund Processing:** Once your return is successfully processed, your refund will be initiated. Refunds should reflect in your original mode of payment within 6-7 working days.

Our customer happiness team may require additional information before processing your replacement request. Once approved, a new order ID for the replacement will be generated and can be viewed in your order history.

Miscellaneous:

In rare cases of payment partner network failures leading to the absence of a refund reference ID, please reach out to us on **wholesomenutritech@gmail.com**. We will diligently investigate the matter, and if the circumstances are valid, we will provide a separate link within 24 hours for you to claim the refund.

Contact Information:

For any inquiries or clarifications regarding our Cancellation, Refund, and Return Policy, please don't hesitate to reach out to us on **wholesomenutritech@gmail.com**.

Thank you for choosing us for your health gummies needs, and we are here to ensure a seamless shopping experience for you.

Privacy Policy

Section: General

Welcome to Vittzios (www.vittzios.com) an online platform including both a website and mobile application (collectively referred to as the "Website"), operated by Vittzios.

Your access to the Website, use of specific Products and Services (as defined in the Terms and Conditions), and provision or access of any information through the Website implies your acceptance of our Terms and Conditions ("Terms"). By doing so, you acknowledge that your information will be stored, utilized, and accessed in accordance with this Privacy Policy. Any capitalized terms used hereunder shall carry the meaning ascribed to them under the Terms of Use.

Our Privacy Policy Explained:

This Privacy Policy elaborates on the following:

- (a) The nature of information we collect from you.
- (b) How we gather and employ that information.
- (c) How you can selectively provide, access, and update your information.
- (d) How we process, share, and safeguard your information.

This Privacy Policy applies to all Users who access or use our Website.

1. General

By accessing or using our Website, or by providing us with your information in any form, you confirm that you have read, understood, and agreed to the practices and policies detailed in this Privacy Policy, thereby consenting to the collection, use, sharing, and disclosure of your information as outlined here.

We retain the right to modify, amend, add, or remove portions of this Privacy Policy at our sole discretion, at any time. Your continued use of the Website after any such amendments will signify your acceptance of the Privacy Policy in its revised form. If you access or use the Website from a location outside India, you do so at your own risk and are solely responsible for adhering to applicable local laws.

If you disagree with any part or the entirety of this Privacy Policy, you are welcome to communicate your concerns to us via email at **wholesomenutritech@gmail.com**. In such a case, please refrain from using the Website, its associated services, or providing any of your information.

Section 2: Information Collection and Means of Collection

At Vittzios, safeguarding your privacy and the information you entrust to us is paramount. This section elucidates the categories of information we collect from you and the methods employed to gather it. We urge you to carefully review the following details, which expound on how your data is acquired, processed, and safeguarded.

(a) Registration Information:

When you decide to register on our Website, we collect the essential registration details, which comprise your name, email address, and phone number. To ensure an added layer of security, we verify your phone number through a one-time password sent to your mobile number.

(b) Order Information:

For the seamless processing of your orders on our Website, we may requisition information including the items you place in your cart, your mailing address, and specific payment particulars. Notably, we do not gather bank account information, debit/credit card data, or other payment instrument specifics.

Section 3: Use of Information

The information you entrust to us serves diverse purposes, all aimed at enhancing your experience and ensuring the smooth operation of our services. Please take a moment to understand how your data is utilized for various functions:

(a) Enhancing User Experience and Business Improvement:

We employ your information to operate and enhance the Website, cultivating a positive user experience and advancing our overall business operations.

(b) Order Processing and Delivery:

Your information is instrumental in processing and delivering your orders efficiently and accurately.

(c) Access to Website and Services:

We utilize your information to grant you access to our Website, allowing you to make purchases and benefit from our services.

(i) Quality Assessment and Auditing:

Your information contributes to quality assessments and audits aimed at maintaining our service standards.

(k) Communication and Updates:

We reach out to you for various reasons, including order updates, query resolutions, consultation details, follow-up consultations, and informing you about new products or services.

(l) Addressing Legal Matters:

Your data might be used to investigate and address situations involving potential threats, fraud, violations of our Terms, or legal obligations.

(m) Notifications and Alerts:

We inform you about promotions, alerts, changes to the Website, or future fees through SMS, email, and phone calls.

(n) Gathering Feedback:

We may contact you periodically to gather your valuable feedback on existing and potential future Products and Services.

Section 4: Disclosure of Information

In the interest of transparency and your informed understanding, this section outlines how your Personal Information and Personal Information or Data (**PID**) may be disclosed to third parties for specific purposes as detailed below:

Logistics Partners: Your Personal Information may be shared with our logistics partners to facilitate the processing and delivery of orders placed on the Website.

Business Transition: In the event of a merger, consolidation, acquisition, or substantial asset transfer, your Personal Information and **PID** might be disclosed and transferred to a third party involved in such business transitions.

Enhancing Products and Services: To improve our Products and Services, we may transfer Personal Information and **PID** to third parties, **even beyond India**.

Updating Personal Information:

You have the authority to review, correct, update, change, or delete your Personal Information associated with Registration Information and Order Information on our Website. Kindly communicate your requests by writing to us using the contact details provided below. You can opt to delete specific portions of your Personal Information or request complete deletion, and we will adhere to your requests within a reasonable timeframe, unless legal requirements necessitate the retention of certain data.

you can contact us at any time by connecting via the support email:
wholesomenutritech@gmail.com.

Verification of Identity:

To ensure the accurate delivery of Products and Services, we reserve the right to verify and authenticate your identity along with your Personal Information. This step is vital to maintain the security of your interactions with us.

Limitations on Access and Modification:

Accessing, correcting, updating, or deleting your Personal Information or **PID** might be denied or restricted if such actions would infringe upon the rights of another individual or conflict with applicable laws.

Your data and preferences are in your hands. If you have any queries about managing your information or need assistance, please reach out to us. Your privacy and control remain our priority.

Security and Retention of Information

At Vittzios, safeguarding your information is paramount. We are committed to employing physical, technical, and procedural safeguards to ensure the security of your data against unauthorized access, misuse, damage, modification, or disclosure. Our security measures include:

- **Limited Access:** Personal Information is restricted to employees and agents who require access for processing purposes. These individuals are bound by stringent contractual confidentiality obligations, and any breach could result in disciplinary actions or termination.

Usage Restrictions

1. Your access and utilization of this Site are subject to specific limitations to ensure appropriate and lawful engagement. By engaging with this Site, you acknowledge and agree to adhere to the following usage restrictions:
2. Personal and Non-Commercial Usage: The Site is intended solely for your personal, non-commercial use, and for obtaining information or references.
3. Prohibited Reproduction and Distribution: You are strictly prohibited from reproducing, duplicating, selling, reusing, reselling, adapting, publishing, broadcasting, framing, posting, uploading, modifying, distributing, or transmitting any content from this Site, unless expressly permitted in writing by us.
4. Conformity with Law and Responsible Conduct: Transmission of any material that is unlawful, harmful (including viruses), threatening, libelous, defamatory, deceptive, fraudulent, obscene, scandalous, inflammatory, pornographic, indecent, profane, or encourages such conduct violating the law is strictly forbidden.

5. Unsolicited Solicitation Restricted: You may not post unsolicited or unauthorized promotional materials, advertisements, or solicitations, including non-public information about any entity without proper authorization.
6. No Impersonation: You are expressly forbidden from impersonating any individual, entity, or using likeness, names, or properties of third parties in a misleading manner.
7. Compliance with Information Technology Act: Adherence to the Information Technology Act, 2000, and related regulations is mandatory. In the event of any "Cyber Security Incident" as defined in The Information Technology (The Indian Computer Emergency Response Team and Manner of Performing Functions and Duties) Rules, 2013, you must promptly inform the **Company's** Grievance Officer.
8. Prohibition of Automated Access: Usage of automated devices, programs, algorithms, or similar methodologies to access, acquire, copy, or monitor any section of the Website or its content is strictly prohibited.
9. Unauthorized Access is Prohibited: Unauthorized access to the Website, its features, systems, networks, or any other service connected to it by means of hacking, password "mining," or any other illegitimate techniques is strictly prohibited.
10. Material Review and Deletion: The **Company** reserves the right to review, edit, or remove materials submitted by you or others on this Site. However, it is not obligated to do so and assumes no liability arising from such materials. The **Company** retains the authority to terminate your access or use of the Site at any time and for any reason, without prior notice or liability.
11. Adhering to these usage restrictions ensures that you use the Site responsibly and within legal bounds. Non-compliance may lead to immediate termination of access, without prior notice or liability.

Section 9: Changes to the Policy

Vittzios retains the right to revise, alter, or modify this Privacy Policy as needed. Such updates will take effect from the date of the respective change. By continuing to access or use the Website following any amendments, you are implying your consent to the revised Privacy Policy.

We value your trust and commitment to Vittzios. As we strive to enhance our services and offerings, our Privacy Policy may evolve to reflect those improvements. Should you have any queries about policy changes, please don't hesitate to contact us using the information provided below.

Your privacy is at the core of our practices, and we're dedicated to keeping you informed about any changes that might impact your experience with us.

Section 10: Miscellaneous

- (a) **Disclaimer:** While Vittzios is committed to safeguarding your privacy, we cannot guarantee that all your Personal Information and **PID** will never be disclosed in ways not specified in this Privacy Policy. Thus, we cannot assure you, and you should not expect, that your Information or private communications will always remain private. By using the Website, you acknowledge and accept that you bear all responsibility and assume any risks associated with your use of the Website, the broader internet, the information you access or post, and your overall conduct on and off the Website.
- (b) **Indemnity:** You commit to indemnifying us against any third-party suits or disputes arising from the disclosure of information by you to third parties, either via our Website or any other means, as well as from your utilization of third-party websites, applications, and resources. We hold no liability for actions undertaken by third parties in relation to your Personal Information or **PID** that you may have shared with them.
- (c) **Severability:** Each clause of this Privacy Policy remains distinct and autonomous, separate from and independent of other clauses, unless expressly indicated otherwise or contextual cues suggest otherwise within the Privacy Policy. Should one or more clauses be deemed null and void, it shall not affect the validity of the remaining clauses within this Privacy Policy.

As part of our commitment to transparency and your understanding of our practices, these clauses collectively contribute to a comprehensive perspective on your interactions with Vittzios. Should you have any inquiries or require clarifications, don't hesitate to contact us using the information provided below.

Contact Information for Miscellaneous Queries:

Email: **wholesomenutritech@gmail.com**

Overview

This website (**www.Vittzios.com**) and all its contents are owned and operated by Vittzios (hereinafter referred to as "Company", "We" "Our" or "Us" as the case may be).

By visiting our site or making a purchase from us, you engage with our "Service" and consent to abide by the subsequent terms and conditions ("Terms of Service," "Terms"). This includes any additional terms, conditions, and policies referred to herein or linked through hyperlinks. The Terms of Service apply to all users of the site, including, but not limited to, browsers, vendors, customers, merchants, and content contributors.

Kindly review these Terms of Service carefully before accessing or using our website. Upon accessing or using any aspect of the site, you affirm your agreement to be bound by these Terms of Service. If you disagree with any of the terms and conditions outlined in this agreement, please refrain from accessing the website or using its services. Should these Terms of Service be deemed an offer, acceptance is exclusively contingent on adherence to these Terms of Service.

Payment Policy

At Vittzios, we facilitate secure payment options to enhance your shopping experience. We currently accept payments through leading credit and debit cards such as Visa and Mastercard, as well as UPI, RuPay, PayTM, and the convenient Cash on Delivery (COD) method.

In case you notice a deduction from your account but haven't received confirmation from us, our dedicated customer care team is here to assist. To expedite resolution, kindly provide the following details:

- Transaction Reference Number
- Debited Amount along with your Registered Email ID
- Date and Time of the Transaction
- Mobile Number
- Order Screenshot

Upon receiving this information, we will promptly verify the details and respond accordingly.

Your trust in Vittzios is paramount, and our commitment to secure payment processing ensures your peace of mind during every transaction. For any payment-related queries, don't hesitate to get in touch with our customer care team using the contact details provided below.

Contact Information for Payment-related Inquiries:

Email: **wholesomenutritech@gmail.com**

Shipping Policy

At Vittzios, we strive to provide a seamless and convenient shopping experience, including a transparent shipping process. Please review the following shipping details for a clear understanding:

Shipping Charges:

For prepaid orders, we are pleased to offer free shipping on all orders placed with Clensta. However, for Cash on Delivery (COD) orders, a nominal delivery charge of ₹30 is applicable.

Dispatch and Notifications:

Upon dispatch of your order, you will receive an SMS and email notification containing the tracking number and courier **Company** details. These details will be sent to your registered contact information.

Order Processing Time:

Orders are generally processed and shipped within 2-4 working days. Please note that during peak Sale periods, dispatch and delivery may experience delays due to the higher volume of orders. Despite this, our goal is to dispatch all orders within seven working days.

Delivery Time:

The delivery time for your product may vary based on your location. Factors such as your state of residence and logistical considerations can influence delivery times.

Your satisfaction is our priority, and we are committed to ensuring a smooth and timely delivery process. Should you have any queries or require assistance, please don't hesitate to contact our customer support team using the details provided below.

Contact Information for Shipping-related Queries:

Email: wholesomenutritech@gmail.com

Delivery Policy

At Vittzios, we are dedicated to ensuring a seamless and secure delivery experience for our valued customers. Kindly review the following details to familiarize yourself with our delivery policy:

Cash on Delivery (COD) Availability:

Please note that Cash on Delivery (COD) option is only available for specific Pin Codes. Prior to placing a COD order, we kindly request you to verify whether your region is eligible for this payment method.

Product Safety and Packaging:

Your satisfaction and product integrity are our utmost priorities. Rest assured, we take extensive measures to ensure the safety of your product during shipping. In the event that your shipment appears tampered with or damaged upon delivery, we kindly ask you not to accept it. Instead, please notify us promptly.

Expiry Date Criteria for Returns:

Products with an expiration date of less than three months are eligible for returns. In such cases, the full product amount will be credited to the concerned person as per our return policy. However, please note that products with an expiration date exceeding three months are not eligible for returns or refund requests.

We value your trust and aim to provide a transparent and reliable delivery process. If you have any questions or require further assistance, our customer support team is readily available to help. You can reach out to us using the contact information provided below.

Contact Information for Delivery-related Queries:

Email: **wholesomenutritech@gmail.com**

For any inquiries or clarifications regarding our Cancellation, Refund, and Return Policy, please don't hesitate to reach out to us on wholesomenutritech@gmail.com.

Thank you for choosing us for your health gummies needs, and we are here to ensure a seamless shopping experience for you.