

## **Terms and Conditions**

- (1) All users (including vendors and customers) registered at the Hegan platform are legally authorized drug license holders.**
- (2) All users (including vendors and customers) are responsible for the details provided at the time of registration.**
- (3) The inventory uploaded by vendors with the details is true as per the market standard.**
- (4) If any of the two cases as per the refund policies are found to be true than the cost of shipping will be applicable on the vendors.**
- (5) The vendors will be responsible for the quantity, quality and packaging of the consignment.**

## **Refund Policies**

- (1) If the consignment received by the customer is expired medicines then vendor will accept the refund or replace the medicine.**
- (2) If the consignment received by the customer is found to be damage then vendor will accept the refund or replacement of the medicines.**