

TERMS & CONDITIONS

The company ANGVO ONLINE MARKETING PRIVATE LIMITED is engaged in the business of selling/marketing the products either manufactured by itself / 3rd party under its own trademark, which are displayed on its website <http://www.myangvo.in> through online on or below the MRP as mentioned therein.

Consideration/buy-back policy/cooling-off period

Please note that the Company is charging only for its products (the cost is inclusive of all taxes) and paying the taxes as per the Govt. rules.

There is clear cut policy of our company with regard to the buyback for the goods / products which are of currently marketable being sold to the intending customer at their request at reasonable terms. It is specifically stipulated and notified hereby, on behalf our company that every customer shall be entitled to have a reasonable buy-back policy which has been evoked by our company, where a customer within period of 30 days from the date of delivery of the products / goods by our company is entitled for a full refund or buy-back guarantee on reasonable commercial terms as mutually agreed between the customer and our company subject to without any damage / alteration / physical loss being caused to the product and same would be of marketable value.

Force Majeure.

It is expressly understood by both the parties here that any act of God or force majeure, that include, but is not limited to, natural disaster, war, technical failures and operation of Law/Government Policies that may prevent the due performance of any of the obligations under this Agreement, or under any Terms/Conditions/Subsidiary Agreement that may form an integral part of this Agreement, will not be construed as failure to perform the contract by either of the parties hereto. However, it is clarified that the party, so affected will take all possible steps towards normal performance of obligations under this Agreement, as soon as possible. No party will be responsible for any loss due to the other party, in these circumstances.

Privacy Statement

- (a) Customer hereby agrees that the Company is entitled to ask for personal information, login Id and password etc at any stage in the course of the use of Product and Services contemplated under this Agreement.

Refund Policy

We stand behind the quality of Angvo products. Angvo stands behind the quality of it's products and guarantees Customers satisfaction.

If for any reason Customers are not completely satisfied with the products, Customer may return it within 30 days of purchase for a refund as per the terms of the Returns Policy. The refund policy is applicable only for products in marketable condition, accompanied with an invoice. This policy does not apply to products that have been intentionally damaged or misused. It is incumbent upon Angvo Direct Sellers/Customers to follow the Customer Product Refund Policy in letter and spirit. Angvo Returns Policy for Direct Sellers/Customers: Direct Sellers/Customers may return the products within 30 days of purchase as follows:

- If the product is in marketable condition and is returned within 30 days of invoice date accompanied by original invoice full refund will be given.
- If the product is in marketable condition and is returned within 30 days of invoice date not accompanied by original invoice refund after deduction of Taxes levied will be given.
- 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 partially used/opened.

Shipping Policy

Orders may be placed online at our E-commerce website www.myangvo.com or picked up from the company office and / or from any of the shopping outlets (stores). Details are given below:

PICKUP FROM OFFICE OR SHOPPING OUTLET (STORES):

Pickup orders can be placed at any of the outlets(stores). Payment options for Pickup Orders can be Credit Card, Debit Card, Net Banking, UPI and by wallets etc. Pickup hours for all Outlets(stores) are: Monday to Saturday 10:00 a.m. - 06:00 p.m. Sunday (Closed) Please refer to website www.myangvo.in for updated information.

HOME DELIVERY

Home Delivery orders can be placed through our website www.myangvo.in only.

Payment:

Payment mode options for these orders can be:

Online orders: Through payment gateway by Credit Card, Debit Card, Net Banking and by wallet etc.

Home Delivery Orders Delivery fees:

Please refer to the website www.myangvo.in for more details on Delivery fees. The shipments are in perfect condition when the carrier takes possession of the same. By signing "received" on the delivery note, the recipient(s) acknowledges that the order was received in satisfactory condition. Do not sign in the event of damages or product shortages. Hidden damages discovered after the carrier has left and all other discrepancies must be notified within twenty-four (24) hours of receipt of shipment. Failure to notify about any shipping discrepancy or damage to Angvo Online Marketing Private Limited within twenty-four (24) hours of receipt of the shipment shall be considered deemed acceptance of the products. Orders placed are typically shipped the very next business day. Orders placed on Saturday will be shipped on the following Monday. Delivery time will vary according to the location of customers . The average time for delivery is in between 5 -7 working days. Delivery of the products may not possible on Sundays or on major holidays as per the policy of the delivery partner.

Delivery of the Product

- There are various delivery models for delivery of purchased Product to the Customers , as decided by Angvo Online Marketing Pvt. Ltd. The risk and responsibility of any damage, loss or deterioration of the Products during the course or delivery or during transit shall be of Angvo Online Marketing Company not of the customer . Angvo Online Marketing Pvt. Ltd. Ensures that the Products are being delivered to the customers are not faulty and are exactly the same Products which are listed and advertised on the Website and all descriptions and specifications are same as provided on the Website.
- Customer's shipping address, pin code is verified by the database of Website before they proceed to pay for their purchase. In case the order is not serviceable by logistic service providers or the delivery address is not located in the given pin code area, Customer may provide an alternate shipping address on which the Product can be delivered by the logistics service provider.
- Customers shall be bound to take delivery of the Products purchased by him/her. If any Customers neglects or refuses to accept the delivery of the Products ordered by him/her, the Customers may be liable to Angvo Online Marketing Pvt. Ltd. for such non-acceptance of products. Angvo Online Marketing Pvt. Ltd. at its own discretion may call up the customers to evaluate the reason of non-acceptance of the product. The decision of Angvo Online Marketing company would be final and binding on whether to redeliver or initiate refund process as per the refund policy.
- The title in the Products and other rights and interest in the Products shall directly pass on to the customers from Angvo Online Marketing company. The risk or loss After delivery of goods/Product and after full payment of the Product will be borne by the customer.
- Before accepting delivery of any Product, the Customer shall reasonably ensure that the Product's packaging is good condition and is not damaged or tampered.

Governing Law

Any dispute in between customer and Angvo Online Marketing company, arising on any issue by this policy, shall be referred to the sole arbitrator (appointed by the company) and same shall be adjudicated by such Arbitrator as per provisions of Arbitration Conciliation Act, 1996. However, all proceedings shall come within the jurisdiction of Uttar Pradesh Courts only and such arbitration proceedings shall be held in Jaunpur District courts of Uttar Pradesh only. The final decision of the Arbitrator would be binding upon both the parties. Any breach of this covenant by the Customer will make him liable for damages and legal costs to the Company.

RETURNS & CANCELLATION POLICY

RETURN/EXCHANGE/REFUND POLICY

Our Company focuses completely on our customer's satisfaction. In case of any dissatisfaction, manufacturing or packaging defect, customers can return/exchange the product.

Following products shall not be eligible for return or replacement:-

Damages occurred due to misuse of product Products with missing tags and invoice
Incidental damage due to malfunctioning of product Products with tampered or missing serial/UPC numbers Any damage/defect which are not covered under the manufacturer's warranty If garments are used, altered, washed, soiled or damaged in any way

Exchange:

Your order will be exchanged for a new identical product of a different size or color in the case of garments. Your product will be eligible for exchange if deficiency reported within 24 hours of receipt of product.

Return:

To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging. The customers/Brand Partners must return the products to the Brand Partner /Company from whom they had purchased the same, within 30 days (7 days in case of garments) from the date of purchase. They have to provide a reason and return the said products. In case the customer returns the product, it is the customer's obligation to satisfy the customer's need for money refund or replacements of products.

The Company will accept the return if the Customer does not want the same products, the Company will credit the refund amount in the user account of respective customer, which can be used by the Customer for purchasing products of their choice or the user can request for refund to the original method of payment. At the time of request for return, the following documents need to be provided:

- Return request with genuine reason for return
- Pictures of product and packaging
- Copy of Invoice

CANCELLATION POLICY

In case of dissatisfaction or some other reasons customer feels like cancelling the order placed then they have full liberty to cancel their product order. Our Policy for the cancellation and refund will be as follows:

Confirmed/placed orders can be cancelled only before shipment/dispatch.

For Cancellation of confirmed/placed order, user can request cancellation from his/her user account or please contact us on our Customer care no: [8090903520](tel:8090903520) or write to us at myangvo@gmail.com In case the product is shipped/dispatched, then above stated exchange/return policy need to be followed. Requests received later than 5 business days prior to the end of the current business month will be treated as cancellation for the next business month.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval of your refund. In case your cancellation is approved, the Company will transfer the 100% entire refund amount in the user account of respective customer, which can be used by the Customer for purchasing products of their choice or the user can request for refund to the original method of payment.

In case of return of products, the Company will transfer the refund amount (after deducting cost of return shipping and other charges for refund) in the user account of respective customer, which can be used by the Customer for purchasing products of their choice or the user can request for refund to the original method of payment.

Non-Receiving of the Refunds:

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, Please contact us at myangvo@gmail.com or customer care no: [8090903520](tel:8090903520)

Shipping

In case of manufacturing defect or delivered product is different from order product, we will exchange the product without charging return shipping cost. In case of return, you will be responsible for paying for return shipping costs. On approval, your refund will be credited after deducting cost of return shipping and other charges for refund.