

# Axios Bio Care RETURN & REFUND POLICY

## Axios Bio Care RETURN POLICY, REFUND, CANCELLATION AND SHIPPING CHARGES POLICY

Axios Bio team facilitates processing correct medicines as per order and prescription and strives to service the medicines and products in right conditions/ without any damage every time a consumer places an order. We also strongly recommend the items are checked at the time of delivery.

**Definition:** 'Return' means an action of giving back the product ordered at Axios Bio Care portal by the consumer. The following situations may arise which may cause the action of return of product:

- 1. Product(s) delivered do not match your order;**
- 2. Product(s) delivered are past or near to its expiry date (medicines with an expiry date of less than 03 months shall be considered as near expiry);**
- 3. Product(s) delivered were damaged in transit (do not to accept any product which has a tampered seal).**

*Note: If the product that you have received is damaged, then do not accept the delivery of that product. If after opening the package you discover that the product is damaged, the same may be returned for a refund. Please note that we cannot promise a replacement for all products as it will depend on the availability of the particular product, in such cases we will offer a refund.*

In the aforesaid unlikely situations, if there is something wrong with the order, we'd be happy to assist and resolve your concern. You may raise a Return request with the help of our mobile application within 05 (Five) days from the delivery of the product. Axios Bio Care reserves the right to cancel the Return request, if the customer reaches out to Axios Bio Care after 5 days of delivery.

Upon receiving your Return/Refund request, Axios Bio Care shall verify the authenticity and the nature of the request. If Axios Bio Care finds that the request is genuine, it will initiate the Return and Refund process. Axios Bio Care shall process the refund only once it has received the confirmation from the vendor concerned in respect of the contents of the product relating to that refund.

In the event of frivolous and unjustified complaints regarding the quality and content of the products, Axios Bio Care reserves the right to pursue necessary legal actions

against you and you will be solely liable for all costs incurred by Axios Bio Care in this regard.

The returns are subject to the below conditions:-

- 1. Any wrong ordering of product doesn't qualify for Return;**
- 2. Batch number of the product being returned should match as mentioned on the invoice;**
- 3. Return requests arising due to change in prescription do not qualify for Return;**
- 4. Product being returned should only be in their original manufacturer's packaging i.e. with original price tags, labels, bar-code and invoice; and**
- 5. Partially consumed strips or products do not qualify for Return, only fully unopened strips or products can be returned.**

#### **Return Process:**

- 1. For Return intimation, please use our android/iOS application and initiate return process.**
- 2. Axios Bio Care team will verify the claim made by the customer within 72 (seventy-two) business hours from the time of receipt of complaint.**
- 3. Once the claim is verified as genuine and reasonable, Axios Bio Care will initiate the collection of product(s) to be returned.**
- 4. The customer will be required to pack the product(s) in original manufacturer's packaging.**
- 5. Refund will be completed within 3 (three) weeks from date of reverse pick up (if required).**

#### **Refund Process:**

In all the above cases, if the claim is found to be valid, Refund will be made as mentioned below:

- 1. Order placed through online payment will be credited to the respective Bank account/Credit card account; and**
- 2. Order placed through cash on delivery will be refunded through fund transfer to customer bank account.**

For any further Refund related information, please write to [care@Axios Bio Care.com](mailto:care@Axios Bio Care.com).