# SHIPPING POLICY

## STATUTORY PREAMBLE & COMPLIANCE ACKNOWLEDGEMENT

This Shipping Policy outlines the statutory and contractual terms governing the dispatch, transit, delivery, and collection of products purchased on or through the digital e-commerce platform www.ambervedawellness.com . This policy is published and executed in compliance with the Consumer Protection Act, 2019, the Consumer Protection (E-Commerce) Rules, 2020, and the Consumer Protection (Direct Selling) Rules, 2021 to ensure complete transparency in logistics, risk allocation, and consumer grievance redressal.

## 1. MODALITIES OF ORDER PLACEMENT AND FULFILLMENT

Orders for products offered by Amberveda Wellness Private Limited (hereinafter referred to as "Amberveda" or the "Company") may be initiated via the following approved fulfillment channels:

Digital Orders: Placed remotely through the official e-commerce or Amberveda Domain interface at www.ambervedawellness.com .

Physical Pickups: Initiated online or at a physical point-of-sale and explicitly designated for collection from the registered Corporate Office or any authorized third-party Franchisee Outlet of Amberveda.

## 2. IN-STORE PICKUP AND FRANCHISEE OUTLET PROTOCOLS

For users opting for the physical collection model, the following protocols apply:

Fulfillment Centers: Pickup orders may be executed at any authorized Amberveda corporate center or franchisee counter.

Approved Financial Instruments: Consideration for pickup fulfillment may be remitted via Cash, Demand Draft (DD), or validly authorized Credit and Debit Card networks.

Standard Operating Hours: Physical collection is strictly bound by the following operational timeline (subject to public holidays):

* * Monday through Friday: 10:00 AM to 06:00 PM
* * Saturday: 10:00 AM to 01:30 PM
* * Sunday: Closed

Corporate Note: Users are advised to regularly monitor the web interface at www.ambervedawellness.com for localized administrative modifications or updates to the operating schedule.

## 3. HOME DELIVERY AND LOGISTICAL SPECIFICATIONS

### 3.1. Order Initiation and Payment Gateways

To optimize consumer access, Home Delivery arrangements may be requested via the web portal or designated at physical corporate/franchisee hubs. Settlement of consideration must be processed through the following validated mechanisms:

On-Site Orders: Cash, or point-of-sale processing via Debit Card or Credit Card.

Digital E-Commerce Orders: Secure online routing via Credit Card, Debit Card, Net Banking, or other authorized Unified Payments Interfaces (UPI).

### 3.2. Delivery Fee Transparency

All applicable logistical, handling, packaging, and delivery surcharges are itemized and displayed dynamically at checkout. Detailed information regarding delivery fee matrices can be accessed at www.ambervedawellness.com .

### 3.3. Transit Windows and Timelines

* * Dispatch Architecture: Validated orders are typically prepared and dispatched to logistics partners on the business day immediately following order confirmation. Orders confirmed on Saturdays after 02:30 PM shall be dispatched on the next immediate business day (Monday).
* * Standard Delivery Windows: Final delivery timelines fluctuate depending on the geographical location and PIN-code mapping of the Customer or Direct Seller. The baseline transit window across India is estimated between 2 to 7 business days.
* * Logistical Restraints: Final delivery operations are bound by the operating schedules of external logistical partners and generally do not occur on Sundays or major national and gazetted holidays.

## 4. LEGAL RISK ALLOCATION, TITLES, AND VERIFICATION

### 4.1. Risk in Transit and Statutory Warranties

Notwithstanding the deployment of independent third-party logistics service providers, Amberveda retains the absolute risk of any damage, loss, or physical deterioration of products during transit. The risk of loss transfers to the buyer only upon full completion of physical delivery.

Amberveda explicitly represents and warrants that all delivered products are non-faulty, structurally pristine, and exactly match the descriptions, technical specifications, and legal metrology parameters advertised on the web portal.

### 4.2. Address Validation and Serviceability

Prior to processing payments, the buyer’s shipping address and associated Postal Index Number (PIN Code) are automatically verified against the Company’s serviceability database. If a designated region is unserviceable due to carrier constraints, the Customer or Direct Seller must provide an alternative, valid shipping address to facilitate successful delivery.

### 4.3. Time as a Non-Essential Element

While Amberveda coordinates with premium carriers to ensure swift delivery, all published dispatch and transit windows are good-faith estimates. Consequently, time is not the essence of the bi-partite commercial contract for purchase and sale between the buyer and Amberveda. Furthermore, no product shall be dispatched or released for delivery until the Company has verified receipt of full and final payment.

### 4.4. Transfer of Title

The legal title, ownership interests, and proprietary rights in the purchased products pass directly to the Direct Seller or Customer only upon the occurrence of two concurrent events: (1) The successful physical delivery of the consignment; and (2) The receipt of full and unencumbered payment by the Company.

## 5. RECEIPT, ACCEPTANCE, AND REFUSAL PROTOCOLS

### 5.1. Inspection and Deemed Acceptance

Before acknowledging receipt of any delivery, the Customer or Direct Seller must reasonably inspect the external packaging to ensure it is not tampered and damaged.

* * Satisfactory Acknowledgment: Affixing a signature on the delivery note or carrier’s digital acknowledgment device constitutes formal confirmation that the consignment was received in an outwardly satisfactory condition. Buyers are directed to refuse signature if visible transit damage or severe product shortages are detected.
* * Latent Defects and Shortages: Hidden damages or discrepancies discovered after the departure of the carrier must be formally reported to Amberveda customer support within twenty-four (24) hours of receipt.

* * Waiver of Claims: Failure to notify Amberveda of any delivery discrepancy or damage within the strict twenty-four (24) hour window operates as a legal waiver. Upon expiration of this period, the consignment is legally deemed accepted, canceling the buyer's right to request corrections, replacements, or administrative adjustments.

## 5.2. Unjustified Non-Acceptance and Right to Recovery

A buyer is legally bound to accept delivery of products ordered by them that are presented in a merchantable, deliverable state. If a Customer or Direct Seller neglects or refuses to take delivery without a valid legal reason, they shall be liable to Amberveda for all consequential losses, including two-way logistics and storage fees.

In such cases of non-acceptance, Amberveda may contact the buyer to assess the underlying reasons for refusal. The final decision regarding whether to attempt re delivery or initiate a partial refund (subject to administrative deductions) remains within the absolute discretion of Amberveda and shall be governed by the corporate Refund Policy.

## 6. DISPUTE RESOLUTION AND GOVERNING LAW

Any legal dispute, controversy, claim, or difference arising under or relating to this Shipping Policy betweenAmberveda and a Direct Seller (or their authorized nominees) shall be resolved through the following mechanisms:

* * Arbitration: All unresolved disputes shall be referred to a sole arbitrator appointed exclusively by Amberveda. The arbitration proceedings shall be conducted in strict accordance with the Arbitration and Conciliation Act, 1996 (including any subsequent statutory updates). The arbitral award shall be final, definitive, and legally binding on both parties.
* * Territorial Jurisdiction: The seat and venue of the arbitration shall be Meerut, Uttar Pradesh, India. All formal legal and supervisory proceedings connected to this policy fall under the exclusive jurisdiction of the competent District Courts in Meerut, Uttar Pradesh, India.
* * Indemnity for Breaches: Any breach of this dispute covenant by a Customer or Direct Seller will entitle Amberveda to claim immediate liquidated damages, operational losses, and all associated legal fees and court costs incurred during the litigation.