

# Shipment and Delivery Policy

We're proud to offer shipping on all our products! Tracking and secured checkout are available for all orders.

## **Processing Time:**

We do our best to process & ship all orders as soon as possible. Most orders are processed within 24-72 hours.

## **Tracking your order:**

All orders include tracking docket & courier information that is normally updated on same day after the order has been shipped.

You can also track your order using your tracking number through concerned courier website.

## **Shipping option:**

- We have third party courier agent services Pan India & also provide option to pick products from nearby store of IndusViva.
- We have end mile delivery to all our customers Pan India, as per our courier agent end point. Distributors/Customers are responsible to collect their product from concerned courier end point hub, if services are not available.

## **Handling cost:**

Handling charges of Rs 100 is applicable for each unit for all types of delivery including courier and store pick-up except from the main warehouse at Nelamangala, Bangalore.

## **Shipping restrictions:**

- Our Customers' satisfaction is our top priority so we cover any case of exceptional delay or even loss in transit.
- If you have entered a wrong shipping information, you are not eligible for a re-shipment or refund.

## My order hasn't arrived:

If you haven't received your order within 10 business days, you can please raise a query by calling or mailing us at toll-free 1800 103 4916

- Distributors' complaints are received through our Virtual Office (internal communication system)
- Online purchase complaints are received through our website

## Complete Details of Manufacturer

1	Complete Details of Manufacturer Name of the Manufacturer	M/s Olive Life sciences Pvt Ltd
2	Complete Address of the Manufacturer	Manufactured By M/s Olive Life Sciences Pvt Ltd #38/2, Jakkasandra Village, Nelamangala, Bengaluru Karnataka 562123 <a href="http://www.olivelifesciences.com">www.olivelifesciences.com</a>
3	Manufacturing License No	Mfg Lic No AUS 884