

TERMS & CONDITIONS FOR PURCHASE ORDER BY A CONSUMER

1. The consumer herein declares that he/she has voluntarily, without any coercion, placed order overleaf, online/digitally or personally, for purchasing the products being marketed by M/S World Natural Wellness Private Limited (hereinafter referred to as “Entity”).
2. The consumer herein assures that he/she has visited the website of the entity www.worldnaturalwellness.com and asserted itself with the products and all relevant information thereto.
3. The entity herein assures to the consumer that it has employed sufficient measures to safeguard the data provided by it and the same is displayed on its website: www.worldnaturalwellness.com.
4. The entity also assures the consumer that it has well defined Buy-back and refund policy and mechanism displayed on its website: www.worldnaturalwellness.com.
5. The entity also assures the consumer that it has a well defined “Grievance redressal mechanism” displayed on its website: www.worldnaturalwellness.com.
The remedial measures available to the consumer are:
 - Acknowledgement and Resolution of complaint by the entity's customer care Cell within 48 hours of the time the complaint it receives at its end
 - Within 30 days' from the date of receipt of the complaint at its end by the Grievance Redressal Officer particulars of whom are displayed on its website: www.worldnaturalwellness.com.
 - Thereafter, if still unsatisfied, the consumer will have to approach the National Consumer Helpline or State Consumer Helpline (NCH or SCH) of which the entity is a convergence partner
 - If still not satisfied with the resolution offered by NCH or SCH, as the case may be, the consumer can approach an appropriate consumer forum or consumer court.
6. These terms and conditions have been prescribed by the entity, without prejudice, in accordance with the prevailing provisions of the Consumer Protection Act, 2019 and rules framed there under.

