

RETURN, CANCELLATION AND REFUND POLICY

1. “RETURN”

1.1.“Return” shall mean an action of giving back the product ordered from the Surite App/Website by the consumer. The following situations may arise which may cause the action of return of product:

1.1.1. Product(s) delivered do not match Your order;

1.1.2. Product(s) delivered are past its expiry date or best before date mentioned on the product;

1.2.If the product that you have received is damaged (do not to accept any product which has a tampered seal), 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.

1.3.The Returns are subject to the below conditions-

1.3.1. Any wrong ordering of product doesn't qualify for Return;

1.3.2. Batch number of the product being returned should match as mentioned on the invoice;

1.3.3. Return requests arising due to change in prescription do not qualify for Return;

1.3.4. Product being returned should only be in their original manufacturer's packaging i.e. with original price tags, labels, bar-code and invoice; and

1.3.5. Partially consumed strips or products do not qualify for Return, only fully unopened strips or products can be returned.

1.4.Certain categories of products marked as non- returnable on product page, will not qualify for the Return as per this Return policy.

Return Process:

1.5.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 our Customer Care within 3-5 days from the delivery of the product. Essentially Healthy Private Limited (EHPL), which owns the brand along with the mobile applications and website under the name of “SURITE”, reserves the right to cancel the Return request, if the customer reaches out to EHPL after 7 days of delivery.

1.6. Upon receiving your Return/Refund request, EHPL shall verify the authenticity and the nature of the request. If EHPL finds that the request is genuine, it will initiate the Return and Refund process. EHPL 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.

1.7. In the event of frivolous and unjustified complaints regarding the quality and content of the products, EHPL reserves the right to pursue necessary legal actions against you and you will be solely liable for all costs incurred by EHPL in this regard.

2. CANCELLATION

2.1. You can Cancel an order in "In Process"/"Order Placed" status by clicking on the Cancel link/button on the page.

2.2. You will be able to Cancel an order within 3 hours of placing the order provided the order has not been confirmed/processed. However, you will not be able to cancel those orders that have already been confirmed/processed.

2.3. Orders once shipped cannot be cancelled.

3. RETURN AND/OR CANCELLATION AND REFUND PROCESS

3.1. Products-

3.1.1. For Return intimation, please email Us at contactus@surite.in or call us at 6292262922 (Open 8 AM - 8 PM from Monday – Saturday and 8 AM - 5 PM on Sunday).

3.1.2. EHPL Customer Care team will verify the claim made by the customer within 48 (forty eight) business hours from the time of receipt of complaint.

3.1.3. Once the claim is verified as genuine and reasonable, EHPL will initiate the collection of product(s) to be returned.

3.1.4. Refund will be completed within 30 (thirty) days from date of reverse pick up (if required).

3.2. Medical Tests/Diagnostic Tests -In case of medical tests, a Refund request may be raised in the following cases:

3.2.1. If the patient has suffered from any prick related injury;

3.2.2. If the report has been challenged and no proper justification (*i.e. reasonable clarification provided either by EHPL or the diagnostic centre*) has been provided;

3.2.3. If the time limit within which a report has to be provided to the patient is breached by 72 (seventy-two) hours and no proper justification (*i.e. reasonable clarification provided either by EHPL or the diagnostic centre*) has been provided.

3.3. Online Consultation and other Services- In case of online consultation, a customer will be eligible to raise a request for Refund only in case the consultation query is not replied within specified timeline. The customer is required to raise the Refund request with EHPL customer care within 72 (seventy two) hours from the time of submission of query or receiving of response. The request for the Refund will be validated by EHPL customer care team.

3.4. There may be certain orders that EHPL partners are unable to accept and service and these may need to be cancelled. Some situations that may result in your order being cancelled include, non-availability of the product or quantities ordered by you or inaccuracies or errors in pricing information specified by our partners.

3.5. EHPL also reserves the right to cancel any orders that classify as 'Bulk Order' as determined by EHPL as per certain criteria. An order can be classified as 'Bulk Order' if it meets with the below mentioned criteria, which may not be exhaustive, viz: Products ordered are not for self-consumption but for commercial resale; Multiple orders placed for same product at the same address; Bulk quantity of the same product ordered; Invalid address given in order details and any malpractice used to place the order.

3.6. No cancellation charges shall be levied for cancellation of an order in accordance with the terms of this policy.

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

3.7.1. Order placed through online wallet will be credited to the wallet; and

3.8. Please allow 7 to 15 working days for the credit to appear in your account.

While we regret any inconvenience caused by this time frame, it is the bank's policy that delays the refund timing and we have no control over that.

4. COMPLAINTS AND GRIEVANCE REDRESSAL

EHPL addresses discrepancies and grievances of all Users with respect to processing of information in a time bound manner. For this purpose, EHPL has designated Mr. Sanjeet Sharma as the Grievance Officer, who will redress the grievances of the Users expeditiously but within one month from the date of receipt of grievance, and who can be reached by: Sending a letter marked to the attention of "Grievance Officer", at 3 Netaji Subhas Road Kol: 700001 , or sending an email to sanjeetsharma@surite.in

5. CONTACT US

In case of any query related to this Return, Cancellation And Refund Policy_mail us at contactus@surite.in

PLEASE PROCEED ONLY IF YOU ACCEPT ALL THE CONDITIONS ENUMERATED HEREIN ABOVE, OUT OF YOUR FREE WILL AND CONSENT.