

CADUCEUS MARKETING PRIVATE LIMITED

RETURN, EXCHANGE AND REFUND POLICY

Website: www.mycaduceus.com

Overview

Caduceus Marketing Private Limited (the "Company") sells its products through its website, direct sellers and/or authorised distribution channels. The Company is committed to offering quality and standard products to consumers.

Applicability

This Policy applies to consumers who place orders through the Company website, www.mycaduceus.com, or purchase products through authorised channels of the Company, subject to the applicable terms of sale.

Object

If a consumer is unsatisfied with a product, receives a product that is defective or damaged, or receives a product different from the one ordered, the consumer may request return, exchange/replacement or refund in accordance with this Policy.

Applicable Laws

This Policy is intended to operate subject to applicable Indian laws and regulations, including the Consumer Protection Act, 2019, the Consumer Protection (Direct Selling) Rules, 2021, the Indian Contract Act, 1872, the Sale of Goods Act, 1930, and other applicable laws, as amended from time to time.

Purpose

Consumer satisfaction is an important objective of the Company. The Company welcomes consumer feedback and will make reasonable efforts to resolve eligible return, exchange and refund requests fairly and efficiently.

Validity Period of Return / Exchange / Refund

Eligible return, exchange or refund requests should ordinarily be raised within **30 days from the date of delivery**, subject to the conditions and exclusions stated below. For damaged or defective products, the shorter reporting timelines stated in the Exchange/Replacement section should also be followed.

IMPORTANT CONDITIONS FOR RETURN OR EXCHANGE

The returned product will be inspected after receipt. The following conditions should be satisfied:

- The product must be unused and in its original condition.
- Original tags, labels and packaging should be intact.
- The product must have no visible signs of use, misuse or alteration.
- The consumer should notify the Company as soon as reasonably possible and within the applicable period.
- The consumer should not accept an open/tampered package at delivery; where possible, the issue should be recorded with the delivery partner.
- The returned package should include items supplied with the order, including invoice, labels, packaging, accessories, freebies and other applicable documentation.

CRITERIA UNDER WHICH COMPANY MAY NOT ACCEPT RETURNS / EXCHANGES

A return or exchange may be rejected where:

- items supplied with the order are missing;
- the product has been damaged through misuse, negligence or improper handling;
- the product has been used, altered, installed or modified where applicable;
- serial numbers, seals or identifying parts have been tampered with or removed;
- the consumer accepted an open/tampered delivery without recording the issue, where such acceptance prevents verification;
- the product is non-returnable due to applicable health, hygiene or legal restrictions; or
- the request is made outside the applicable time period.

HOW TO MAKE A RETURN

To request a return, the consumer should contact the Company through the customer-support/return channel published on www.mycaduceus.com, providing the order number, original invoice/proof of purchase, reason for return, and photographs/video where relevant.

The Company may acknowledge the request and confirm whether the request is eligible. Consumers should not dispatch a product before receiving return instructions or approval from the Company. After approval, the product should be securely packed and sent to the return address communicated by the Company.

Return Shipping

Unless otherwise communicated by the Company or required under applicable law, return shipping may be borne by the consumer. Where the product is confirmed to have been delivered defective, damaged, or different from the ordered product due to Company/courier error, the Company may arrange or reimburse return logistics at its discretion, subject to verification.

Processing of Return / Refund

After the returned product is received, the Company will conduct a quality/eligibility check. For an approved return, replacement or refund will ordinarily be processed within **7–10 working days** after receipt and verification, subject to payment-provider and banking timelines. If the return is not approved, the Company may send the product back to the consumer.

TERMS AND CONDITIONS FOR AVAILING REFUND

For eligible prepaid orders, approved refunds will ordinarily be made to the original payment source. Where payment was made through an authorised offline/distribution channel, the Company may require verified bank/KYC details before processing the refund. Refund timing may vary depending on the payment method and banking/payment gateway processing.

EXCHANGE / REPLACEMENT POLICY

If a product is defective, damaged, or different from the product ordered, the consumer may request an exchange/replacement within the applicable reporting period. The Company may require photographs, an unboxing video, invoice and other reasonable evidence to verify the issue.

Exchange / Replacement at the Time of Delivery

If the outer package is visibly damaged or tampered with at delivery, the consumer is advised not to accept the package where possible and to record the issue on the courier/delivery receipt. The consumer should notify the Company promptly through the support channel on www.mycaduceus.com. After verification and receipt of the

affected package, the Company may dispatch a replacement or process an eligible refund.

Exchange / Replacement After Delivery

If internal damage or a defect is discovered after delivery, the consumer should report it promptly, preferably within **24 hours of delivery**, with the order details, invoice, photographs and an unboxing video where available. The Company will assess the claim and, if approved, arrange replacement subject to stock availability and applicable terms.

Refund in Place of Exchange

Where an eligible damaged/defective product cannot reasonably be replaced, the Company may provide a refund. A refund request must be raised through the Company's authorised support channel and will be processed after the returned product is received and verified, unless applicable law requires otherwise.

IMPORTANT NOTES

1. Except where expressly provided by this Policy or required by applicable law, refunds are not guaranteed for every return request.
2. The product should ordinarily be returned unused and with original packaging within 30 days of delivery.
3. Defective, damaged or incorrect products should be reported promptly and within the applicable reporting period.
4. The Company may request reasonable troubleshooting, photographs, videos or other information to verify a complaint.
5. If replacement is not possible, the Company may issue an eligible refund.
6. If a product is shown as delivered but has not been received, the consumer should report the issue promptly so the Company can investigate with the delivery partner.
7. Refunds, where approved, will ordinarily be processed after receipt/verification of the returned product, subject to applicable law and payment-provider timelines.
8. The Company may refuse a return where the stated eligibility conditions are not met, subject always to the consumer's rights under applicable law.

CONTACT / SUPPORT

For return, exchange and refund support, please use the contact details published on **www.mycaduceus.com**.

Return/Support Email: **info@mycaduceus.com**

Registered/Return Address: Chandauli, Shankar Mod Satibag Mandir, Ward No. 12, Gautam Nagar, Chandauli (UP) – 232104

Customer Care: +91 9208 246 129

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This document is a business-policy draft adapted from the supplied reference policy and should be legally reviewed before publication.