

# Refund Policy

## Arthmart Customer Product Refund Policy

If you are not satisfied with your purchase, please contact us by phone, we'll solve immediately, else you can proceed further to refund policy as mentioned below:

Clause 2 (5) of Direct Selling Guidelines, 2016 provides that, "Every Direct Selling entity, shall notify and provide a full refund of buyback guarantee to every direct seller on reasonable commercial terms which can be exercised within a period of 30 days from the date of the distribution of the goods or services to the direct sellers. In true compliance of the Guidelines the refund policy of the company is reproduced/ detailed along with clarifications and processes to be followed for making/ claiming refunds.

- Any DSA/customer opting for refund for any reason needs to inform the Company about his/her intention in writing within the stipulated time frame mentioned above. No request after the stipulated time to be entertained, except in extra-ordinary circumstances with the approval of director.
- In case DSA/ Customer have not received the package, the same should be accepted and would automatically get returned.
- In case of received package, the same to be returned in sealed/ un-opened/ packed condition either by hand or through courier (specified by the Company) on To Pay basis. The Company shall bear the return cost of courier.
- In case package is opened and then returned, assessment /condition of contents of package would be done by a team of 3 persons termed as returning officers (to be decided and changed from time to time) on receipt of the same. The videography/ photography of the same can be made in case of opened package.
- In case of sealed/ un-opened package received within the stipulated time, 100% refund to be made by NEFT/ direct refund through payment Gateway as the case may be. Cheques would be avoided as far as possible.
- In case of opened but non-damaged product (damaged outer packing only) 75% refund to be allowed.

- In case of short return, the refund (not exceeding 75%) to be made after deduction of amount equivalent to the price of short quantity received / re-packing cost.
- In case of case of damaged/ used return the extent of damage done to be assessed and cost of restoring/ replacement of damaged/ used product to be ascertained. According the refund amount up to 50%, depending on extent of cost of restoration/ replacement, may be paid by NEFT.
- In case of refund request after stipulated time, refund amount to be allowed between 25-50% depending on the condition of package received.
- The time for settling any refund case should not exceed 3 working days. Any case pending for more than 3 days needs to be brought to the notice of management along with the explanation for delay in settlement.
- Any customer or direct seller can cancel his or her order anytime after placing the order and before dispatch by sending email at [refund@arthmart.com](mailto:refund@arthmart.com) or making call to our customer care executive. 100% refund is given in such cases.
- The concerned DSA/ customer to be informed by email/ letter accordingly in all the cases.

For Refunds, Kindly email us at [refund@arthmart.com](mailto:refund@arthmart.com) or call us +91-9300594106 or you may contact us on WhatsApp at +91-9893564106



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