

## CLARDEY GLOBAL PVT LTD

### Shipping Policy

CLARDEY GLOBAL PVT LTD (Hereinafter referred to as CLARDEY GLOBAL) has framed the following Shipping Policy under the provisions of the Consumer Protection Act, 2019 and Rules 5(1)(g) & (h) of the Consumer Protection (Direct Selling) Rules, 2021, as under:

- 1) (a) All orders placed by a CLARDEY GLOBAL Direct seller/Consumer worth Rs 1000/- (Rupees One thousand only) or above shall be shipped, irrespective of mode of transportation, free of any shipping charges whatsoever, at the nearest point to the home or home delivery, whichever is practicable.  
  
(b) Shipping charges as per actuals, irrespective of mode of transportation, for delivery to the nearest point to home or home delivery, whichever is practicable, if the total value of the order placed is valued at Rs 1000/- (Rupees One thousand only) or less.
- 2) **Delivery Timeline and conditions:-**
  - a) CLARDEY GLOBAL shall make all efforts, within its means, to ensure that the products ordered are delivered within a reasonable time period of 3 to 10 days from the date of confirmation of the order by CLARDEY GLOBAL. However, this assurance is subject to force majeure, government regulations, inclement weather conditions, or any other circumstance whatsoever not within the control of CLARDEY GLOBAL.
  - b) If in case the delivery period exceeds the stipulated time for any reasons whatsoever, then the ordering Direct seller/Consumer will be notified of the same along-with expected time of delivery and the ordering Direct seller/Consumer shall be at liberty to cancel his/her order to which CLARDEY GLOBAL undertakes to initiate Refund proceedings, as per its "Product Return/Refund Policy". However, it is expected from the ordering Direct seller/Consumer to appreciate and cooperate with CLARDEY GLOBAL's efforts by consenting to the extended time of delivery.



- c) The ordering Direct seller/Consumer is advised to take open delivery of the package of ordered goods and should refuse to accept the delivery if the package is found to be tampered with or the goods packed therein are found to be damaged or pilfered. However, CLARDEY GLOBAL will not be subsequently held responsible for any breakage, damage, or loss to the goods if the ordering Direct seller/Consumer acknowledges the receipt of the goods, without noting down the extent of damages. For disputes, if any, please Call CLARDEY GLOBAL Customer Care Mo. \_\_\_\_\_ or write an e-mail to \_\_\_\_\_ mentioning the order reference number. CLARDEY GLOBAL shall make its best efforts to resolve the dispute amicably, at the earliest.
- d) Any complaint related to your order should be registered with us within 24 hours post delivery, No complaint whatsoever will be entertained post thereof.