

SHIPPING & DELIVERY POLICY

Overview

The terms of the Shipping and delivery policy need to be understood for WeRMore Solutions Private Limited (Herein after referred to "Company"). If you do not agree to the terms contained in this Shipping and delivery policy, you are advised not to accept the Terms and Conditions of Shipping and delivery policy. The terms contained in this Shipping and delivery policy shall be accepted without modification and accordingly, the user need to be bound by the terms contained herein.

Objective

Company is known for offering quality and standard products. We always ensure that consumer can get timely delivery of the products. From the placement of the order till the delivery of the products, our primary motto is to serve the consumer in an efficient and effective manner within the stated timelines.

Scope

This policy is applicable to all orders place on website of the Company: www.wermoresolutions.com. All orders are subject to the product availability and deliverable pin code. If an item is not in stock at the time you place your order, we will notify you and intimate when the product will be available.

Billing Address and Shipping Address

Billing Address: Address where a consumer gets his bills from the company.

Shipping Address: Address where the consumer wants to receive their shipment.

Our Delivery Scope

We deliver across the country, so we request you to provide the correct and clear details for the timely and efficient delivery in the mentioned format, while placing the order:

- ✓ ADDRESS LINE 1
- ✓ ADDRESS LINE 2
- ✓ CITY/TOWN/ VILLAGE
- ✓ POST OFFICE
- ✓ DISTRICT
- ✓ LANDMARK
- ✓ PIN CODE
- ✓ STATE
- ✓ SHIPPING CONTACT ALONG WITH THE E-MAIL ID

Delivery Location

As per the pin code estimation, delivery time will be provided to you once the order has been placed. Delivery times are estimates and commence from the date of shipping, rather than date of order.

Delivery times are used as a guide only and are subject to the acceptance and approval of the order. Unless there are exceptional circumstances, we make every effort to fulfill your order as soon as possible within the stated timeline in the generated invoice / purchase order.

Business day means Monday to Saturday, except holidays.

Date of delivery may vary due to carrier shipping charges, delivery location, method of the delivery and the items ordered. Product may also be delivered in separate shipments as per the requirement.

Transit Times

Whenever order received from the consumer, we will process for the invoicing, after invoicing of the order, we will dispatch the ordered products within 3 working / business days.

In case of delay

1. Company is committed to ensure that the delivery of goods shall take place within the time limit mentioned in order form.
2. However, in cases of delay any request for cancellation of the order by the consumer shall be granted, irrespective of whether the consumer has been informed of the delay, and the deposit, if any, shall be refunded as per our cancellation policy described at the time of purchase. (Hyper link for cancellation policy)

In case of non-delivery at the stipulated time

1. If it is not possible to carry out delivery, the consumer shall possess right to return the product as per our return policy; (Hyper link for return policy)

Delivery Charges

A flat rate of Rs. 80.00/- applies to all orders below Rs. 1000.00/-

Orders between Rs. 1000.00/- to Rs. 4999.00/- incur a charge of Rs. 140.00/-

Orders between Rs. 5000.00/- to Rs. 9999.00/- incur a charge of Rs. 180.00/-

Orders above Rs. 10000.00/- are subject to a delivery charge of Rs. 220.00/-

Please note that delivery charges will be added to the purchase amount and collected accordingly.

The shipments are in perfect condition when the carrier takes possession of the same. By signing "received" on the delivery note, the recipient(s) acknowledges that the order was received in satisfactory condition. Do not sign in the event of damages or product shortages. Hidden damages discovered after the carrier has left and all other discrepancies must be notified within twenty-four (24) hours of receipt of shipment. Failure to notify WeRMore for any shipping discrepancy or damage within twenty-four (24) hours of receipt of the shipment will cancel Customer / Independent Distributor(s) right to request a correction and shall be considered deemed acceptance of the products.

Transit Risk

Company takes upon the liability in case of any risk involved in the transit of product. The shipments are in perfect condition when the carrier takes possession of the same. By signing "received" on the delivery note, the recipient(s) acknowledges that the order was received in satisfactory condition. Do not sign in the event of damages or product shortages. Hidden damages discovered after the carrier has left and all other discrepancies must be notified within twenty-four (24) hours of receipt of shipment. Failure to notify the company for any shipping discrepancy or damage within twenty-four (24) hours of receipt of the shipment will cancel Customer / Independent Distributor(s) right to request a correction and shall be considered deemed acceptance of the products.

Shipment and Tracking Details

We will send you an email / SMS regarding the shipment of your order on your registered mobile number and E-mail Id as soon as the items are handed over to the Courier. These alerts E-mail / SMS will contain the tracking number and courier company website details along with expected date of delivery.

Tracking numbers for orders shipped might take upon 24 business hours to become active on the website of the respective courier company. If the order gets delayed by any of the reason, we will send you a separate intimation informing about the same.

Incorrect or Incomplete Address

Orders raised with incomplete addresses: We will inform the consumer on his / her registered contact details within 24 hours for completing the address and then, we will dispatch the product on consumer given address.

Note: Company shall not be considered liable for any delay on account of incomplete address.

Packing method

All products are first put in corrugated box, and then they are poly wrapped for the purpose of delivery.

Lost in transit

If a shipment is lost in transit, we shall wait for 15 days and then we will make another attempt for shipping the order. However, you have a right to cancel the order and you need to intimate us with regard to same.

Method of delivering courier

Delivery of goods shall be made to the consumer either through courier/logistics or through Franchisee Store / Independent Distributor. The status of completion of delivery shall be considered done in the following manner:

1. Through Courier / Logistics – After getting physical sign of the customer or after verification of OTP acknowledgement sent to the customer.
2. Through Franchisee Store / Independent Distributor – After receiving OTP from the registered mobile number.

Order Delivery Timelines

Company is committed to ensure that the delivery of goods shall take place within 7 days.

However, in line with the government guidelines in response to the State, delays might be experienced under certain circumstances. Upon the successful placing of the order, the end user will receive a unique tracking identity number through e-mail and SMS. Then the concerned user may use the tracking number for the purpose of checking the status of the purchased products and the expected date of delivery.

Accepted --> Processing --> Shipped --> In Transit --> Delivered

A maximum of 3 (Three) attempts shall be made to deliver order to the end user. If the user continues to remain unavailable after 3 (Three) attempts, the Company reserves the right for cancelling the order at its sole discretion, while making ensure that the purchased products is delivered to the consumer in the timely manner, delivery may be delayed on account of:

- Unsuitable weather condition
- Political disruptions, strikes, employee lock-outs, govt. directed lockdowns
- Acts of God such as floods, earthquakes, etc.
- Other unforeseen circumstances

Notification of Changes

We keep our Shipping and Delivery Policy under regular review to make sure it is up to date and accurate. Any changes we may make to this Policy in the future will be posted on this page. We recommend that you re-visit this page regularly to check for any updates.

For any additional questions or support, contact our customer support team at info@wermoresolutions.com or +91 8657626265.

Governing Law

Any dispute(s) between Customer / Independent Distributor or its nominee(s) and Company, arising from this Policy, shall be referred to the sole arbitrator (appointed by the company) and same shall be adjudicated by such Arbitrator as per provisions of Arbitration Conciliation Act, 1996. However, all proceedings shall come within the jurisdiction of district courts in **Thane (Maharashtra, India)** only and such arbitration proceedings shall be held in district courts of **Thane (Maharashtra, India)** only. The final decision of the Arbitrator would be binding upon both the parties. Any breach of this covenant by the Customer / Independent Distributor will make him liable for damages and legal costs to the company.