

BRIGHTFUTURE LIFECARE PRIVATE LIMITED

Regd. Office: Property No. - D1, 1st Floor, Khasra No. -196, East Vinod Nagar, DELHI-110091
Website-www.brightyourfutures.in Email id- support@brightyourfutures.in Landline- 01762 527567

BUY BACK / EXCHANGE / REFUND POLICY

At M/S Brightfuture Lifecare Pvt Ltd (Hereinafter referred as Direct selling entity), it's our passion and mission to ensure highest quality of our products to the satisfaction of a consumer. However, at times in-spite of our best efforts it doesn't meet your desired expectations and If for any reason you are not completely satisfied with the product, you may return it within Thirty days' from the date of receipt of the product provided you have notified your intention within one week from the date of receipt of the goods at your end by either calling us at 9105344045 or email at: customercare@brightyourfutures.in

The buyback / refund policy is applicable only for products in saleable condition, and partially used product (not exceeding 30% of the total volume of the product) only if accompanied with an invoice. If at all a product is observed to have been intentionally damaged or misused the buyback / refund warranty stands void. It is obligatory upon our Consumers to exercise the Product Buyback & Refund Policy in fairness.

Buyback / Refund Policy:

1. If the product is in marketable* condition and is returned within 30 days of receipt of goods accompanied by the original invoice, 100% of the amount as refund will be given.
2. If the product is in Unmarketable** condition and is returned within 30 days of receipt of goods refund value will be assessed by Grievance Redressal Officer and appropriate value will be given.

*Marketable refers to products that are unopened, sealed and undamaged in any form whatsoever.

**Unmarketable products are those which have been opened and its seal broken.

Exchange

If you need to exchange an unopened, un-sealed and undamaged or unused product you may need to return it to the Direct Selling entity with the original invoice. In such a case, the Consumer can exchange the products from the Direct Selling entity within 30 days from the date of receipt of goods and must submit the following at the time of exchange and help us in our services:

- Product Return Form
- Copy of receipt of goods
- Products in original packing and marketable condition
- Your exchangeable product can be changed/replaced with equally or higher priced product and on payment of differential amount.
- In such a case you will have to bear the cost of shipping the product to the entity's Godown / Franchisee's Godown or Pickup Centre, as the case may be or as directed by the entity

BRIGHTFUTURE LIFECARE PVT. LTD.


**Nodal Officer
(Ravi Sharma)**