



## **RETURN TO ORIGIN (“RTO”) POLICY**

Honestly Progrestart Marketing Pvt. Ltd. (“**Company / We**”) would like to thank you for being associated and shopping with us at our website tissakart.com, mobile and tablet applications (hereinafter referred to as the (“**Platforms**”).

We believe in providing effective and efficient consumer experience to our Independent Distributors (“**You/you**”). We are striving to make every purchase special by delivering the same on time and provide consumer friendly after sale services. To make our independent distributors happier, we have 30 days’ ‘Return and Refund Policy’ in place which is available throughout our Platforms.

On the other side, we are compelled to experience misutilization of resources in conducting reverse logistics due to several reasons solely attributable to the conduct of Independent Distributors. This Policy describes the prevailing conditions in respect of all undelivered consignments and issue of coupons corresponding to said orders.

Please note, any / all claims against undelivered consignments and corresponding refunds shall be dealt strictly according to the provisions this **Return to Origin Policy (“Policy”)**.

### **1. APPLICABILITY**

1.1. The Independent Distributor are expected to make themselves available for the delivery and accept all deliveries of the products ordered by them. This Policy will be applicable where:

- (a) The consignee refused to accept the consignment;
- (b) The courier partner fails to reach out to the consignee due to incomplete address or wrong contact details;
- (c) The courier partner fails to deliver the consignment as per Clause 2.3;
- (d) The Company fails to connect with the purchaser on the contact numbers given by them in its efforts to deliver the consignment.

1.2. You are requested to peruse and understand the terms of this Policy. If you do not agree to the terms contained in this Policy, then you are advised to leave forthwith and stop using the Platforms.

### **2. PROCESS FLOW**

2.1 The terms contained in this Policy shall be accepted without modification and you agree to be bound by the terms contained herein before initiating any purchase of Product(s) on the Platforms.

2.2 Upon placing order and once the product is dispatched from our assigned warehouse, it will take approximately 7-10 business days depending on the delivery location.

2.3 Our courier partners will ensure to attempt at least 3 times to make successful delivery for your consignment. All 3 attempts for delivery will be made within 10 days of reaching courier hub.

2.4 In case of non-delivery due to any reason whatsoever, you will be communicated via Calls, email and SMS on the contact details used by you at the time of placing the order with the Company within 10 days from the date of dispatch.

2.5 Even after making the aforesaid efforts, the courier partners fail to deliver the consignment to you, it will become eligible for Return to Origin (RTO) and the courier partner will return the undelivered consignment to our assigned warehouse.

2.6 The Company shall not entertain any request for re-ship the same order once the consignment become eligible for RTO and the said order shall automatically be cancelled. Thereafter, the Independent Distributor may order the products as per their choice which are available on the Platform at the time of re-ordering by using the Coupon issued to them.

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### 3. CONSEQUENCES OF RTO

3.1 After final 3<sup>rd</sup> attempt from courier partner if the shipment still remains undelivered, you will be issued a coupon equivalent to the amount paid towards the order less amount of freight, GST if any. You will receive information on credit of Coupons on your 'email ID and mobile number', registered with us. Please note, freight charges will be extra and non-refundable.

3.2 The coupon will be available in your Admin panel which you may use in your subsequent shopping throughout our Platforms. However, no business incentives shall be payable on subsequent purchases made on the Platforms using the Coupons issued to you against such RTO orders.

3.3 The Coupon can be used multiple times until any amount remains therein and shall be valid for One year from the date of issue or such other time period as may be communicated by the Company. However, such coupon can't be clubbed with any other payment mode. Freight charges will be applicable on subsequent orders and shall not be refundable.

3.4 In case of more than one RTO case against any specific independent distributor, their account shall become ineligible for further business incentives at the sole discretion of the Company.

3.5 Any further shopping of the products using the Coupons issued to the distributor if again returned due to the reasons explained under clause 1, the same process as stated in clause 2 will be followed. Any amount paid towards freight shall not be eligible for coupon credit.

3.6 You may also raise request for refund of your amount against the shipment returned, if you raise refund request with the Customer Care **within 30 days from the date of purchase**. In such case, the coupon will be cancelled, TSID will be blocked for future shopping and amount of refund (excluding freight) shall be processed within 7 business days after receiving stock purchased at the warehouse of the company subject to the goods returned verifying with the original invoice, to the same account / credit or debit card, used to place the order with us, subject to applicable charges as your bank may deduct.

3.7 Any request raised after the expiry of 30 days from the date of purchase shall not be eligible for refund. However, coupon will be available as per Clause 3.4.

### 4. APPLICABILITY OF OTHER POLICIES

4.1 This Policy shall be governed coherent and in addition to other existing policies, code of ethics and terms and conditions, of the Company.

4.2 After taking delivery of your order, in case you are unhappy with the product or having any other genuine grievance, you may seek specific relief under 30 days' Return and Refund Policy of the Company. Please refer the Return and Refund policy for more details

4.3 Any order placed by using the Coupon shall also qualify for our 30 days' Return and Refund policy.

### 5. DISCRETION OF THE COMPANY

5.1 The Company reserves its right to change the Policy at any time without notice. To make sure you are aware of any changes, please make sure to visit our website and review the policy on periodical basis.

### 6. JURISDICTION



6.1 Any dispute or difference arise on account of any matter under this Policy or in relation to interpretation of the provisions of this Policy shall be governed by the provisions of Indian laws and Bhopal court shall have the exclusive jurisdiction to entertain the same.

