



Address:

N.B. Apartment, First Floor, Block 2,
Holding No. 13/A, Station Road (Nalta),
Kolkata, West bengal, India 700079

Email:

info@myehpl.com

Phone:

1800 3137 879

**ENROOTS HORIZON
PRIVATE LIMITED**

RETURNS & CANCELLATION POLICY

Our Company focuses completely on our customer's/Direct seller's satisfaction. In case of any dissatisfaction, manufacturing or packaging defect, customers/Direct sellers can return/exchange the product.

Following products shall not be eligible for return or replacement.

- Damages occurred due to misuse of product;
- Products with missing tags and invoice
- Incidental damage due to malfunctioning of product;
- Products with tampered or missing serial/UPC numbers;
- Any damage/defect which are not covered under the manufacturer's warranty;
- If garments are used, altered, washed, soiled or damaged in any way.

Exchange:

Your order will be exchanged for a new identical product of a different size or color in the case of garments. Your product will be eligible for exchange if deficiency reported within 24 hours of receipt of product.

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Return:

To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging. The customers/Brand Partners must return the products to the Brand Partner /Company from whom they had purchased the same, within 30 days (10 days in case of garments) from the date of purchase. They have to provide a reason and return the said products. In case the customer returns the product, it is the Direct seller's obligation to satisfy the customer's need for money refund or replacements of products.

The Company will accept the return if the Customer/Direct seller does not want the same products, the Company will credit the refund amount in the user account of respective customer/Direct seller, which can be used by the Customer/Direct seller for purchasing products of their choice or the user can request for refund to the original method of payment.

At the time of request for return, the following documents need to be provided:

- Return request with genuine reason for return
- Pictures of product and packaging
- Copy of Invoice

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CANCELLATION POLICY

In case of dissatisfaction or some other reasons customer feels like cancelling the order placed then they have full liberty to cancel their product order. Our Policy for the cancellation and refund will be as follows:

Confirmed/placed orders can be cancelled only before shipment/dispatch. For Cancellation of confirmed/placed order, user can request cancellation from his/her user account or please contact us on write to us at support@myehpl.com

In case the product is shipped/dispatched, then above stated exchange/return policy need to be followed Requests received later than 5 business days prior to the end of the current business month will be treated as cancellation for the next business month.

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Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval of your refund & it will take 5 to 7 business days timeline for refund processing.

In case your cancellation is approved, the Company will transfer the 100% entire refund amount in the user account of respective customer/Direct seller, which can be used by the Customer/Direct seller for purchasing products of their choice or the user can request for refund to the original method of payment.

In case of return of products, the Company will transfer the refund amount (after deducting cost of return shipping and other charges for refund) in the user account of respective customer/Direct seller, which can be used by the Customer/Direct seller for purchasing products of their choice or the user can request for refund to the original method of payment.

Non-Receiving of the Refunds:

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, Please contact us at support@myehpl.com

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Shipping

In case of manufacturing defect or delivered product is different from order product, we will exchange the product without charging return shipping cost. In case of return, you will be responsible for paying for return shipping costs. On approval, your refund will be credited after deducting cost of return shipping and other charges for refund.

Buy Back Policy

The Company provides a Buy Back Policy to the Direct sellers who wishes to resign from his/her Direct seller ship and return any Enroots Horizon products that are in good condition, useable, resale-able, restock-able, unopened, unaltered and must have a shelf life of at least 1 year.

If the Direct seller resigns within 30 days from the purchase of the products, Enroots Horizon shall provide a full refund for the products to the Direct seller and the amount refunded will be equal to Direct seller cost of the products being returned, After deducting total incentive paid out by the Company on the original purchase.

If the Direct seller resigns from his/her Direct seller ship after the expiry of 30 days from the date of purchase of products from Enroots Horizon , the amount refunded will be equal to direct seller cost of the products being returned, less total bonus/ incentives paid out by the Company on the original purchase and less 10% service charge.

The Buy Back policy is designed to impose upon the sponsor and the Company. The obligation to ensure that the Direct seller is buying products wisely.