



### **Terms & conditions:-**

1. Interest@ 18% per annum will be charged on bills not paid within 14 days. Since all online is 100% advance.
2. All disputes subject to chennai jurisdiction.
3. Our responsibility for the goods ceases once it leaves our go-down.
4. Goods once sold will not be taken back or exchanged with certain exceptions.
5. We are not liable for any temperature sensitive or base/catalyst products or any consequential damages which may arise during the course of usage of materials.
6. In case of any damage or shortage in the invoice it should be reported immediately within 7 days from the date of receipt in case of delay our company will not be responsible.
7. All returns are subject to approval & restocking charges of 12%
8. Special prices or offers are valid only for stipulated period and availability of stocks.
9. Prices are inclusive of **Vat**. The company reserves the right to amend the prices without prior notice.

### **Terms of sale:-**

#### **Payments:**

Payment is required in advance or against the delivery of goods.

We accept payments through **Credit Or Debit Cards Or Net Banking.**

The payment will be refunded through **Cheque**, if the Ordered Product is not available in Stock.

## **Return policy:-**

### **Returns & replacements:-**

1. All returns are subject to approval and restocking charges of 12%
2. Any items sold under **Offers & Schemes** cannot be taken back under any circumstances.
3. Items under special offer are available till stocks lasts.
4. **General** products can be exchanged with additional freight charges whereas the freight & other charges will not be refunded, shipping charges will apply on all returns.
5. **Return /Exchange Of Speciality** products like **Handpieces, Equipments, Spare Parts** are strictly not accepted.
6. Special orders and custom products are excluded from exchange.
7. Exchange of goods will be encouraged only if the items are wrongly sent.
8. In all case the costs of returning the goods will be carried by the customer, whereby vijai dental reserves the right to raise an extra charge for processing costs.
9. Intact and unopened material will only be exchanged by vijai dental within 14 days after receipt of goods on request of the customer.
10. Equipments which have been in use or of which the packaging is damaged, are generally excluded from exchange.
11. Faulty Equipments have to be sent back to vijai dental for repair. All costs will have to be charged to the customer except in an event of warranty.
12. All returns must be accompanied by a copy of your invoice and a reason for the return.

The following conditions must be complied with:

### **Exceptions:**

the following special, customized, or government-regulated items are not returnable:

- Opened handpieces, small equipment, and custom-ordered equipment
- Special order items (products that we do not ordinarily stock)
- Controlled substances
- Hazardous materials
- Expired products
- Items that cannot be returned to the manufacturer
- Any item marked non-re turnable

### **Warranty / Guarantee:-**

Warranty as per the manufacturer's norms.

### **Shipping policy:-**

1. Delivery period is within 30 working days on receipt of confirmed order by courier, speed post or transport.
2. Heavy goods will be sent only through transport in the event of bulk orders, equipments etc.
3. The area under which the courier service is not available across india it will be sent through speed post.
4. Shortages or errors in shipments must be reported within seven (7) days of invoice date to issue credit (if applicable).
5. For air transit, certain products are restricted as it will come under Dangerous Goods Classification so those products will be sent through surface transit only.

### **Time period for delivery:-**

#### **Surface transit:**

South india: it would take above 2 to 3 days to reach the destination

North India: It would take above 7 days – 10 days to reach the destination.

#### **Air transit:-**

South India: It would take above 1 – 2days to reach the destination

North India: It would take above 1-4 days to reach the destination

#### **Transport:-**

South India: It would take above 2-3 days.

North India: It would take above 8 – 15 days

The shipping charges may vary according to the transit types.

For transport: Only TO-PAY basis , godown delivery is available, hence the customer is responsible to bear the charges. Also door delivery option is available for Select city, town in India.

**Note: The freight is calculated based on the total weight of the products selected in the shopping cart.**

## **Privacy Policy:-**

The privacy policy below identifies what information we collect, and for what purposes, how we use and safeguard your information

We recognize the importance of our customers' privacy. We believe that privacy is an issue of trust and strive to manage your personal information in a fair and respectful manner.

## **Information We Collect:-**

We collect personal information about you to deliver the products and services requested and to help improve your experience on [www.vijaidental.com](http://www.vijaidental.com) . We limit the amount of personal information collected to that required to support our specific purpose in requesting it. The following are some examples of the ways in which we may collect information from you.

- ✓ Billing address
- ✓ Shipping address
- ✓ Email address
- ✓ Mobile number
- ✓ Payment card

## **Information We Use:-**

Vijai dental uses your information to offer and provide you with products and services and to support our core business functions. These includes:

- To fulfill your requests for products and communicate with you about those requests.
- Logging in our account by providing user id and secure password.
- To provide customer service and to alert you to product information, including recalls.
- To help us improve and customize our service offerings, websites and marketing.
- To send you information about our products, services and promotions.
- To protect the security or integrity of our vijaidental.com and our business.

**Information Security:-**

We protect the payment card information we collect during transactions. We constantly strive to comply with industry standards that require safeguards for handling and securing customer information.

**Changes To This Privacy Policy:-**

We may update this privacy policy at any time, with or without prior notice