



# **NAVIGATOR MULTICARE PRIVATE LIMITED**

**CIN:U47890GJ2023PTC142349**

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## **SHIPPING POLICY**

Orders may be placed online on website of NAVIGATOR MULTICARE PRIVATE LIMITED (Hereinafter referred to as "NAVIGATOR") at: [www.navigatormpl.com](http://www.navigatormpl.com) or picked up from NAVIGATOR's office and / or from any of the franchisee outlet of NAVIGATOR MULTICARE PRIVATE LIMITED. Details are given below:

### **PICKUP FROM OFFICE OR FRANCHISEE OUTLET:**

Pickup orders can be placed at any of the outlet. Payment options for Pickup Orders can be Payment Gateway, Cash, Demand Draft, Credit Card and Debit Card.

Pickup hours for all Outlets are:

- Monday to Friday 10:00 a.m. – 06:00 p.m.
- Saturday 10:00 a.m. – 01:30 p.m.
- Sunday (Closed)

Please refer to website: [www.navigatormpl.com](http://www.navigatormpl.com) or for any latest updates and future information.

### **HOME DELIVERY**

Home Delivery orders can be placed for providing easy access & convenience on website: [www.navigatormpl.com](http://www.navigatormpl.com) or by placing the order at office/ franchisee office.

Payment:

Payment mode options for these orders can be:

- Orders placed at Office: Cash, Debit Card or Credit Card, Other Online Payments through Wallets
- Online orders: Credit Card, Debit Card, Net Banking or Account Transfers through RTGS, NEFT or IMPS, Other Online Payments through Wallets

#### Home Delivery Orders Delivery fees:

Please refer to the website: [www.navigatormpl.com](http://www.navigatormpl.com) or for more details on Delivery fees for the orders placed on: [www.navigatormpl.com](http://www.navigatormpl.com) 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 NAVIGATOR for any shipping discrepancy or damage within twenty-four (24) hours of receipt of the shipment will cancel Direct Seller(s) right to request a correction and shall be considered deemed acceptance of the products.

Orders placed are typically shipped the very next business day. Orders placed on Saturday after 2.30 pm will be shipped on the following Monday. Delivery time will vary according to the location of Customer/Direct Seller(s). The average time for delivery is between 2 – 7 days. Delivery of products may not happen on Sundays or on major holidays as per the policy of the delivery partner.

#### Delivery of the Product

- There are various delivery models for delivery of purchased Product to the Customers/Direct Sellers, as decided by NAVIGATOR The risk of any damage, loss or deterioration of the Products during the course of delivery or during transit shall be on NAVIGATOR MULTICARE PRIVATE LIMITED and not on the Customer/Direct Sellers. NAVIGATOR represents and warrants that the products being delivered are not faulty and are exactly those products which are listed and

advertised on the website and purchased by the Customer/Direct Sellers and meet all descriptions and specifications as provided on the Website: [www.navigatormpl.com](http://www.navigatormpl.com).

- Customer/Direct Sellers shipping address; pin code will be verified with the database of Website before they proceed to pay for their purchase. In the event order is not serviceable by logistic service providers or the delivery address is not located in an area that is covered under the order confirmation form, Customer/Direct Sellers may provide an alternate shipping address on which the Product can be delivered by the logistics service provider.
- Please note that there is no guaranteed dispatch time and any information about the dispatch should not be relied upon as such. Therefore, time is not the essence of the bi-partite contract between the Customer/Direct Seller and NAVIGATOR for purchase and sale of product on or through the Website: [www.navigatormpl.com](http://www.navigatormpl.com) or However, the product shall not be delivered to the Customer/ Direct Seller unless he / she make the full and final payment for NAVIGATOR Products.
- Customer/Direct Seller shall be bound to take delivery of the Products purchased by him / her that are said to be in a deliverable state. Where Customer/Direct Seller neglects or refuses to accept the delivery of the Products ordered by him / her, the Customer/Direct Seller may be liable to NAVIGATOR for such non-acceptance. NAVIGATOR at its own discretion may call up the Customer/Direct Seller to evaluate the reason of non-acceptance of the product. The decision of NAVIGATOR would be final and binding on whether to redeliver or process refund as per the refund policy.
- The title in the products and other rights and interest in the products shall directly pass on to the Customer/Direct Seller from NAVIGATOR upon delivery of such Product and upon full payment of price of the Product. Upon delivery, the Customer/Direct Seller is deemed to have accepted the Products. The risk of loss shall pass on to the Customer/Direct Seller upon delivery of Product.
- Before accepting delivery of any Product, the Customer/Direct Seller shall reasonably ensure that the Product's packaging is not damaged or tampered.

#### Governing Law

- Any dispute(s) between Customer/ Direct Sellers or its nominee(s) and NAVIGATOR, arising from this Policy, shall be referred to the sole arbitrator (appointed by NAVIGATOR) 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 Gujarat only and such arbitration proceedings shall be held in district courts of Gujarat only. The final decision of the Arbitrator would be binding upon both the parties. Any breach of this covenant by the Customer/Direct Seller will make him liable for damages and legal costs to the NAVIGATOR.