

# NHTC (I) PVT. LTD. SHIPPING AND DELIVERY POLICY



- NHTC India Pvt. Ltd and [www.india.nhtglobal.com](http://www.india.nhtglobal.com) herein, is further referred to as NHT Global in this document. All Members/Distributors & Retail/Preferred Customer are further referred to as “customer” in this document.
- All Products purchased from the Website ‘www.nhtglobal.com’ shall be delivered to the by ‘NHTC India Pvt. Ltd.’ on behalf of the respective sellers, through its empaneled third-party logistics service provider. All deliveries where applicable shall be made on a best efforts’ basis, and while the Website will endeavor to deliver the Products on the dates intimated, the Website disclaims any claims or liabilities arising from any delay in this regard.
- Customer is required to report to NHT Global in case of any delay in the delivery of the products or damage to the product in transit due to mishandling by the logistics service provider.
- The logistics service provider supported by NHT Global will make a maximum of three attempts to deliver your order. In case the Customer is not reachable or does not accept delivery of products in these attempts then NHT Global reserves the right to cancel the order(s) at its discretion.
- On placing your order, you will receive an email containing a summary of the order.
- A Customer can track their shipments by entering tracking number in the tracking URL available on “Order History” page in Member’s backoffice.
- Sometimes, delivery may take longer due to inter alia:
  - Bad weather
  - Flight delays
  - Political disruptions
  - Other unforeseen circumstances
- In the event of any delay, NHT Global may, at its sole discretion, intimate the Customer regarding such delay.
- Where there is a likelihood of delay in delivery of the Products, the Customer may be notified of the same from time to time. However, no refunds may be claimed by the for any delay in delivery of the Products, which was caused due to reasons beyond the control of the Website and/or the Seller.
- However, in case where a damage has been caused to the Products ordered, the NHT Global shall replace the products as per the NHT Global’s replacement policy as may be indicated on the Website along with the Product.
- No deliveries of the Products shall be made outside the territorial boundaries of India.
- In case a Customer purchases multiple Products in one transaction, NHT Global may deliver the same together. However, this may not always be possible and shall be subject to availability of stock for some products.
- If a Customer wishes to get delivery to different addresses, then the Customer shall be required to provide separate shipping addresses for each transaction, as may be required. The Customer agrees that the delivery can be made to the person who is present at the shipping address provided by the Customer.
- NHT Global shall not compensate for any mental agony caused due to delay in delivery. The Customers can cancel the order at any moment of time even if the delivery time exceeds the expected delivery time. NHT Global shall try to hold the delivery depending on the location and status of the shipment. In case if NHT Global is unable to hold the shipment in transit and it gets delivered to the Customer, then customer should not accept the delivery of shipment.
- The Customers will be refunded back the revised price of the product/package in the registered bank account, after the order is successfully cancelled as per standard refunds and returns policy.