

Welcome to PRISMOS BEAUTY!

This website is operated and owned by **Sriroop Cosmeceuticals LLP**. Throughout this document, the terms "We," "Us," "Our," or "Business" refer to **Prismos Beauty** and **Sriroop Cosmeceuticals LLP**. The terms "Visitor" and "User" refer to individuals accessing the website.

This page outlines the Terms and Conditions governing your visit to this website ("Website"). By accessing or using the website, you acknowledge, without limitation or qualification, that you are bound by these Terms of Use and Policies, whether or not you have read them. **If you do not agree to these Terms and Conditions, we kindly request you to exit this site.** Please note that we reserve the right to modify these terms and conditions at any time without prior notice, and it is your responsibility to review them regularly.

WORKING HOURS

Our operational hours are from **Monday to Saturday, from 10:00 am to 6:30 pm**. Please note that we are closed on all Sundays and government holidays.

1. Security breach -

You are strictly prohibited from engaging in the following activities that violate the security of the website

- Unauthorized access to data or logging into servers or accounts,
- Attempting to identify vulnerabilities or breach security measures without proper authorization,
- Disrupting service to other users or networks through activities such as sending viruses, overloading, spamming, or crashing, Sending unsolicited emails, including promotional material,
- Falsifying email headers or any part of header information. Any violations of system or network security may result in civil or criminal liability. Additionally, actions that threaten India's unity, integrity, defence, security, or sovereignty, public order, or incite criminal offences are strictly prohibited.

2. Only persons who can enter into legally binding contracts under the Indian Contract Act, 1872 can use the Website and/or transact on the Website.

You must be 16 years of age or older to use the Website or the App.

(OR)

Minors under the age of majority(below 18yrs) but that are at least 16 years of age are only permitted to use the Website or the App if the minor's(below the age of 16yrs) parent or guardian accepts these Terms of Use on the minor's(below the age of 16yrs) behalf prior to use of the applicable Website or App.

(OR)

Children under the age of 13 are not permitted to use the Websites or the Apps. Also, you may not use or access the Website or the App if you are a Prohibited Person.

(OR)

Only persons who can enter into legally binding contract under the Indian Contract Act, 1872 can use the Website and/or transact on the Website. Any minor who wishes to use or access the Website is required to conduct such a transaction through their legal guardian or parents. If you represent a company, partnership firm or sole proprietorship, you shall be eligible to access and use the Website to conduct the transactions on its behalf only if you have been duly authorised by way of necessary corporate action, as may be prescribed statutorily and/or under the charter documents of such entity

3. Cessation of operation(s) - The company may change, suspend or discontinue the availability of any of the products at any time, without any notice or liability and also, reserves the right, with or without notice to reduce the quantity of any products- that may be provided to you/ available on website.

4. Proprietary Rights –

- All the brand names owned and licensed to the company are exclusive property of the company, its affiliates, partners or licensors(Prismos beauty)
- The company has the proprietary rights and trade secrets in the products, you shall not copy, reproduce, modify, duplicate, re-publish, re-sell or re-distribute any product manufactured and/or distributed by the company in whole or in part or in any other form whatsoever.
- The company also has rights to all trademarks, trade dress and specific layouts of this webpage including without limitation.....
- The trademarks displayed on the website whether registered or unregistered are the Intellectual Property of the company.

5. THIS DOCUMENT IS AN ELECTRONIC RECORD IN TERMS OF INFORMATION TECHNOLOGY ACT, 2000 (“IT ACT”) AND RULES ISSUED THEREUNDER, AS APPLICABLE AND THE PROVISIONS PERTAINING TO ELECTRONIC RECORDS IN VARIOUS STATUTES AS AMENDED BY THE IT ACT AND IS PUBLISHED IN ACCORDANCE WITH THE PROVISIONS OF APPLICABLE LAWS, INCLUDING THE CONSUMER PROTECTION (E-COMMERCE) RULES 2020, THAT REQUIRE PUBLISHING THE RULES AND REGULATIONS, PRIVACY POLICY AND TERMS AND CONDITIONS FOR ACCESS OR USAGE OF THE WEBSITE. THIS ELECTRONIC RECORD IS GENERATED BY A COMPUTER SYSTEM AND DOES NOT REQUIRE ANY PHYSICAL OR DIGITAL SIGNATURES.

6. We make no representations or warranties of any kind whatsoever, express or implied, in connection with these terms and conditions or the site, including but not limited to warranties of merchantability, non-infringement or fitness for a particular purpose, except to the extent such representations and warranties are not legally excludable.

You agree that, to the fullest extent permitted by applicable law, we will not be held responsible or liable (whether in contract, tort (including negligence) or otherwise), under any circumstances, for any

- i.** any inaccuracies or omissions in content or
- ii.** events beyond our reasonable control.
- iii.** access delays or access interruptions to the site;
- iv.** data non-delivery, mis-delivery, corruption, destruction or other modification;
- v.** computer viruses, system failures or malfunctions which may occur in connection with your use of the site, including during hyperlink to or from third party websites
- vi.** loss or damages of any sort incurred as a result of dealings with or the presence of off-website links on the website
- vii.** interruption of business

7. Termination:

The Company reserves the right to terminate your access to the Website if it reasonably believes, in its sole discretion, that you have breached any of the terms of this T&C. Following termination, you will not be permitted to use the Website and the Company may, in its sole discretion and without advance notice to you, cancel any outstanding orders for Products. If your access to the Website is terminated, the Company reserves the right to exercise whatever means it deems necessary to prevent the unauthorized access of the Website. This T&C will survive indefinitely, unless and until the Company chooses, in its sole discretion and without advance notice to You, to terminate it.

8. NO RETURN/NO EXCHANGE POLICY

Customers who are pregnant and customers with pre-existing conditions or known allergies are urged to review the complete ingredient list available on our website and use the products under the consultation or supervision of a qualified medical practitioner/cosmetologist/dermatologist/physician.

When can you return/ replace a product?

- Wrong product delivered
- Expired product delivered
- Damaged product delivered – Physical damage/ tampered product or packaging
- Incomplete order – missing products

Conditions for return/ replacement requests will not be accepted?

- Opened/ used/ altered products.
- Original packaging (mono cartons, labels, etc.) missing.
- The return/ replacement request is generated after 7 days from the date of delivery.
- The damaged/ missing product is reported after 2 days from the date of delivery.

Duties of the Customer:

- The Customer may be required to information's like, short description of the case (A few questions will be asked to help us understand the scenario)
- The snapshots of the packet and other boxes (If any) The photos must be legible and clearly indicate the tampered/damaged part.
- Any refund for prepaid/Cash on delivery orders will be done after the investigation. The final decision after investigation is with the company.
- Take care not dispose off the packaging for 3 - 4 days post - delivery. The Company might need to pick-up your packaging for investigation at our end.

No refunds in the following cases:

- Failure to provide adequate information about the case.
- Failure to provide snapshots of the packet and box (if any)
- Failure to raise claims within 48 hours.

How are returns processed?

Once you request to return a product, a pick up is organised for the item. Our courier partners will come to pick up the item within 5-7 business days after your return request has been received. This item is then brought back to our warehouse where it is checked by our quality control team. Once the product passes the quality control, a refund is initiated.

How will I receive the refund for my cancelled or returned product?

In case of prepaid orders, money will be returned to the bank account/ credit/debit card or where the payment was made from within 7 business working days. For Cash on Delivery orders customers will be required to provide bank details where they would like to receive the refund.

How long does it take to receive a refund for a cancelled order or returned product?

We will process your refund within 7 business days in case of cancellation of an order. In case of returns, we will refund the money after the product has been received by our warehouse and post completion of quality check. Please note, this entire process takes 2 weeks after the return has been picked up.

USE & ACCURACY OF CONTENT

We have taken all necessary precautions to ensure the accuracy of the data and information presented on this website. This includes ensuring that prices quoted are correct at the time of publication and that all products are described fairly. Please note that the weights, dimensions, and capacities provided are approximate. Efforts have been made to accurately display the colours of the products featured on the website. All logos, brands, trademarks, headings, labels, names, signatures, numerals, shapes, processes, technology, content, illustrations, designs, or any combinations thereof appearing on this site, unless otherwise noted, are the property of the business and/or its associated entities, either owned or used under licence.

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NO RETURNS/NO EXCHANGE POLICY

1. We uphold a strict **No Return - No Exchange policy** for all products sold by us, regardless of circumstances. Customers are advised to exercise due diligence in selecting the products they believe best suit their needs.
2. **PRISMOS BEAUTY** bears no responsibility for any loss or damage incurred during shipment; customers are urged to address complaints directly with their respective courier partners. In the event of damaged or incorrect products, customers must provide images and videos of the packages. Upon confirmation, the Company will raise an escalation with Logistic Partners to arrange for a refund or replacement.

* Please note that we maintain videos of every packed order, aiding in determining transit damage. Customers should be aware that our products contain organically derived ingredients, which may react to varying climatic conditions, a natural phenomenon. If there are concerns about product suitability for specific climates, customers are encouraged to contact our customer support for guidance.

3. The results of the purchased product can vary significantly from one consumer to another. Evident results may take anywhere from a minimum of one month to a maximum of seven months to manifest. These variations depend on several factors, including the consumer's self-care and maintenance routine while using the product, individual metabolism, age, and the weather conditions of the consumer's residential region. If you do not agree with these conditions, we request that you refrain from purchasing and using the product.
4. While allergic reactions to our non-toxic ingredients are rare, it is advisable to conduct a skin patch test for 24 hours before using our products. Information provided on this website is intended solely for informational purposes and does not constitute a diagnosis or treatment for any medical condition, nor does it replace the advice or care of a qualified health professional.
5. Customers who are pregnant or with pre-existing conditions or known allergies are urged to review the complete ingredient list and use the products under the consultation or supervision of a qualified medical practitioner.
6. Prismos Beauty will not assume responsibility for any deviation from this procedure. Refund claims based on product suitability or allergic reactions are not accepted. Customers are urged to thoroughly assess product suitability before purchase, as our products are non-refundable.

RESELLING:

Reselling our products without our knowledge or any valid documentation authorised by us is strictly prohibited. Any individuals found involved in resale will be subject to criminal prosecution and may incur severe legal consequences. Whether in retail or similar industries, reselling our product is expressly prohibited, and significant penalties will be enforced. Our priority is our customers, and we do not permit reselling to safeguard them from potential deception or misuse of our brand name, which could harm our brand reputation which is unacceptable.

ORDER & SHIPPING:

- **Shipping:**

We currently offer shipping services throughout India only. Unfortunately, international shipping options are not available at the moment, but we aspire to introduce them in the future.

- **Order Processing Time:**

We endeavour to process orders within **24 to 48 working hours**.

- **Shipping Duration:**

We've partnered with **NIMBUSPOST** for logistics. Once your order ships, all updates will come from them. Look out for an SMS or WhatsApp notification with your tracking number. Delivery times differ: **Cash on Delivery orders arrive in 7-10 business days**, while **Pre-paid orders take 5-7 business days**. The exact delivery time depends on your **Pin-code**. While we aim to meet your expectations, occasional delays may occur due to postal or carrier issues beyond our control.

- **Order Tracking:**

To track your order, simply log in to your account on our website using the OTP sent to your registered mobile number. Navigate to the **'MY ORDERS'** section, where you'll find the option to "Track your order." From there, you can monitor the status of your shipment. Also, you will be provided with the tracking link by Nimbuspost.

QUERIES

For any concerns regarding incorrect product deliveries, expired items, or missing products, please direct your inquiries exclusively to support@prismosbeauty.com or **call our customer service numbers: 9160355557,9160455557 within 48 hours** of the final remark on the tracking system . For questions about shipments, delays in order delivery, or items in transit for extended periods, please reach out to care@nimbuspost.com or hello@nimbuspost.com.

It's important to note that our Instagram accounts are primarily used for marketing purposes and are managed by a separate team. While we endeavour to address

concerns on social media, we strongly encourage customers to communicate issues solely through support@prismosbeauty.com. This allows us to provide thorough and timely resolutions, as each inquiry necessitates careful examination.

We aim to respond to all queries within 5 business days. However, in instances where we need to coordinate with external entities such as Payment Gateways or Courier Partners, there may be delays. Rest assured, we'll keep customers informed about the progress of their inquiries. Please understand that response times on social media platforms may be slower during weekends and holidays. While we strive to address queries promptly, we appreciate your patience during these periods.