

Terms and Conditions (*T&C) for Zandu Pure Honey 100% Money Back Guarantee*

1. Guarantee Scope and Application: This 100% Money Back Guarantee (hereinafter referred to as the "Guarantee") applies exclusively to honey products sold under the "Zandu Pure Honey" brand (hereinafter referred to as the "Product"), provided that such products are purchased from an authorized seller with a proper invoice.

2. Conditions for Claiming the Guarantee: The Guarantee shall be applicable only under the following conditions being fulfilled cumulatively:

2.1. Test Report Requirement: A test report must be obtained from a National Accreditation Board for Testing and Calibration Laboratories (NABL)-accredited laboratory, clearly indicating adulteration of the Product.

2.2. Authorized Purchase: The Product must have been purchased from an authorized seller. The claimant must furnish the actual invoice/bill of purchase, irrespective of whether the purchase was made from a physical outlet or online platform.

2.3. Physical Verification/Authenticity/Genuine Product of Emami Ltd. ("Company"): The product must be a genuine Zandu Pure Honey product. Claims related to counterfeit products will not be entertained. Physical pack must be submitted to the Company to ascertain its authenticity by the Company. The decision of the Company shall be final and binding.

2.4. Product Expiry: The Product must be within its expiry period at the date of testing. Claims related to products past their expiry date will be considered invalid.

3. Claim Procedure: To initiate a claim under this Guarantee, the following procedures shall be followed:

3.1. Submission of Evidence: Submit the NABL-accredited lab original test report, sample in original pack, the original purchase invoice, and any additional proof of purchase if required, to our Customer Care department at the Head Office of Emami Limited situated at 687, Anandapur, EM Bypass, Kolkata-700107. In addition to physical mail, documents can also be e-mailed to customercare@emamigroup.com. All documentation must clearly indicate compliance with the conditions outlined in point 2 of the T&C.

3.2. Verification Process: Upon receipt of the claim, Emami Ltd. reserves the right to verify the authenticity of the submitted documents and the claim itself by the testing of sample/control sample. This may include contacting the NABL-accredited laboratory for confirmation and cross-checking the purchase details with the authorized dealer.

3.3. Decision and Refund: Once the claim is verified and deemed valid, Emami Ltd. will process the refund to the customer. The reimbursement will be equivalent to the purchase value of the Product as indicated on the invoice/bill of purchase.

4. Reservation of Rights: These terms and conditions may be changed and/or modified at any time whatsoever at the sole discretion of Emami Limited.

5. Disclaimer: The company shall not be liable under any circumstances whatsoever towards any loss or damage or expenses or cost or any third party liability, whether directly or indirectly suffered by the claimant, arising out of or in relation to the Guarantee or any action and/or inaction in connection with the said Guarantee as the case may be.

6. Jurisdiction: Any disputes, controversies and conflict arising out of the Guarantee, shall be subject to the exclusive jurisdiction of courts situated in Kolkata, India.