

HAVEN LIFE CARE PRIVATE LIMITED

(Registered Office: HO 179-E Soghra College, Biharsharif, Nalanda- 803101, Bihar, India)

Name & Address of Pick-up

Store/Franchisee _____

PURCHASE ORDER FORM BY A CONSUMER

No. 00000

Dated: _____

I _____ have read the Terms and conditions stated overleaf to which I fully agree and place the purchase order for the products as under:

<u>Sr No.</u>	<u>Name of Product</u>	<u>M R P (Rs)</u>	<u>Discounted Price (Rs)</u>	<u>Quantity/ Unit</u>	<u>Amount</u>	<u>Cash-back (If Applicable)</u>
<u>GRAND TOTAL</u>						

Signatures of the
Consumer

REMARKS

- 1) Delivery taken by hand vide Invoice No. _____ signatures _____)
- 2) Products shipped vide _____ (Name of Courier/Transport)
Receipt No. _____ dated _____
- 3) Payment received in cash/Bank (UTR No. _____)

Signatures

TERMS & CONDITIONS FOR PURCHASE ORDER BY A CONSUMER

1. The consumer herein declares that he/she has voluntarily, without any coercion, placed order overleaf, online/digitally or personally, for purchasing the products being marketed by M/s Haven Life Care Private Limited (hereinafter referred to as “Haven Life Care”).
2. The consumer herein assures that he/she has visited the website: www.ourhavengroup.com and asserted itself with the products and all relevant information thereto.
3. The Haven Life Care herein assures to the consumer that it has employed sufficient measures to safeguard the data provided by it and the same is displayed on its website: www.ourhavengroup.com.
4. The Haven Life Care also assures the consumer that it has well defined Buy-back and refund policy and mechanism displayed on its website: www.ourhavengroup.com.
5. The Haven Life Care also assures the consumer that it has a well-defined “Grievance redressal mechanism” displayed on its website: www.ourhavengroup.com. The remedial measures available to the consumer are:
 - Acknowledgement and Resolution of complaint by the Haven Life Care ’s customer care Cell within 48 hours of the time the complaint it receives at its end
 - Within 30 day’s from the date of receipt of the complaint at its end by the Grievance Redressal Officer particulars of whom are displayed on its website: www.ourhavengroup.com.
 - Thereafter, if still unsatisfied, the consumer will have to approach the National Consumer Helpline or State Consumer Helpline (NCH or SCH) of which the Haven Life Care is a convergence partner.
 - If still not satisfied with the resolution offered by NCH or SCH, as the case may be, the consumer can approach an appropriate consumer forum or consumer court.
6. These terms and conditions have been prescribed by the Haven Life Care, without prejudice, in accordance with the prevailing provisions of the Consumer Protection Act, 2019 and rules framed there under.