

# **Terms and Conditions of My DawaiWala**

## **Terms and Conditions of Service:-**

### **1. INTRODUCTION**

Welcome to My DawaiWala a unit of SwiftMeds Pharma Private Limited], an online medicine delivery service. These Terms and Conditions govern your use of our website which is [www.mydawaiwala.in](http://www.mydawaiwala.in), and services provided therein. By accessing or using our services, you agree to be bound by these Terms and Conditions. If you do not agree with any part of these terms, you may not use our services.

### **2. DEFINITIONS**

- "Company", "We", "Us", or "Our" refers to My DawaiWala,, the operator of the online medicine delivery service.
- "User", "You", or "Your" refers to the individual accessing or using our services.
- "Services" refers to the online platform, including the website and mobile application, provided by the Company for ordering and delivery of medicines.
- "Medicines" refers to pharmaceutical products available for purchase through our platform.
- "Prescription" refers to a valid medical prescription issued by a licensed healthcare professional.

### **3. REGISTRATION AND ACCOUNT**

- You must register an account with us to use our services.
- You agree to provide accurate, current, and complete information during the registration process.
- You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.
- You agree to notify us immediately of any unauthorized use of your account or any other breach of security.

### **4. ORDERING PROCESS**

- Orders for medicines can be placed through our Website or WhatsApp.
- You must provide a valid prescription for prescription medications as required by applicable laws.
- We reserve the right to refuse or cancel orders at our discretion, including orders for medications without valid prescriptions.

### **5. PAYMENT**

- Payment for orders can be made through the payment methods accepted on our platform.
- You agree to pay all fees and charges associated with your orders.
- Prices for medicines are subject to change without notice.

## **6. DELIVERY**

- We will make best efforts to deliver orders within the estimated delivery times (which is 20 mins) from the time of purchase.
- Delivery charges may apply and will be displayed during the checkout process.
- We reserve the right to limit delivery locations and to refuse delivery to certain areas.

## **7. MEDICATION SAFETY**

- We take measures to ensure the safety and quality of the medicines we deliver.
- You agree to follow the instructions provided with the medications and to seek advice from a healthcare professional if you have any questions or concerns.

## **8. PRIVACY POLICY**

- Our Privacy Policy governs the collection, use, and disclosure of your personal information. By using our services, you consent to the collection and use of your information as described in our Privacy Policy.
- To know more about our Privacy Policy, please read our Privacy Policy.

## **9. REFUND AND RETURN POLICY**

- Our Refund and Return Policy outlines the procedures for returning medications and receiving refunds.

- To know more about our Return and Refund Policy, please read our Return and Refund Policy.

## **10. INTELLECTUAL PROPERTY**

- All content and intellectual property rights on our platform are owned by or licensed to the Company.
- You may not use, reproduce, or distribute any content from our platform without our prior written consent.

## **11. LIMITATION OF LIABILITY**

- In no event shall the Company be liable for any indirect, incidental, special, consequential, or punitive damages arising out of or in connection with the use of our services.

## **12. GOVERNING LAW AND DISPUTE RESOLUTIONS**

- These Terms and Conditions shall be governed by and construed in accordance with the laws of [Jurisdiction].
- Any dispute arising out of or relating to these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of [Jurisdiction].

## **13. MODIFICATIONS AND UPDATE**

- We reserve the right to modify or update these Terms and Conditions at any time without prior notice. The latest version will be posted on our website and will be effective immediately upon posting.

## **14. TERMINATION**

- We may terminate or suspend your account and access to our services at any time, with or without cause, and without prior notice.

## **15. CONTACT US**

- If you have any questions or concerns about these Terms and Conditions, please contact us at [infodawaiwala@gmail.com](mailto:infodawaiwala@gmail.com)
- Or, contact us at given number \_\_\_\_\_

By using our services, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.