



i7 NUTRITION

FUEL YOUR WELLNESS • WEBSITE POLICIES

TERMS & CONDITIONS

Effective Date: 16 October 2026

1. About Us

i7 NUTRITION offers nutritional supplements and sports nutrition products. Our business contact details are provided at the end of this policy.

2. Product Information

We make reasonable efforts to ensure that product descriptions, ingredients, serving sizes, prices and images are accurate. Packaging, colours and appearance may vary slightly between batches. Customers should read the product label, ingredient list, directions and warnings before use.

3. Health and Supplement Disclaimer

Our supplements are intended to support nutritional needs and fitness goals. They are not intended to diagnose, treat, cure or prevent any disease unless specifically permitted under applicable law. Results may vary between individuals. Supplements are not substitutes for a balanced diet or healthy lifestyle. Consult a qualified healthcare professional before use if you are pregnant, breastfeeding, taking medication, have a medical condition or have concerns about any ingredient. Follow the recommended serving instructions and do not exceed the stated dosage.

4. Eligibility

Customers must have the legal capacity to enter into a purchase contract. Products must be used according to their labels and applicable age restrictions.

5. Pricing and Payment

All prices will be displayed in Indian Rupees (INR), unless stated otherwise. Applicable taxes, delivery charges and other fees will be disclosed before checkout. Orders are subject to payment verification and product availability. We reserve the right to correct genuine pricing or listing errors, subject to applicable law and customer rights.

6. Orders and Cancellations

An order confirmation does not necessarily guarantee dispatch. We may contact customers to verify order details or address issues affecting fulfilment. Cancellation requests may be accepted before dispatch. Orders already dispatched may be subject to the Return & Refund Policy.

7. Shipping and Delivery

Estimated delivery dates are indicative and may vary due to courier delays, weather, operational issues or circumstances beyond our control. Customers should provide a complete and accurate delivery address and contact number.

8. Returns and Refunds

Returns, replacements, cancellations and refunds are governed by our Return, Replacement & Refund Policy. Nothing in that policy excludes rights that cannot legally be excluded.

9. Intellectual Property

The i7 NUTRITION name, logos, product designs, photographs and website content may not be copied, reproduced or used commercially without appropriate authorisation.



10. Limitation of Liability

To the extent permitted by applicable law, i7 NUTRITION is not responsible for losses arising from misuse of products, failure to follow label directions or inaccurate customer-provided information. Nothing in these terms excludes liability or consumer rights that cannot legally be excluded or limited.

11. Privacy

Personal information is handled in accordance with our Privacy Policy.

12. Changes to These Terms

We may update these terms when necessary. The current version and its effective date will be published on our website.

13. Governing Law and Disputes

These terms are governed by the laws of India. Disputes will be handled by competent courts and authorities in accordance with applicable law and consumer protection rights.

14. Contact Us

Brand: i7 NUTRITION

Email: i7nutrition1@gmail.com

Phone: 8685911409

Business / Return Address: i7NUTRITION, Ground Floor, Bhusthala, Azmatpur, Kurukshetra, Haryana - 136130, India



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PRIVACY POLICY

Effective Date: 16 October 2026

1. Information We Collect

Depending on how you use our website, we may collect your name, telephone number, email address, billing and delivery addresses, order details, purchase history, refund requests, payment status and transaction references, customer service communications, feedback, and website usage, device information, cookies and related technical data where applicable. We do not intend to collect more personal information than is reasonably necessary for the purposes described in this policy.

2. How We Use Your Information

We may use personal information to process and deliver orders; confirm payments and manage cash-on-delivery orders; provide customer support and order updates; process cancellations, returns, replacements and refunds; detect fraud and protect our website; meet applicable tax, accounting and legal obligations; improve our website and services; and send promotional communications where permitted and, when required, with your consent. You can opt out of promotional messages using the available unsubscribe method or by contacting us.

3. Payment Information

Online payments may be processed by third-party payment service providers. Payment information is handled according to the applicable provider's processes and security practices. We do not intend to store complete card details or payment authentication credentials on our own systems.

4. Sharing of Information

We may share relevant information with trusted service providers, including courier and logistics companies, payment gateways and financial service providers, website hosting, analytics and customer support providers, and professional advisers, auditors or competent authorities where legally required. We do not sell personal information to third parties for their own independent marketing purposes.

5. Cookies and Website Technologies

Our website may use cookies and similar technologies to support essential functions, remember preferences, analyse usage and improve the customer experience. You may be able to control cookies through your browser or the website's cookie settings.

6. Data Security

We take reasonable measures to protect personal information against unauthorised access, loss, misuse or disclosure. However, no method of electronic transmission or storage can be guaranteed to be completely secure.

7. Data Retention

We retain information for as long as reasonably necessary for order fulfilment, customer support, recordkeeping, dispute resolution and legal compliance. Information may be deleted or anonymised when no longer required, subject to applicable legal obligations.

8. Your Privacy Rights

Subject to applicable law, you may request access to, correction or deletion of your personal information, withdraw consent where processing relies on consent, or raise a privacy complaint. Some information may need to be retained to comply with legal obligations or resolve disputes.

9. Children's Privacy

Our website is not intended to encourage children to make purchases independently. We do not knowingly collect children's personal information in violation of applicable law.

10. Third-Party Websites

Our website may link to third-party websites or services. Their privacy practices are governed by their own policies.

11. Policy Updates

We may update this Privacy Policy from time to time. Changes will be published on this page with a revised effective date.

12. Contact and Privacy Requests

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Email: i7nutrition1@gmail.com

Phone: 8685911409

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RETURN, REPLACEMENT & REFUND POLICY

Effective Date: 16 October 2026

1. Products Eligible for Return or Replacement

You may contact us for a return, replacement or refund if you receive a damaged or defective product, receive the wrong product or flavour, your order is missing an item, or the product is otherwise eligible for a remedy under applicable consumer protection law. Requests will be assessed based on the circumstances and applicable legal requirements.

2. Reporting a Problem

Please contact our customer support team within 48 hours of delivery, where reasonably possible, to help us investigate the issue. Include your order number, a description of the issue, clear photographs or an unboxing video if available, and photographs of the outer packaging, product seal, batch number and expiry date where relevant. A missing unboxing video will not automatically remove any rights available to you under applicable law.

3. Sealed and Unopened Supplements

For hygiene and product-safety reasons, we generally accept voluntary change-of-mind returns only for eligible, unopened products with intact seals and original packaging, subject to our approval and applicable law. Contact us before sending a product back. Unauthorised returns may be delayed while the request is reviewed.

4. Opened Products

Opened, used or unsealed supplements are generally not eligible for voluntary change-of-mind returns because of hygiene and safety concerns. However, this restriction does not automatically apply to products that are defective, damaged, incorrect, unsafe or otherwise covered by a remedy required under applicable law. Contact us if you have such a concern.

5. Non-Returnable Situations

Subject to statutory rights, voluntary returns may not be accepted for products opened or used after delivery when the request is only due to a change of mind; products damaged through improper storage or misuse after delivery; or products returned without prior instructions where prior authorisation is reasonably required. These exclusions do not remove any mandatory consumer rights.

6. Return Shipping

If the issue is confirmed to be our responsibility, such as an incorrect, damaged or defective product, we will arrange an appropriate return, replacement or refund and address reasonable return-shipping costs as required by applicable law. For eligible voluntary change-of-mind returns, return shipping costs will be communicated before the return is approved.

7. Refund Process

Once an approved return or claim has been reviewed, we will communicate the outcome and applicable refund process. Approved refunds will generally be issued to the original payment method where possible. If this is not feasible, an alternative lawful method may be agreed with the customer. The time taken for funds to appear may depend on the bank or payment provider. We will communicate any applicable processing timeline.

8. Cash on Delivery (COD) Orders

For COD orders, approved refunds may be processed through a verified bank account or another mutually agreed lawful method. Additional information may be requested to verify the customer and prevent fraud.

9. Order Cancellations

Cancellation requests should be submitted as soon as possible. Orders that have not been dispatched may be eligible for cancellation. Once an order has been dispatched, cancellation may no longer be possible, and the applicable return procedure will apply. Statutory rights remain unaffected.

10. Delivery Refusal or Failed Delivery

If delivery fails because of an incorrect address, an unavailable recipient or repeated unsuccessful delivery attempts, the courier may return the shipment to us. Any refund or deduction of delivery costs will be assessed according to the circumstances, the information disclosed at checkout and applicable law.

11. How to Request a Return or Refund

Contact our support team with your order number and details of the issue. Please wait for return instructions before shipping any item back.

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12. Policy Changes

We may update this policy when necessary. The version published on our website will show the current effective date. Nothing in this policy limits any consumer right or remedy that cannot legally be excluded.