**RAYHOPE GLOBAL MARKETING PRIVATE LIMITED**

**(Registered Office: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 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:**

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

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 Rayhope Global Marketing Private Limited (hereinafter referred to as “RAYHOPE GLOBAL”).**
2. **The consumer herein assures that he/she has visited the website:** [www.rayhopeglobal.com](http://www.rayhopeglobal.com) **and asserted itself with the products and all relevant information thereto.**
3. **The Rayhope Global 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.rayhopeglobal.com](http://www.rayhopeglobal.com)**.**
4. **The Rayhope Global also assures the consumer that it has well defined Buy-back and refund policy and mechanism displayed on its website:** [www.rayhopeglobal.com](http://www.rayhopeglobal.com)**.**
5. **The Rayhope Global also assures the consumer that it has a well-defined “Grievance redressal mechanism” displayed on its website:** [www.rayhopeglobal.com](http://www.rayhopeglobal.com)**. The remedial measures available to the consumer are:**

* **Acknowledgement and Resolution of complaint by the Rayhope Global’s customer care**

**Cell within 48 hours of the time the complaint it receives at its end**

* **Within 30 days’ 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.rayhopeglobal.com](http://www.rayhopeglobal.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 Rayhope Global 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.**

1. **These terms and conditions have been prescribed by the Rayhope Global, without prejudice, in accordance with the prevailing provisions of the Consumer Protection Act, 2019 and rules framed there under.**