

# **Privacy Statement**

This Privacy Statement applies to the Manthanpublication.com Web Site, Content, Products, and Services and governs data collection and usage. By using Manthanpublication.com Web Site, Content, Products, and/or Services, you consent to the data practices described in this Privacy Statement.

## **1. Privacy Policy Overview**

we do not send spam or unsolicited emails. We contact our customers only in relation to the services they have requested. We do not sell contact information of our users. We place third party advertisement banners on some of our pages. These ads are served by such providers as google adsense. Placing these ads helps us keep providing certain content and services free of charge. If you click on these ads, you may be directed to a third party web site, and you may be prompted by a third party to enter personal or other information. Navneet has no control over visitor's interaction with third party ads and/or web sites, and we have no information about their information policies. For any third party services linked to or advertised on our web site, you must refer to their own policies and terms of use. We have no responsibility whatsoever for any third party services that may be linked to, or advertised on our web site, and their information practices. google's information policy is available here:

<http://www.google.com/policies/privacy/partners/> More information about our Privacy Policy is in the following sections.

## **2. Collection of Information**

When you use services from Navneet.com, or contact Navneet.com, Navneet Education Ltd. obtains personally identifiable information such as your e-mail address, name, contact address and/or telephone number. Your name and email address may also have to be obtained in order to email your test or assessment results to you. (collectively the “Personal Information”) Navneet does not collect your credit card or your other method of payment information. Your payments to Navneet are processed by a third party payment service provider. Third party payment gateway terms of use and information practices are not covered by our policies. Anonymous information about your network, hardware, software and Web Site usage activity that is automatically collected by Navneet can include, without limitation, your IP address, your device type, your browser information, domain names, access times, referring web sites addresses, Web Site pages you visit. Your responses to Navneet Education Ltd. Questionnaires, surveys, and your Navatar assessment scores may be anonymously (i.e. without any personally identifying information attached to questionnaires and scores) collected by Navneet Education Ltd. Navneet may also collect anonymous demographic information, which is not unique to you, such as your country, city, zip code, age, gender, occupation, and preferences. (collectively the “Anonymous Information”) Your name, email address, responses to Navneet Education Ltd. questionnaires, surveys and resulting scores may be saved in the Navneet’ back end system, in order to generate result reports that you purchase or obtain from Navneet. Navneet Education Ltd. may refer, advertise, and/or offer for sale, via its Web Site, Content or Services, certain Third Party Services, including, without limitation, Linked Sites, and Ads presented by third parties. An example of Ads, without

limitation, is an advertisement banner of an educational institution, or Ads served by Google AdSense. If you click Ads, you may be directed to a Third Party web site, and prompted by a Third Party to enter personal and other information. Navneet has no control over the Third Party Services and over visitor's interaction with them. Terms of use, privacy and information policies of the Third Party Services are not covered by our policies.

### **3 Use of Personal Information**

Navneet Education ltd. does not sell, rent or lease its customers' Personal Information. The Personal Information is collected by Navneet Education ltd. to deliver services that you have purchased and/or requested from Navneet Education ltd. , provide test results to you, and provide customer support to you. Navneet Education ltd. may use your contact information to inform you of other products or services available from Navneet and its affiliates. Navneet Education ltd. may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

Navneet may share your contact information with trusted partners to send you email regarding the service you have requested, or provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Navneet Education ltd. and its clients.

Navneet Education ltd. will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Navneet Education ltd. or the Web Site; (b) protect and defend the rights or property of Navneet; and, (c) act under exigent circumstances to protect the

personal safety of users of Navneet.

#### **4 Use of Anonymous Information**

The Anonymous Information is used by Navneet for the operation, maintaining the quality, enhancements and analysis regarding use, of the Navneet.com Web Site, Content, Products, and Services, and for research. The Anonymous Information may be collected by Navneet or its service providers (e.g., Google Analytics or Google AdSense). The content and Ads that appear on the Web Site's pages may be customized based on the information about the pages you visit, your geographic location based on your IP address, and/or results of your personality assessment. You grant Navneet an irrevocable, perpetual, royalty-free right and license to use the Anonymous Information for, without limitation, quality assurance, personalizing content, research, marketing, new content, products and services.

#### **5 Use of Cookies**

When you visit the Web Site, we or one of our third party service providers (e.g., Google Analytics) place a text file called a "cookie" in the browser directory of your computer's hard drive. The Web Site uses cookies to help you personalize your online experience and provide certain features. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to your browser, and can only be read by a web server in the domain that issued the cookie. One of the primary purposes of cookies is to provide a convenience feature. The purpose of a cookie is to tell the web server that you have returned to a specific page, or have been authenticated, or to personalize content based on result of a personality test you take on the Web Site, or recall your specific

information on subsequent visits. You have the ability to accept or decline cookies via your browser. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer, or delete cookies after using the Web Site. Some browsers may provide “privacy” or “incognito” mode in which cookies are automatically deleted after closing the browser. If you choose to decline cookies, you will not be able to use certain features and fully experience the interactive features of the Web Site.

## **6 Security of Personal Information**

Navneet.com takes steps to secure personal information from unauthorized access, use or disclosure. Navneet.com keeps the personally identifiable information you provide on computers in a controlled environment, protected from unauthorized access, use or disclosure. Online payments are accepted via third party vendors and protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

## **7. Changes to this Privacy Statement**

Navneet Education ltd. will occasionally update this Privacy Statement. Navneet encourages you to periodically review this Privacy Statement

## ***Cancellation Policy***

How do I get a defective item, ordered on [www.manthanpublication.com](http://www.manthanpublication.com) replaced?

### **30 Day Replacement Guarantee**

All physical products sold on [www.manthanpublication.com](http://www.manthanpublication.com) are covered under our 30 Day Replacement Policy. Notify us of any manufacturing defects or product damages at the time of delivery or within 30 days from the date of delivery, and we will issue a brand new replacement to you at no extra cost.

### **In order to get a defective item replaced**

Contact us(i.e. 9130093832,8208152802), within 30 days from the date of delivery. The defective product or part will be recalled and a replacement will be shipped immediately.

### **Please note :**

Replacement can be for the entire product or part(s) of the product subject to availability of the same with [www.manthanpublication.com](http://www.manthanpublication.com).

Replacement is offered for the products sold by [www.manthanpublication.com](http://www.manthanpublication.com) only.

### **How do I cancel an order on [www.manthanpublication.com](http://www.manthanpublication.com)? Alternatively, how do I return a product ordered on Manthan or Vidya Publication E-store?**

For outright cancellations by you: If you cancel your order before your product has shipped, we will refund the entire amount.

**If the cancellation is after your product has shipped, you can do one of the following:**

1. If your product has shipped but has not yet been delivered, contact Customer Support and inform them of the same.

2. If you received the product, it will be eligible for replacement, only in cases where there are defects found with the product. Please refer to the 30 Day Replacement Guarantee above.

3. Note: All Electronics are Insured against theft and damages incurred during transit. If you receive a package that is open or looks to have been tampered with, do not accept it. Contact us(i.e. 9130093832,8208152802) and we will have the issue quickly resolved.

### **Exclusions**

1. Damages due to misuse of product;
2. Incidental damage due to malfunctioning of product;
3. Any consumable item which has been used or installed;
4. Any damage / defect which are not covered under the manufacturer's warranty;
5. Any product that is returned without all original packaging and accessories, including the box, manufacturer's packaging if any, and all other items originally included with the product(s) delivered;

### **How can I cancel my order?**

In order to cancel your order, Contact us(i.e. 9130093832,8208152802) or mail us at [saptahik.dnyanvant@gmail.com](mailto:saptahik.dnyanvant@gmail.com)

### **How long will it take to process my cancellation request?**

Once you request the cancellation of item(s) in your order, it will take [www.manthanpublication.com](http://www.manthanpublication.com) a maximum of 2-3 business days to cancel the order and initiate refund. You will be notified of the same.

\*It may take upto 7-10 business days for the respective banks to process the refund. Please get in touch with the banks directly in case of any delays post confirmation of cancellation/refund by [www.manthanpublication.com](http://www.manthanpublication.com).

**How will I get my money back after cancellation? What are the modes of refund available?**

In order to confirm cancellation of item(s) in your order, you need to indicate your refund preference. There are two modes of refund available

1. Back to Source - In this case, the money will be refunded back to the payment mode/account that was originally used to make the transaction.

2. [www.manthanpublication.com](http://www.manthanpublication.com) (Store Credit) - If you choose CoD as an option of payment, the amount will be refunded to you by way of a crossed cheque payable to your account.

Once you have requested the cancellation of item(s) in your order, [www.manthanpublication.com](http://www.manthanpublication.com) will complete the cancellation and initiate the refund, depending on your refund preference

## **Return Policy**

### **Returns:**

Vidya Publication will accept returns of the goods purchased, subject to the terms and conditions mentioned below.

Customer will have to inform Vidya Publication of his/her intention to return the product within 7 days of receipt of the goods at his/her destination. Returns, if any, have to be made within 15 days of receiving the good.

The product has to be in its original unused condition to be returned.

Goods damaged, used, manhandled or any type of written matter will not be accepted as returns or refunded.

**Refunds:** The refunds will take a minimum of 25 days to be fulfilled as it usually takes about 10-15 days for us to receive the goods from the customer. On receipt of the goods, a confirmation will be sent to the customer on the status of the same and a refund initiated. The refund will be in the form of a cheque in case of Cash on Delivery orders and an electronic refund if the customer has paid through his/her credit or debit card.

### **The refund policy is as follows:**

1. Goods ordered if not in stock and can't be exchanged for a similar product will be refunded.
2. If a customer expresses a desire to cancel the order after it's placed on the website.

3. If a customer wants to return the product because he/she doesn't like it or feels the product doesn't match his expectations. The customer will have to send the product back to us and on receiving it we will initiate a refund for the customer.

4. The refund will be given for the full amount except the amount paid towards shipping and taxes applicable if any. If there are genuine quality issues regarding the product.

5. In case Vidya Publication discovers any mispricing in its online catalogue and the price charged to you is higher than the actual price, then a refund for the extra amount charged will be done.

No refunds will be given in the following cases:

1. Incorrect or outdated delivery address.
2. After 3 failed delivery attempts by post or our courier / logistics partner.
3. Package refused by recipient.
4. Products returned in a used or damaged condition.

**\* Note:** All refunds will only be made after we receive the returned shipment at the address mentioned below.

**Please ship to the following address:**

Address : Manthan Publication

B-58, Ambar Plaza, Near Maliwada Bus Stand, Ahmednagar – 414001,

Maharashtra

Contact no: 0241 – 2322002

Mobile: 9130093832,8208152802

## **Shipping policy**

We are committed to delivering your order accurately, in good condition, and always on time.

**Please note our shipping policy is as follows:**

- We deliver merchandise to many locations in India only currently. Before you purchase, please ensure that we do ship to your area.
- Currently, each order may be shipped only to a single destination address. If you wish to ship products to different addresses, you would need to place multiple orders.
- We make our best efforts to ship each item in your order within 3 to 4 working days of the order. However in some cases, we may take longer, up to 8 to 10 working days, to ship the order as we may have to procure it from some other stores or our suppliers. In the unlikely event that we are not able to ship your order completely within 15 days of the order, we shall cancel the remaining unshipped part of the order, and send you an email informing you about the same. In such cases, your payment against the unshipped part of the order shall be refunded; in the manner you have made the payment. We may also offer you to buy any other product of the same value against the payment already made by you to us.
- We ship on all week days (Monday to Saturday), excluding Sundays & public holidays.
- Typically all Mumbai deliveries are completed within 1-2 days post shipment and outside Mumbai deliveries are completed within 2-4 days post shipment, excluding the date of shipping.
- For your order to reach you in the fastest time and in good condition, we only ship through reputed courier agencies.
- While we shall endeavor to ship all items in your order together, though this may not always be possible due to product characteristics, or lack of availability.
- If you believe that the product is not in good condition or if the packaging is tampered with / damaged, please refuse to take delivery of the package, and call our Customer Care +91-8888828970/71 or mail us at [customercare@teenvan.com](mailto:customercare@teenvan.com).
- Shipping Rates-

- For Order Value above Rs 300, shipping will be free for all online payment transactions.
- For Order Value above Rs 300 and payment type is Cash on Delivery, additional charge of Rs 30 will be charged towards cash transactions. Shipping will be free of cost.
- For Order Value up to Rs 299, there will no COD option available and additional Rs 50 will be charged towards shipping cost.