

Return and Cancellation Policy

Effective Date: W.E.F. 20th July 2025

At Wild by Nature, we are dedicated to ensuring your satisfaction across all our services, including merchandise orders, wildlife tours, workshops and other offerings. This policy comprehensively outlines our approach to returns, cancellations and refunds across various verticals on our platform. By making a purchase or booking through our website, you expressly agree to abide by the terms set forth herein.

1. Merchandise Returns & Exchanges

1.1. Eligible Items: This policy applies exclusively to clothing, accessories and other merchandise purchased directly through our official website.

1.2. Return Window: Eligible items may be returned or exchanged within seven (7) calendar days from the date of product delivery.

1.3. Eligibility Criteria:

Items must be returned in their original, unused, unwashed condition, with all original packaging, tags and labels intact.

Only items found to have manufacturing defects or those that were incorrectly shipped (e.g., wrong item, wrong size) by Wild by Nature, are eligible for return or exchange.

Any products that are used, soiled, damaged due to user mishandling or not in their original saleable condition will not be accepted for return or exchange.

1.4. Process for Return/Exchange:

To initiate a return or exchange, you must send an email to info@wildbynature.co.in within the stipulated return window. The email must include your order ID, a detailed reason for the return/exchange and clear photographic evidence (if applicable, for defects or incorrect items).

Upon review and approval of your return request, you will be provided with a designated return address. You are solely responsible for securely packaging and shipping the product back to this address. The cost of return shipping shall be borne by

the user, unless the return is directly attributable to an error on our part (e.g., manufacturing defect, incorrect item shipped).

Refunds, if applicable, will be processed to the original payment method within five (5) to seven (7) working days following the successful receipt and thorough inspection of the returned item.

1.5. Non-Returnable Items: Customized items, personalized products, digital goods and gift cards are explicitly non-returnable and non-refundable.

2. Wildlife Tours & Safaris Cancellation

2.1. Customized Tours by Wild By Nature: Customized tours are meticulously curated on a one-to-one basis, tailored precisely to the customer's specific requirements. Cancellation terms for such tours will be detailed in the bespoke tour agreement.

2.2. Cancellation Timeline for Standard Tours (Unless otherwise specified in individual tour details):

30+ days before scheduled departure: 90% refund of the amount paid directly to Wild by Nature.

15-29 days before scheduled departure: 50% refund of the amount paid directly to Wild by Nature.

7-14 days before scheduled departure: 25% refund of the amount paid directly to Wild by Nature.

Less than 7 days before scheduled departure: No refund will be issued.

Note: For tours where Wild by Nature acts solely as an agent or facilitator for a third-party tour operator, the cancellation terms agreed upon with that specific tour operator shall prevail and will be clearly communicated in the respective tour details.

2.3. Exclusions from Refund: The refund explicitly includes only the portion of the payment made directly to Wild by Nature. Any amounts paid to third-party vendors, flight tickets, visa fees or other personal expenses are not covered by this policy.

2.4. Official Booking Channel: All bookings, purchases and registrations for tours and any other services must be made exclusively through the official Wild by Nature website. We expressly state that we do not partner with or sell through any unauthorized third-party platforms, agents or individuals. Wild by Nature shall not be held liable for any transactions, representations or losses incurred as a result of

interactions or purchases made outside of our official website. Any claims arising from purchases or interactions outside our official platform will not be entertained.

2.5. Force Majeure Clause: Wild by Nature shall not be liable for any cancellations, delays, changes in itinerary or non-performance of tours due to events beyond its reasonable control, including but not limited to acts of God, natural calamities (e.g., floods, earthquakes), political unrest, war, civil disturbance, acts of terrorism, pandemics, epidemics, government regulations, travel restrictions, port closures or any other unforeseen circumstances constituting a force majeure event. In such cases, Wild by Nature will endeavor to provide alternative arrangements or offer credit for future tours, but refunds or compensation will be at the sole discretion of Wild by Nature, considering the prevailing circumstances and any non-recoverable costs incurred.

3. Workshops & Mentorship Sessions

3.1. Workshops:

Seven (7) or more days before session: 100% refund.

Three (3) to six (6) days before session: 50% refund.

Less than three (3) days before session: Non-refundable.

3.2. Mentorship Sessions:

Once a mentorship session is booked and confirmed, it is generally non-cancellable. However, a single reschedule request may be accommodated if submitted in writing at least forty-eight (48) hours in advance of the originally scheduled session time. Failure to adhere to this notice period will result in forfeiture of the session without refund or rescheduling option.

4. Competitions & Exhibitions

4.1. Entry fees for competitions are strictly non-refundable once submitted, unless the event is unequivocally cancelled by Wild by Nature prior to its commencement.

4.2. In the event of disqualification for plagiarism, violation of submission guidelines, breach of intellectual property rights or any other non-compliance with the competition terms, all entry fees paid shall be forfeited and shall not be refunded. Furthermore, the defaulting member's or participant's membership may be subject to immediate cancellation without any recourse or refund.

4.3. All legal proceedings and expenses arising from any disputes related to competitions or exhibitions, including those pertaining to disqualification, shall be borne solely by the defaulting member or participant and shall be subject to the exclusive jurisdiction of the courts located in Kolkata, West Bengal, India.

5. Contact for Support

For any return or cancellation requests or for further assistance regarding this policy, please contact us promptly at:

Email: info@wildbynature.co.in

Phone: 96744 52988

Business Address: Wild by Nature Global Pvt Ltd

112, Chittaranjan Avenue. Kolkata 700073. India