



ASTRO YODHA

CENTRE OF TRADITIONAL VEDIC SCIENCES

Terms and Conditions, including Refund, Cancellation and Shipping Policy

The terms and conditions, including refund, cancellation and shipping Policy of AstroYodha has been mentioned in three parts below:

- Policy for 'Consultations'
- Policy for 'Course, Session and Books' and
- Policy for 'Store'

POLICY FOR 'CONSULTATIONS'

Applicability

This Policy is applicable in case of the following services (Collectively termed as 'Consultations'):

- Vedic Jyotish Reading.
- KP Astrology Reading.
- Prashna Chart Reading/ Horary Reading.
- Tarot Card Reading.
- Vastu Solutions.
- Marriage match Making; and
- Any other services which may be included by AstroYodha.

This Policy is applicable for the following pages of website www.astroyodha.com

CONSULTANCY: <https://www.astroyodha.com/consultancy>



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Members:

Members means AstroYodha members and team as displayed on the following pages of the website www.astroyodha.com

MEMBERS: <https://www.astroyodha.com/>

CONTACT: <https://www.astroyodha.com/contact>

Scheduling 'Consultations' with AstroYodha

- Fill the forms against each service completely and we will get back to you with time availability. If you have some limitation with time please mention this in the form itself.
- Appointment will be scheduled after payment has been received.
- All 'Consultations' are done as per the slot availability in Indian Standard Time (IST) only.

Waiting time for 'Consultation'

- Presently, waiting time for Vedic Jyotish Reading and KP Astrology Reading is approximately 6 months for initial consultations, and about four weeks for follow-ups.
- For Vastu Solutions and Marriage match Making, waiting time is 1 month and
- For Prashna Chart Reading and Tarot Card reading waiting time is 2 days both for initial consultation as well as follow ups.

Making of Payment

Payment is to be made only after getting final schedule for 'consultation'. Please do not pay before getting the schedule.



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Priority 'Consultation'

Yes, priority for consultations can be given if your case has been referred by Astrologers, Associated Jyotisha, Spiritual teachers, Gurus, etc are given priority.

Expedited 'Consultation'

- Yes, you can opt for expedited consultancy but only in case of stringent or time sensitive situations. However, availability has to be checked through written confirmation before-hand from our team. Only in case if availability is there, you will be asked to fill up the form and consultation will be scheduled.
- Further, the fees of expedited consultancy will be twice the amount of normal 'consultation'.

Reschedule 'Consultation'

- All efforts shall be taken by you to ensure that you do not approach for re-scheduling of consultancy date and timings. But on account of your stringent or unavoidable circumstances, you may request for rescheduling of appointment only till 24 hours before the provided scheduled time. For example, If you have been provided an appointment on 01st January 2021 at 10:00 AM, then you can apply for rescheduling on or before 31st December 2020 10:00 AM.
- Any request for rescheduling appointment within 24 hours of scheduled appointment date and time, will be done only on payment of additional fees of Rs 2100. Once additional payment is received, then new date and time of appointment will be provided.



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- Further, in case the client is unable to appear for the consultation at scheduled time or not have applied for re-scheduling, then the existing amount will be forfeited.
- Any appointment further will only be provided after payment of fees for new consultation.

However, AstroYodha members, due to personal stringency, can re-schedule consultancy timing. In such case, AstroYodha will intimate the same to the clients and provide option for rescheduling the appointments or provide option for refund fees paid to the clients.

- Upon receiving the option from the clients, AstroYodha will take suitable and necessary action.
- However, re-scheduling or refund will be done within 7 days of receipt of option from the clients.

Refund of 'Consultation'

No refund of payment for 'Consultation' will arise to the users of AstroYodha except in case of rescheduling by AstroYodha or Members of AstroYodha.

c) Confidentiality of information

All communications between you and AstroYodha and AstroYodha Members and employees or staff and any persons related or connected thereto will be guided by the Privacy policy of AstroYodha in addition to the following clauses mentioned below:

- All communication by the user of the website shall also be kept in strict confidence unless AstroYodha through its email astroyodha6@gmail.com provides written confirmation / permission to release information.
- Similarly, all communication made by AstroYodha and Members of AstroYodha will be kept in strict confidence and will not be disclosed to



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others apart from the person who has taken the 'Consultation'. It will only be disclosed upon written request by the concerned person himself/herself through her email registered at the time of scheduling appointment with AstroYodha for any of the 'Consultations'.

Storage of 'Consultations':

The sessions on 'Consultation' will not be recorded until and unless it has been specifically agreed by both the parties. In case of recorded session, only audio recorded sessions will be made and stored. However, you acknowledge that in case of recorded session, the use of technology cannot always be completely secure and accept the risks to confidentiality in the use of email, text, phone, Skype, and other technology.

Informed Consent and Liability Waiver

This waiver of liability includes any risk of attending consultations, engaging in ZOOM, Microsoft Teams, Skype sessions or any other mode of communication, coaching, classes, recorded videos, workshops, webinars, or any other services provided through any electronic or physical means by AstroYodha or by Members of AstroYodha.

AstroYodha and its Members provides the following:

- Counseling regarding various 'Consultations' as mentioned above,
- Courses and Sessions for learning
- Books written or published by AstroYodha Members
- Remedies and guidance as and when required
- Products as depicted on the website and
- Any other products or services that AstroYodha has launched on its website www.astroyodha.com or all social links of Astroyodha and AstroYodha members and Team thereof.



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Details of AstroYodha Members have been displayed on the website at the following link: <https://www.astroyodha.com/>

By visiting our website www.astroyodha.com or any social links of AstroYodha or Members of Astroyodha, you hereby agree and declare that any therapies/ lifestyle adjustments / Jyotiṣa remedies (in the form of mantra, worship, oblation, etc and any other forms)/ courses offered in any mode, etc., received from AstroYodha or Members of AstroYodha are waived from all liability claim, suit action, demand or right to compensation for damages claimed or that you may have arising out of your own acts or omissions or acts and omissions of your AstroYodha and Astroyodha Members arising therein. Further you also declare and provide your consent to the 'Waiver of Liability' and 'Informed Consent' provided below.

a) Waiver of Liability

You declare and represent that no promise, inducement or agreement not expressed in this agreement has been made. You hereby release, waive, and acquit AstroYodha and all members, agents, successors, coach, pandits assigns, personal representatives, executors, heirs and employees of AstroYodha from every claim, suit action, demand or right to compensation for damages claimed or that you may have arising out of your own acts or omissions or acts and omissions of your AstroYodha and Astroyodha Members as a result of any advice given otherwise resulting from the therapeutic/coaching relationship contemplated or by way of sessions and courses provided by AstroYodha or from the content of the book or any other written or visual or audio-visual or any combination of audio-visual-written communication provided by AstroYodha and/or AstroYodha Members.



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Moreover, in consideration of the benefits to be derived from the counseling, courses and all services mentioned on the website of Astroyodha www.astroyodha.com, the receipt whereof is hereby acknowledged, you hereby indemnify and hold harmless, release, remise and forever discharge and covenant not to sue or hold legally liable AstroYodha and Members of AstroYodha or any person related or connected to AstroYodha from any and all claims, demands, damages, actions, or causes of action whatsoever related to the counseling process/ courses provided/ recording sessions, content of book and website, etc..

You consent that you have read the waiver of liability and fully understand its contents. You are aware that this is a waiver and release of potential liability and a contract between you and AstroYodha and AstroYodha Members and all persons related and connected to AstroYodha including employees or staff.

b) Informed Consent

You acknowledge and agree that you are fully responsible for your own well-being during your consultation or therapy sessions, and subsequently, it is your choices and decisions.

You understand that all comments and ideas offered by AstroYodha and AstroYodha Members and any persons related or connected to AstroYodha are solely for the purpose of aiding you in achieving your defined goals and you can disregard any comment or idea offered which is not in your best interest.



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POLICY FOR 'COURSES/ SESSIONS, ETC. and BOOKS (Written Materials)

APPLICABILITY:

This Policy is applicable for:

- Courses offered by AstroYodha or Members of AstroYodha
- Sessions offered by AstroYodha or Members of AstroYodha
- Webinars offered by AstroYodha or Members of AstroYodha
- Live/ Recorded videos/ sessions in any electronic mode offered by AstroYodha or Members of AstroYodha
- Books written and/or published by AstroYodha or Members of AstroYodha
- Blog or written updates on Jyotish, etc by AstroYodha and Members of AstroYodha
- Any visual or written or audio or visual-audio content or any combination of audi-visual-written content published on AstroYodha and at its social links OR by Members of AstroYodha and at their social links

This Policy is applicable for the following pages of website

www.astroyodha.com

- COURSES: <https://www.astroyodha.com/course>
- BOOKS: <https://www.astroyodha.com/books>
- BLOG: <https://www.astroyodha.com/blog>

MEMBERS:

Members means AstroYodha members and team as displayed on the following pages of the website www.astroyodha.com



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CONTACT: <https://www.astroyodha.com/contact>

DETAILS OF INSTRUCTOR

The brief profile of Instructor will be mentioned in each video course of session.

PRICE OF THE COURSE

The Price of the Course will be mentioned in each course/ session.

MODE OF THE COURSE:

The mode of the Course / Session may be Live, pre-recorded videos, etc as decided by AstroYodha and/or by Members of AstroYodha.

PREVIEW/ EXTRACT OF THE VIDEO

Extract from the video of the courses / sessions has been provided wherever possible.

COURSE LANGUAGE

The language used in each of the courses or session will be mentioned. However, most of the videos will be in English.

CONFIDENTIALITY

All videos/ sessions or courses or books are provided to the Individual concerned in the registered email id of that person who has made the



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payment. The courses / sessions are exclusively for the use of that person only.

Transfer of the courses by any electronic means / physical means shall be deemed to be violation of the Policy of AstroYodha and AstroYodha will be liable to take appropriate legal action against such persons.

COPYRIGHT CONTENT

The online recorded video/ session are Copyrighted.

All videos, courses, sessions and books are copyrighted and 'No part of this video may be reproduced, stored in a retrieval system, or transmitted, in any form by any means, electronic, mechanical, magnetic, optical, chemical, manual, photocopying, recording or otherwise, without the prior consent of Shikha Choudhary (through email id astroyodha6@gmail.com) , who is having the all the rights, whether written or implied, on the video.'

DURATION OF COURSE

The Duration of the course will be as per the respective video course or session.

PAYMENT

The payment of the course/ session/ webinars. Books shall be first made through online link provided on the website www.astroyodha.com or through manual mode (online transfer mode) in the bank account details shared by astroyodha6@gmail.com

A successful payment will only be provided access to the video content / course/ session/ webinar or access to soft copy of the book.



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DELIVERY INFORMATION

The link of the video will be shared within 24 hours in your registered email id, upon successful completion of payment, which you have filled while making payment for the session/course. OR the link will be generated through automatic registration on the website through email and/or mobile number.

REFUND

No refund of payment will arise to the users of AstroYodha.

DISCONTINUATION OF LINK & DEACTIVATION THEREOF

Further, the link will be activated only for 6 months from the date of purchase and thereafter it will be deactivated.

WAIVER OF LIABILITY

By visiting our website www.astroyodha.com or any social links of AstroYodha or Members of Astroyodha, you hereby agree and declare that courses/sessions offered in any mode, by AstroYodha or Members of AstroYodha are waived from all liability claim, suit action, demand or right to compensation for damages claimed or that may have arisen out of your own acts or omissions or acts and omissions of AstroYodha and Astroyodha Members arising therein from these courses, sessions, blogs, books, etc. as covered above.

Further you also declare and provide your consent to the 'Waiver of Liability' and 'Informed Consent', as applicable, in 'Policy for Consultations' as mentioned aforesaid.



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POLICY FOR 'STORE'

APPLICABILITY:

This Policy is applicable for products listed on STORE page of website www.astroyodha.com

The link of the page is <https://www.astroyodha.com/store>

MEMBERS:

Members means AstroYodha members and team as displayed on the following pages of the website www.astroyodha.com

MEMBERS: <https://www.astroyodha.com/>

CONTACT: <https://www.astroyodha.com/contact>

PRODUCTS:

Products means products which are listed on the STORE Page of the website. <https://www.astroyodha.com/store>

REPLACEMENT PROCESS

Applicability of Replacement?

a) We will provide replacements in the following circumstances:

- Genuine defect or damage in the product received
- Package damaged in transit
- In case wrong item has been shipped to you

b) No replacement will be given in the following cases:

- In case of minor design and color variations.



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- If the customer changes his / her mind after purchasing or on receipt of the product
- If the product is returned without a written confirmation from us via email.
- If the defect in product is not indicated within 48 hours from the receipt of the product.

1) What to do in case the package is damaged?

In case the package appears damaged, crushed, wet or leaked from the outside please do not accept the package from the delivery person. It is probably damage-in-transit and should be not accepted from the courier company. However, if you discover the damage once you open the parcel, please report the damage to us within 48 hours of the delivery of the product through email (astroyodha6@gmail.com) describing the damage as mentioned below along with images of the parcel.

2) What is the replacement process?

Step 1: All eligible replacement requests need to be notified to us by email to (astroyodha6@gmail.com) within 48 hours of the delivery of the product. Please mention the following information in the email:

- AstroYodha Order Number
- Your email ID registered with us
- Name of the damaged product and quantity damaged
- Description of the issue
- Clear photos of the package and the damaged products

Step 2: We will review your replacement request and confirm if the request is approved on email in 48 hours



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Step 3: If replacement is approved, we will request you to ship the product to us back to us at the address which will be notified in the approved email as mentioned in Step 2 above. The courier charges will be borne by you.

Step 4: After the receipt of your parcel, we will verify the products and authorize it for replacement within 3 days if the products are found to be in proper condition/ or/ as per the photos send to us (mentioned in Step 1 above).

Step 5: Once approved, we will ship the replacement product in 48 hours. In case the replacement product is not available in stock, we may contact you to choose a different product or refund the purchase cost to you. The refund process will take 7-15 working days.

3) When will I receive a replacement?

Replacement product will be shipped within 48 hours of the receipt of the original item, subject to the following conditions:

- The products should be unused, unsoiled and unwashed.
- The products should have the original tags and should be in the original packaging.

Any returned item received by us that does not meet the above-mentioned conditions would not be accepted. No replacement will be provided for such products.

4) Can I choose a different product in exchange?

No, you can't choose a different product in exchange.

5) How much time does it take to issue the refund?

The refund process will take 7-15 working days from the receipt of the returned goods. No Refund will be provided except as provided in REPLACEMENT details mentioned aforesaid.



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6) How is the refund made?

Refund will be sent to the same card/bank account from which the payment was made. In case it is not possible for our Payment Gateway to send the refund to the same card/bank account due to the expiry of the refund window, we will request you to provide an image of a cancelled cheque using which we will send the refund money through online fund transfer.

7) Can I modify or cancel my order?

No, you can't modify or cancel an order once placed successfully on the website.

SHIPPING POLICY

- We ship within 24 - 48 hours of receiving the order and upon successful completion of payment.
- However, few products take longer to dispatch.
- View our list of current serviceable pin codes.