Terms & Conditions

Last Updated: MAR 18, 2026

Welcome to Saai Naturals. These Terms and Conditions ("Terms", "Terms and Conditions") govern your relationship with the dibbley.com/saainaturals webpage and our associated WhatsApp ordering service (collectively, the "Service") operated by saai Naturals ("us", "we", or "our").

Please read these Terms and Conditions carefully before using our webpage and purchasing our organic products. Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms.

By accessing or using the Service, you agree to be bound by these Terms. If you disagree with any part of the terms, then you may not access the Service.

1. Ordering and Communication

Because our ordering process is facilitated through WhatsApp, you agree to the following terms when placing an order:

- You must provide accurate, complete, and current contact and delivery information at all times via our WhatsApp cart or messaging system.
- You are responsible for maintaining the security of your WhatsApp account and for any activities or actions that occur under your account in relation to our Service.
- We reserve the right to refuse service, cancel orders, or terminate communication if your conduct violates these Terms.

2. Products and Services

Saai Naturals specializes in the sale of organic, natural, and eco-friendly products.

- **Product Descriptions:** We attempt to be as accurate as possible on our webpage and in our WhatsApp catalogs. However, we do not warrant that product descriptions, images, ingredients, or other content are entirely accurate, complete, reliable, current, or error-free.
- **Natural Variations:** Because our products are organic and naturally sourced, variations in color, texture, scent, and consistency are normal and do not constitute a product defect.
- **Medical Disclaimer:** Any claims and claims made about specific products have not been evaluated by the applicable regulatory bodies (e.g., FSSAI, FDA) and are not intended to diagnose, treat, cure, or prevent any disease. Always consult with a healthcare professional before starting any new diet, supplement, or skin care regimen.

3. Pricing and Payment

- **Pricing:** All prices listed on the webpage or WhatsApp catalog are subject to change without notice. Prices do not include applicable shipping fees or taxes, which will be calculated and confirmed with you via WhatsApp before final payment.
- **Payment Methods:** Payments are collected securely via the methods agreed upon during the WhatsApp checkout process (e.g., UPI, Net Banking). You represent and warrant that you have the legal right to use any payment method(s) provided.

4. Shipping and Delivery

- Order processing and dispatch occur during our general operating hours.
- Shipping timelines provided are estimates and are not guaranteed. We are not liable for delays caused by third-party logistics providers, customs, or other factors beyond our control.
- Risk of loss and title for items purchased from saai Naturals pass to you upon delivery of the items to the carrier.

5. Returns and Refunds

- We want you to be completely satisfied with your organic products. If you are not satisfied, please review our Return Policy here: https://dibbley.com/saainaturals/return-policy.
- Generally, due to the consumable and hygienic nature of organic and natural products, returns are only accepted for unopened, unused items within 7 days of receipt, unless the product arrived damaged or defective.

6. Intellectual Property

- The webpage, WhatsApp catalog content, and its original features and functionality are and will remain the exclusive property of saai Naturals and its licensors. The Service is protected by copyright, trademark, and other laws. Our trademarks, logos, and trade dress may not be used in connection with any product or service without the prior written consent of saai Naturals.

7. Prohibited Activities

You agree not to engage in any of the following prohibited activities:

- Copying, distributing, or disclosing any part of the webpage or catalog in any medium.
- Transmitting spam or unsolicited promotional material to our business WhatsApp numbers.
- Taking any action that imposes an unreasonable load on our infrastructure or attempts to interfere with our normal business operations.

8. Limitation of Liability

In no event shall saai Naturals, nor its directors, employees, partners, agents, suppliers, or affiliates, be liable for any indirect, incidental, special, consequential, or punitive damages, including without limitation, loss of profits, data, use, goodwill, or other intangible losses, resulting from:

- Your access to or use of or inability to access or use the Service.
- Any conduct or content of any third-party.
- Any content obtained from the Service.

9. Indemnification

You agree to defend, indemnify and hold harmless saai Naturals and its licensee and licensors, and their employees, contractors, agents, officers, and directors, from and against any and all claims, damages, obligations, losses, liabilities, costs or debt, and expenses (including but not limited to attorney's fees), resulting from or arising out of: (a) your use and access of the Service; (b) a breach of these Terms.

10. Governing Law

These Terms shall be governed and construed in accordance with the laws of Tamil Nadu, India, without regard to its conflict of law provisions. Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights.

11. Changes to These Terms

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised terms.

12. Contact Us

If you have any questions about these Terms, please contact us:

- **WhatsApp / Phone:** 91955 51371
- **Email:** saainaturals@gmail.com
- **Webpage:** https://dibbley.com/saainaturals

Contact
Phone: +91 99955 51371
Email: saainaturals@gmail.com

Address
111 / 1Aa , Aval Ulla, Nanjunthapuram Road, Ramanathapuram, Coimbatore - 641036, Tamil Nadu, India

Opening Hours
Mon-Sun: 11:00 - 21:00

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Privacy Policy

Last Updated: MAR 18, 2026

At saai Naturals, accessible from dibbley.com/saainaturals, one of our main priorities is the privacy of our visitors. This Privacy Policy document contains types of information that is collected and recorded by saai Naturals and how we use it, specifically regarding our webpage and WhatsApp-integrated ordering system.

By using our webpage, you hereby consent to our Privacy Policy and agree to its terms.

1. Information We Collect

When you interact with our webpage or place an order via WhatsApp, we may collect the following information:

- **Contact Information:** Name, phone number (WhatsApp), and email address.
- **Delivery Details:** Physical address for shipping and billing purposes.
- **Order History:** Details of the organic products you have inquired about or purchased.
- **Technical Data:** IP address, browser type, and device information (anonymized via standard web analytics).

2. How We Use Your Information

We use the information we collect in various ways, including to:

- Provide, operate, and maintain our webpage.
- Process and fulfill your orders via WhatsApp.
- Communicate with you regarding order status, tracking, and customer support.
- Send you promotional messages or updates (only if you have opted-in to receive them).
- Improve, personalize, and expand our product offerings.
- Find and prevent fraudulent transactions.

3. WhatsApp Communication

By initiated a chat or placing an order through our WhatsApp link, you acknowledge that:

- Communication is subject to WhatsApp's own Privacy Policy.
- We store your chat history and contact details to provide better service and maintain order records.
- You can stop receiving marketing messages by opting out of our broadcast lists or blocking our number.

4. Data Storage and Security

- We take reasonable measures to protect your personal information.
- **Operating Hours:** Data processing and order management occur during our general operating hours.
- **Third-Party Services:** We may use third-party services (like shipping partners or payment gateways) to process your orders. These parties only have access to the information necessary to perform their specific tasks.

5. Cookies and Web Beacons

Like any other website, saai Naturals uses "cookies". These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimize the users' experience by customizing our webpage content based on visitors' browser type and/or other information.

6. Third-Party Privacy Policies

saai Naturals' Privacy Policy does not apply to other advertisers or websites. Thus, we are advising you to consult the respective Privacy Policies of these third-party ad-servers for more detailed information. It may include their practices and instructions about how to opt-out of certain options.

7. Your Data Protection Rights

You have the right to:

- **Access:** Request copies of your personal data held by us.
- **Correction:** Request that we correct any information you believe is inaccurate.
- **Erasure:** Request that we erase your personal data, under certain conditions.
- **Object:** Object to processing of your personal data for marketing purposes.

8. Children's Information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity. saai Naturals does not knowingly collect any Personal Identifiable Information from children under the age of 13.

9. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We advise you to review this page periodically for any changes. Changes are effective immediately after they are posted on this page.

10. Contact Us

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us:

- **WhatsApp / Phone:** 91955 51371
- **Email:** saainaturals@gmail.com
- **Webpage:** https://dibbley.com/saainaturals

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Return and Refund Policy

Last Updated: MAR 18, 2026

Thank you for shopping at saai Naturals. We take great pride in the quality of our organic and natural products. Since our products are natural and often perishable or for personal care, our return policy is designed to ensure hygiene and safety for all our customers.

By making a purchase on dibbley.com/saainaturals or through our WhatsApp service, you agree to the terms below.

1. Return Conditions

Due to the nature of organic and natural products, we can only accept returns under the following conditions:

- **Damaged or Defective:** If the product arrives damaged (e.g., broken bottle, leaked seal) or is defective.
- **Incorrect Item:** If you received a product different from what you ordered via WhatsApp.
- **Unopened & Unused:** For all other returns, items must be in their original packaging, unopened, and unused.

2. Reporting Period

- You must report any issues (damage, wrong item, or defects) within 48 hours of receiving the delivery.
- For standard returns of unopened items, you must contact us within 7 days of delivery.

3. Non-Returnable Items

The following items cannot be returned:

- Products that have been opened or had the safety seal broken.
- Items purchased during a "Clearance" or "Flash Sale."
- Products that show signs of use or alteration.

4. Return Process

To initiate a return, please follow these steps:

- Contact us. Send a message to our WhatsApp support at [Phone Number] or email us at [Email Address].
- Provide Evidence: Include your order details and clear photos/videos of the damaged or incorrect product.
- Approval: Once our team reviews the request during our operating hours, we will provide instructions on how to send the item back.
- Shipping Returns: You are responsible for shipping the item back to us, unless the item is damaged or incorrect upon your item unless the return is due to our error (damaged/wrong item).

5. Refunds

- Once we receive and inspect your return, we will notify you via WhatsApp or email regarding the approval or rejection of your refund.
- Approved Refunds: If approved, your refund will be processed, and a credit will automatically be applied to your original payment (UPI, Net Banking, etc.) within 5-7 business days.
- Partial Refunds: In certain situations, only partial refunds may be granted (e.g., items not in original condition for reasons not due to our error).

6. Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, please message us directly on WhatsApp.

7. Cancellation Policy

- You can cancel your order as long as it has not been dispatched.
- Once an order is handed over to the courier partner during our operating hours, it cannot be cancelled.

8. Contact Us

For any questions related to returns and refunds, please reach out to us:

- **WhatsApp / Phone:** 91955 51371
- **Email:** saainaturals@gmail.com
- **Webpage:** https://dibbley.com/saainaturals

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Shipping Policy

Last Updated: MAR 18, 2026

At saai Naturals, we are committed to delivering our organic products to you in the freshest condition. We use a combination of hyper-local delivery for immediate needs and reliable national couriers for long-distance orders.

1. Order Processing

All orders are processed and dispatched during our general operating hours. Orders placed outside of these hours will be processed on the following business day. Once your order is confirmed via WhatsApp, we begin the packaging process to ensure your organic items are secure.

2. Express Local Delivery (via Rapido)

For customers within our local service area, we offer hyper-local delivery through Rapido or similar services.

- Delivery Timeline: Usually delivered within 1 to 4 hours after dispatch.
- Tracking: We will share a Live Tracking Link via WhatsApp once the rider is assigned, allowing you to monitor the delivery in real-time until it reaches your doorstep.

3. Standard Shipping (Other Vendors)

For customers outside our local radius, we ship using trusted national courier partners.

- Delivery Timeline: Usually delivered within 3 to 7 business days.
- Easy Tracking: Once the package is handed over to our vendor, we will provide you with a Tracking ID and Link via WhatsApp. You can use this to check the status of your shipment at any time through the courier's official portal.

4. Shipping Charges

Shipping costs are calculated based on the weight of the package and your location.

- Local Orders: Charges are the actual fare provided by the delivery partner (e.g., Rapido) at the time of booking.
- Standard Orders: Shipping fees will be confirmed with you during the WhatsApp checkout process before you make a payment.

5. Delivery Attempts

For local deliveries, please ensure someone is available to receive the order, as these are point-to-point services. For standard shipping, our vendors usually attempt delivery up to three times. If a package is returned to us due to an incorrect address or unavailability, additional shipping charges may apply for reserving the items.

6. Damaged Shipments

If your package arrives damaged or tampered with, please take a photo or video of the condition immediately and contact us via WhatsApp within 24 hours. We will work with the shipping vendor to resolve the issue and ensure you receive your products.

7. Contact Us

For any questions regarding your shipment or to request a status update, please reach out to us:

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