

Prelude:

We are in, to win your hearts & build a never-ending relationship. But Ya! It's a two-way street and it all starts by being transparent & setting the right expectation!

Don't read them as Terms, these are important to Help keep this relationship fluid! And also a way to share everything about us! **Transparently!**

Remember

- These terms of relationship apply when you use our app and/or website and/or shop with us and/or use our services.
- Unlike any other relationship, We keep these terms and Help pages updated and may often change them, So! We urge you to read the Conditions, our Cookies Policy, and our Privacy Policy carefully before using this website, and do so before you shop with us.
- If there is anything about these terms or otherwise you want to discuss, we will love to Chat with you, just drop a note to The ACE team (Advocates of Customer Experience) through the inapp Support or writing to us at care.in@virgio.com

So, Welcome! We are...



Virgio [Ver' gio] An aspiring global fashion brand registered under Ameyam Enterprise Private Limited. (Company ID: 1232343454) based out of 2nd Floor, The Icon, 8, 80 Feet Rd, HAL 3rd Stage, Indiranagar.

We are as young as you! but born in 2022 !! Our purpose is to help you pamper yourself with the best of fashion collections from across the globe.

You Must Be the One

- Awesome, Self Loving, law-abiding citizen!
- To believe in building an all-inclusive, **transparent, egalitarian & responsible** community.
- Passionate about looking Fabulous, Drop dead gorgeous, Self favorite, owning a most trendy envious wardrobe & much more but **responsibly**
- **Adult franchisee**, with a license to leverage technology to create something beautiful!
- You should be the boss of your finances with **authorization** for digital funds transfer. 😊

The Platform

- Pricing and Description

We have amazing people, hustling day in and out here at Virgio, to deliver the most accurate and useful information to **You**.

At times we may miss out or misspell something, if we find out, we will fix it and if it impacts you, we will inform you, we may also choose to cancel the order.

However, if you find something odd, help us fix it by reporting to The ACE (Advocate Of Customer Experience) team!

Prices are inclusive of all taxes.

Depending on the value of your order, shipping charges may also apply (See Below). Such additional charges will be clearly shown during the checkout process and included in the '**Total Cost**'.

Shopping with Us ...

We do not believe in spamming your inbox with unwanted messages telling you when the order is confirmed ... processed ... packed ... shipped, etc. We do all that in our app, to make it seamless for you.

So! when you place an order you shall see a confirmation message! once your **payment** has been successfully acknowledged!

We offer all sorts of **Digital/Online *Payment** is at your click. **Cash On Delivery** is not available!

From there on! we get into action to deliver your (to-be) wardrobe collection to your doorstep in the shortest time possible.

We do allow you to change your mind (**cancel** the order) till it is in "**Confirmed**" status, post which you can always politely ask our **Fashion Farishta** (AKA The Delivery guy) to take it back.

You won't be able to change the order (item, quantity, address, etc.) but you can cancel and place a new order.

In rarest of the rarest situations, we may need to cancel an order (with a heavvvy Heart), for e.g. (but not limited to):

- If the address is incorrect or untraceable;
- the package is damaged during the transit, etc.;
- the item fails quality check and/or is out of stock;
- there is a product or pricing error;
- we are unable to obtain authorization for payment;
- shipping restriction/limitation; and

- at our sole discretion for any other reason

Again, this is the rarest of the rarest possibility! We promise to keep you informed and refund the full money (if paid, including the **shipping fee**) to your source account.

Oh Ya! The **Shipping fee**, Well that's only if you shop below INR 799/- (we highly doubt you would do that) but in case you do, you pay an INR 49/- extra, and;

- If we cancel the order, we will refund it
- but if you cancel or return, this won't be refunded!
- If you believe you have been charged unfairly, please do not hesitate to contact **The ACE @ Help** or write to us at care.in@virgio.com.

P.S: Size (of the shopping cart) Does matter!

Doorstep Delivery

We provide free doorstep delivery for all orders above INR 799/- and share an estimated delivery time at the time of order confirmation.

From that point on! We work very closely with our logistics partners to ensure timely delivery and not a single order gets delayed but sometimes (the weather, the jams, the restrictions, etc., etc. may come in the way of our Fashion Farishtas) order may get delayed, We will (to the best of our abilities) keep you informed and you can track the progress anytime.

Also! Please Please help us with the right address and working phone number, we hate to bring back the package of Joy as undelivered. We will make three attempts to deliver the order and unfortunately, we would not be able to reschedule the delivery.

All items will be delivered in **Virgio** sealed packaging! Please **DO NOT** accept any package that appears damaged, repacked or Taped!

You can always reach out to The ACE team if you have any unusual delay or issue with an order/item.

What if you don't like it (Return It!)

Well! That's least likely to happen! But Of Course! We do offer an easy return, within **7 days** from the date the item is delivered, provided it is returned in the original condition and subject to the following rules:

The Rules

Hygiene: is paramount! some items that can **not** be returned once sold. Innerwear, swimwear, makeup, Face or Body products, or any items marked as Non-Returnable on the platform. Please check the product description carefully to be well informed.

Condition: It is absolutely Ok to try the product on you to see if it's a perfect match but please do **NOT** actually use it! All products returned will go through a **Quality Check** and only upon successful **QC** the money shall be refunded to the source account. (No ... we can not change the refund payment method, **as per our internal regulations**).

All returned items should be sent in their original condition and packaging, including tags (e.g., shoes should be returned with the original shoe box, brand tags, hygiene tags, etc.)

Extra/wrong/Miscellaneous Item returned: Virgio would not be liable for any unintended item returned to us accidentally. If you ever accidentally return a non-Virgio item/s (gold chain, bride's ring, Safe keys, Giorgio armani glasses, etc.) **or** Virgio (Virgio Pant, instead of that pant, etc.) along with the return, You may reach out to The ACE team and they will try to help retrieve the item on the best effort basis only. We may also ask you to cover the shipping fee, if we are able to trace and ship it back to you.

Responsibility: Return item is your responsibility until it is delivered to our Return Desk. We know folding a cloth or putting things back in a pack is an art but you can always give your best, just make sure that it is safe in the **ziplock** and would be able to handle the journey back to our Return Desk safely. We will of course instruct our Fashion Farishtas to take additional care of your product but if you want to go an extra mile and pack it with additional safety and care.

Here is how it works:

1. You will be able to create a return from My Order, (choose the most accurate reason. How to Return a product)
2. A pick-up will be arranged and you shall see an estimated date upon successful return creation. You can track the progress under My Order.
3. Our Fashion Farishta will come to pick up the product (Please ensure the product is properly packed)
4. Item will be delivered to our Return Desk for Quality & Hygiene Check

(**Exchange or Replacement is not available** for now but we are working to make it possible, sooner.)

When will I get my money back?

Upon successful Quality and Hygiene Check, a refund is initiated to the source account. For the refund timelines please read more

P.S:

- In case an item is returned to us damaged, worn, or in an unsuitable condition, we won't be able to give you a refund and we may have to send it back to you (and ask you to cover the delivery costs). In case the item is returned as undelivered Virgio shall not be liable.

Fair Play

Cheating is the most common cause of breakups! & We hate breakups! But..If we notice an unusual pattern of activity: e.g.

- Wearing their purchases and then returning them,
- Unusually high returns than our committed relationships,
- The items returned don't match what we shipped, are Damaged or Altered

then we might have to revoke the account and any associated accounts status as "Separated". If this happens to you and you think we've made a mistake, please get in touch with [The ACE](#) and we'll be happy to discuss it with you.

- o If your account has been revoked and you need to make a valid return, contact [The ACE](#).
- o Please note, that we reserve the right to take legal action against you if the items you return don't match what you ordered.
- o You may also lose all your privileges (Tokens, Coupons, membership privileges, etc. Click here to know more about the [Separation Policy](#))

Virgio Coupons & Tokens

We make your shopping truly rewarding by;

a.) **Issuing Coupons:** From Time to time, we may surprise you with a coupon, these coupons can be used at the check out to save some extra bucks!

Each Coupon has its own terms, which will be made clear at the time it's issued to you (e.g. what products, single/multiple usages, expiration, when it can be used, etc).

(While we would hate to do it) Virgio reserves the right to cancel any Gift Coupons and user accounts at its sole discretion where **fraud** or **misuse** is suspected. Let's be fair to everyone!

For how to use coupons, [click here](#)

Influencer Coupon

b.) **Virgio Tokens:**

Tokens can be used at the checkout, over and above all other discounts & Coupons, to save little extra than extra. You can start earning. Tokens have a validity of 90 days from the date of issuance.

Here are how you can earn Token

Signing Up On signup You get **50** Tokens and additional **150** Tokens on app install.

Successful Purchases = When a delivered item completes the return period and is not returned.

- a. **5%** for order placed through **Web** and **10%** for the order placed through **App**.
- b. The value will be disbursed as coin rewards upon completion of the return period.
- c. Tokens earned based on purchases become redeemable once the return period of an item is over, or if the user explicitly collects the Tokens even before the completion of the return period (collecting Tokens associated with an item implies that said item can't be returned)

Referrals

- a. When the user refers another user to VIRGIO
 - i. The User who got referred earns **200** Tokens on successful signup.
 - ii. The User who referred earns **200** Tokens after successful order

Linking User's Instagram Profile

- a. Users will be able to link their Instagram accounts to VIRGIO. One user can link only one Instagram profile
- b. Linking their Instagram account will give users **50** Tokens

Following Virgio on Instagram

- a. Users will get **50** additional Tokens once they follow VIRGIO

Posting on social media

- a. If the user posts on their social media (public profile) with #VIRGIO wearing Virgio purchased products, they will earn **50** Tokens. For complete instruction refer to "Featuring with us"

Featuring with us: Bring out the fashion stylist in you! Time to time we run campaigns giving you an opportunity to get featured on our app & earn extra points too !!

Here is what you need to do:

1. Shop for product/s and/or a look from Virgio
2. Link your account to Virgio ([Link your account](#))
3. Create a post/content/video on your account showcasing Virgio product.
4. Tag Virgio #Virgio

Also

1. Your profile must be public.
2. Submissions will mean that user's posts are eligible to be showcased by Virgio on our properties
3. Virgio will assess users' submissions vis-a-vis a set of guidelines, such as

- Virgio item being clearly visible and being showcased
- No obscenity
- High resolution, no blur
- Basis the guidelines, Virgio will take a call on whether the user submission qualifies for the reward or not
- Users will need to connect their Instagram account to their Virgio account for Virgio to identify the user
- Should Not violate any Virgio Ts&Cs

Based on the Quality of content and successful assessment, Virgio may choose to publish your content on

- a. On a PDP (Testimonial) - You earn **200** Tokens
- b. On Catalogue (Photo) - You earn **700** Tokens
- c. On Catalogue (Video) - You earn **1000** Tokens