

UNDER MAIN TERMS AND CONDITIONS

OUR PRODUCTS & SERVICES:

r.) *No BS Inside Foods: A range of packaged nutrition and health food products offered under the “No BS Inside” brand, including but not limited to protein oats, protein bars, and other nutritional food products sold on the Platform. Sold by FITTR Lifecare Private Limited (FLPL).*

NO BS INSIDE Refund Policy

Last updated: March 13, 2026

This No BS Inside Refund Policy applies to No BS Inside branded food products sold on the Platform by Squats Fitness Private Limited and/or Fittr Lifecare Private Limited (collectively, “FITTR”, “we”, “our”, or “us”).

1. No Cancellation, Return, Refund All orders placed for NO BS INSIDE products are final. Considering the consumable / perishable nature of food products and hygiene and safety considerations, orders once placed and processed shall not be cancelled, returned, exchanged or refunded, except strictly in accordance with Clause 2.

2. Damaged Packaging at the Time of Delivery A customer may be eligible to seek a refund only where the customer receives the product with materially damaged, torn, tampered, opened, leaking or otherwise compromised packaging at the time of delivery (“**Damaged Delivery**”).

3. Mandatory Evidence Requirement As a condition precedent to any claim for refund on account of a Damaged Delivery, the customer must provide to FITTR:

(a) a clear, continuous and original unboxing video showing:

(i) the sealed outer package as received;

(ii) the shipping label / order details, where visible;

(iii) the opening of the package from the beginning, without cuts, edits, pauses or interruptions; and

(iv) the damage, tampering, leakage or compromised condition of the product and/or packaging; and

(b) such photographs and additional details as FITTR may reasonably require for verification.

No refund claim shall be entertained or processed in the absence of a proper unboxing video.

4. Claim Timeline The customer must notify FITTR of the Damaged Delivery and submit the required evidence within 24 hours from the time of delivery, failing which the claim shall stand barred and the order shall be deemed accepted in good condition.

5. Verification Rights All claims are subject to FITTR’s verification and review. FITTR reserves the right to reject any claim where:

(a) the evidence submitted is incomplete, unclear, edited, manipulated or insufficient;

(b) the damage is not visible from the unboxing evidence;

(c) the claim is made after the prescribed timeline;

- (d) the damage appears to have occurred after delivery; or
- (e) the claim is false, frivolous, abusive or fraudulent.

6. Non-Qualifying Claims For the purposes of the limited exception under Clause 2, the following shall not qualify as a valid Damaged Delivery claim, including without limitation:

- (a) change of mind;
- (b) dissatisfaction relating to taste, flavour, texture, aroma, or personal preference;
- (c) minor dents, creases, scuffs, or transit-related wear to secondary / outer packaging that do not affect the integrity or safety of the product;
- (d) claims unsupported by the mandatory unboxing video or other required evidence;
- (e) complaints raised after the prescribed timeline; or
- (f) any issue arising due to improper storage, handling, or use after delivery.

7. Refund Processing Where FITTR, upon verification, accepts the claim as valid under this Clause, FITTR may, at its sole discretion, provide either a replacement for the affected product or a refund of the amount actually paid for the affected product, with any approved refund being processed to the original mode of payment within such reasonable period as may be required for internal review, payment processing and banking timelines.

8. Fraudulent Claims FITTR reserves the right to suspend, limit or reject refund claims and/or future orders in cases involving repeated, suspicious, abusive or fraudulent claims.

9. Statutory Rights and Limitation of Liability Nothing in this Clause shall restrict any non-excludable statutory rights available to a customer under applicable law. However, to the maximum extent permitted by law, FITTR's liability in relation to any approved claim under this Clause shall be limited to the replacement of the affected product or refund of the amount actually paid for such product, at FITTR's sole discretion.