

Frequently Asked Questions

1. What does the term “organic” mean?

“Organic” refers to produce that has been grown without the use of artificial fertilizers, pesticides and other chemicals or genetically modified organisms.

At Organic Wellness, we make sure that the produce is grown in pollution free land, thereby avoiding contamination of air, water, soil and noise pollution.

2. What is Unique about Organic Wellness?

We are committed to a unique win-win business model for everyone in the chain, starting from the Mother Earth, farmers, consumers, employees and our partners/associates with the Balanced Balance sheet focusing equally on each link:

Mother earth is respected for following the organic process and traditional farming methods.

Organic Wellness family Farmers are paid premium prices along with sharing 5% of company’s net profits, in addition to complete support / technical help

Consumers: Authentic organic products

Employees: Every employee is a partner and 5% profit is shared

Associates: Open and transparent working

3. How was Organic Wellness created?

Organic Wellness Private Limited was born in India with a creative and unique business model focusing equally on employees, farmers, the environment and the company itself. The mission is to grow and create assets for both employees and farmers, and simultaneously showing our sincere love and care for the Mother Earth.

4. How is Organic Wellness different from other companies?

- Our team has over 100 years of experience in Organic Farming
- We are certified “Organic” by many National and International Standards which confirm that our entire chain strictly follows every organic procedure (from Seeds to Finished Product)
- Our products are manufactured and processed in the pollution free, clean and green environments of unexplored, rural parts of India
- Our products are processed under low speed machines to retain freshness and health benefits
- Our Tea Bags are staple-free
- We use only whole herbs (powdered/ grinded form) in our products thus delivering the whole benefits of herbs without any adverse side effects
- We work with the small and marginalised farmers of drought prone areas of India who otherwise might have committed suicide. We give premium prices and share 5% of our net profit; thus bringing smiles to thousands of farmers
- We provide free learning sessions to the farmers’ children
- Our Founder/MD and Senior team members are in direct/personal touch with all of our family farmers

5. Why did Organic Wellness set up its manufacturing plant unlike other companies who get contract manufacturing?

We believe our own manufacturing plant is critical to ensure authentic, organic quality products. Contract manufacturing is easy and low cost with no investment, but we believe in following the right process/route.

6. Why did Organic Wellness set up its plant in remote village with no infrastructure and not in big cities of India?

Yes, Organic Wellness explored setting up its plant in big cities like Gurgaon, Noida, Kanpur and Lucknow, to name a few. But the pollution levels in air, water and even noise made the company move away to a remote village where the environment was totally clean, and fit for processing and packing authentic organic products. Above all, we wanted to provide employment to the unemployed youth.

We want to be close to our family farmers so that fresh produce can be processed thus avoiding transportation.

7. How did you select your factory site?

We selected the site because of the following reasons:

- The location is in a pollution-free, clean and green environment that ensures the organic status of our products.
- The land was barren with no cultivation possible. Farmers were committing suicide due to high debts; the factory in turn can help these farmers and villagers as a source of employment.

8. Why does Organic Wellness share 10% of its net profit with OW employees and farmers?

The food we receive on the table is only due to the immense hardships farmers go through, but they are the ones, who are being paid the least. All columns of the Indian dailies are flooded with news reports on farmers' suicide cases. Organic Wellness firmly believes that good food cannot be produced without "happy souls". We took the challenge of eradication of poverty from the lives of all farmers who work with us.

9. How is Organic Wellness' business model unique?

- Organic Wellness is the first company to put up a manufacturing plant in untouched rural areas of Bundelkhand.
- This helps in producing authentic organic products as we believe it is almost impossible to pack authentic Organic products in big cities like Delhi, Mumbai, Chennai, Kolkata etc.
- Our manufacturing plant being close to our farms helps in retaining efficacy and freshness of herbs.
- We generate employment for local youth in villages thus curbing down the mass exodus to cities.

10. How are Organic Wellness Products effective?

Organic wellness ranges of products are effective due to following reasons:

- Herbs are cultivated by marginalised farmers under direct supervision of the agriculture experts of the company
- Processing of herbs is done in modern machines, ensuring product efficacy is not compromised

- Packaging is done in state-of-the-art plant set up in clean environment, thus ensuring authentic organic products packed
- Modern inhouse laboratory to test every ingredient and packaging material
- Team with over 100 years of organic experience
- Above all, by using each product of organic wellness you are supporting our vision and contributing to bring smiles on the family farmers (OWFF); thus they give positive energy and invisible blessings
- Each product is researched and tested before bringing it to consumers

11. In how many days will I see the effect of consuming authentic organic products of Organic Wellness?

You can notice results in the first month itself, though the best result can be obtained only after continued usage for 6 months. We suggest you to continue using our product for maintaining the wellness.

12. Can I take OW Heal Range of Supplements without a doctor's prescription?

Yes, as Organic Wellness products are made using whole herbs, and are food supplements without any adverse side effects. However, we would recommend consulting your family physician.

13. Where can I get your products located in the market?

You can buy PAN India but the easiest option is to order online from our website and experience our service.

14. In how many days will the product get delivered?

Within 5-7 working days

15. Is it possible that I keep getting my regular supplies?

Yes. You can get our products irrespective of quantity on a regular basis once you have registered on our website and shared your requirements.

16. What certifications does Organic Wellness have?

USDA, BIO, Eco Cert, India Organics, GMP, ISO22000, HACCP, Kosher and Halal.

17. For how long should Organic Wellness tea bags be steeped in hot water?

3-5 minutes in hot water depending upon your liking of the taste.

18. Do you use natural flavours in your teas?

Yes, we only use natural flavours in our teas, and these flavours are also certified organic

19. What are the benefits of Tulsi?

The health benefits of holy Basil, also known as Tulsi, include oral care, relief from respiratory disorders, as well as treatment of fever, asthma, lung disorders, heart diseases and stress. Holy Basil, which has the scientific name *Ocimum sanctum*, is undoubtedly one of the best medicinal herbs that has been discovered and is termed as the "Queen of herbs" in Ayurveda.

20. Why do you use only whole herbs and not extracts?

Whole herbs contain all of the constituents of the plant and have been used for hundreds of years by many cultures. In fact, modern medicine originated with the use of whole herbs. A standardized herbal extract is an extract that has one or more components present in a specific, guaranteed amount, usually expressed as a percentage. Herbal extract is made by standardization, therefore is based on the idea that isolated compounds are responsible for the action of herb. Therefore, it is doubtful that this type of standardized herbal extract can exhibit the same full spectrum of use as the whole herb.

21. Do you test your products for microbiological contamination?

We have an experienced team of food experts, who test our products in respect to physical, chemical and microbiological contamination, ensuring the safety of our products.

22. Does Organic wellness products meet WHO standards for Heavy metals?

Yes, all our products are tested for heavy metals and they meet WHO standards

23. Do you use Vegetable cellulose capsules?

Yes our entire capsule range is made with vegetable cellulose

24. I want to distribute your products. Please let me know the process.

Please write at ow@organicwellness.com with your contact number and one of our team members shall get in touch with you.

25. What does the Organic Wellness logo signify?

Our Logo demonstrates “Healing hands”, The green hand symbolizes that our entire process is “Organic” and the blue hands depicts that we are meant to bring “Wellness for all”.

26. How often does your Founder meet the farmers?

He spends most of his time with the farmers roughly around twice every month. He does so to talk to the farmers directly, discuss about the problems they are facing and solving the issues as fast as he can.

27. Why should I buy Organic Wellness products?

You should buy Organic Wellness Products because:

- Global quality with great taste and efficacy
- Authentically Organic
- They are economic
- Every product you use helps in making a difference in the lives of farmers

28. How are your products different to other organic companies?

- Our products are processed under low speed machines to retain the freshness, taste and nutritive value
- Our products are packed and processed in utmost rural villages, which ensures there is no trace of atmospheric pollutants and heavy metals in our products
- We do not use any metals in our products; our tea bags are staple free. This ensures our products are not subjected to any metallic contamination

- Our products are certified organic by authentic International certifying bodies that claim our products are 100% organic

29. I am already a consumer of organic products. Why should I switch to your company products?

You can switch to our products because:

- Our products are processed under low speed machines to retain the freshness, taste and nutritive value
- Our products are packed and processed in utmost rural villages that ensures there is no trace of atmospheric pollutants and heavy metals in our products
- We do not use any metals in our products, like our tea bags are staple free that ensures our products are not subjected to any metallic contamination
- Our products are certified organic by authentic International certifying bodies that claim our products are 100% organic

30. Every company is chasing profit. How are you able to share 5% of profit each with farmers and employees?

Organic Wellness firmly believes that good food cannot be produced without “happy souls”. We confirm everyone in the supply chain is happy starting from Mother Earth to end consumers, thus we share a total of 10% of our net profit with our farmers and employees to create assets for everyone thus complementing our “win-win business model.”

31. How is the profit distributed?

10% of profit is shared. We share 5% of our net profit with our farmers and 5% of our profit with employees and business associates.

32. Are there any adverse side effects of consuming your products?

Organic Wellness products are made for the wellness of the consumers and have no side effects. But in case of pregnancy or any allergy, we advise you to seek your doctor’s consultancy before consumption.